



BRIDPORT
TOWN
COUNCIL

BRIDPORT **COMMUNITY** **EMERGENCY** **RESPONSE PLAN**

REVIEW DATE: MAY 2026

**PREPARED BY: Bridport Town Council, Mountfield, Rax
Lane, Bridport, Dorset, DT6 3JP**

01308 456722

**Your priority is to stay safe.
If you are in immediate danger, call 999.**

This document is a redacted version to remove personal contact information. Distribution should be controlled and information handled in accordance with UK GDPR and Data Protection legislation.

1. INTRODUCTION TO THE COMMUNITY EMERGENCY RESPONSE PLAN

- **Purpose:** The purpose of the plan is to help Bridport prepare for, respond to and recover from emergencies. It provides a self-help guide to the resources available within the community to support it in a crisis, and the particular procedures to be followed for specific crisis, especially if the emergency services or relevant local authority support is delayed due to the scope and nature of the emergency.
- **Scope:** This plan applies during incidents including severe weather, flooding, extended power outages, major fires, public health emergencies, evacuations, utility disruption, transport disruption and any emergency requiring community welfare support.
- **Relationship to Dorset Prepared:** This plan is prepared in conjunction with advice from Dorset Prepared, the emergency planning service of Dorset Council
- **Review:** The Town Clerk is responsible for maintaining, reviewing, and updating this plan in consultation with relevant partners and officers.
- **Having a CERP should never be a substitute for calling 999, either if there is risk to life or any individual deems it necessary at any point. The CERP details the call out order, communication of information to the community and the logging of actions and decisions.**

2. PLAN ACTIVATION

- **Who can activate the plan:** This community plan will be activated either locally by the community, when emergency services ask for support or on the advice of the Community Response Team of Dorset Council. The local co-ordinating team will be known as the Community Response Group (CRG).
- **Activation triggers:** When an emergency has happened or is expected. On notification of an emergency, the CRG Lead will contact appropriate key organisations in the area to activate the community response and for a CRG, and to establish an Emergency Meeting Place (EMP) from the following:

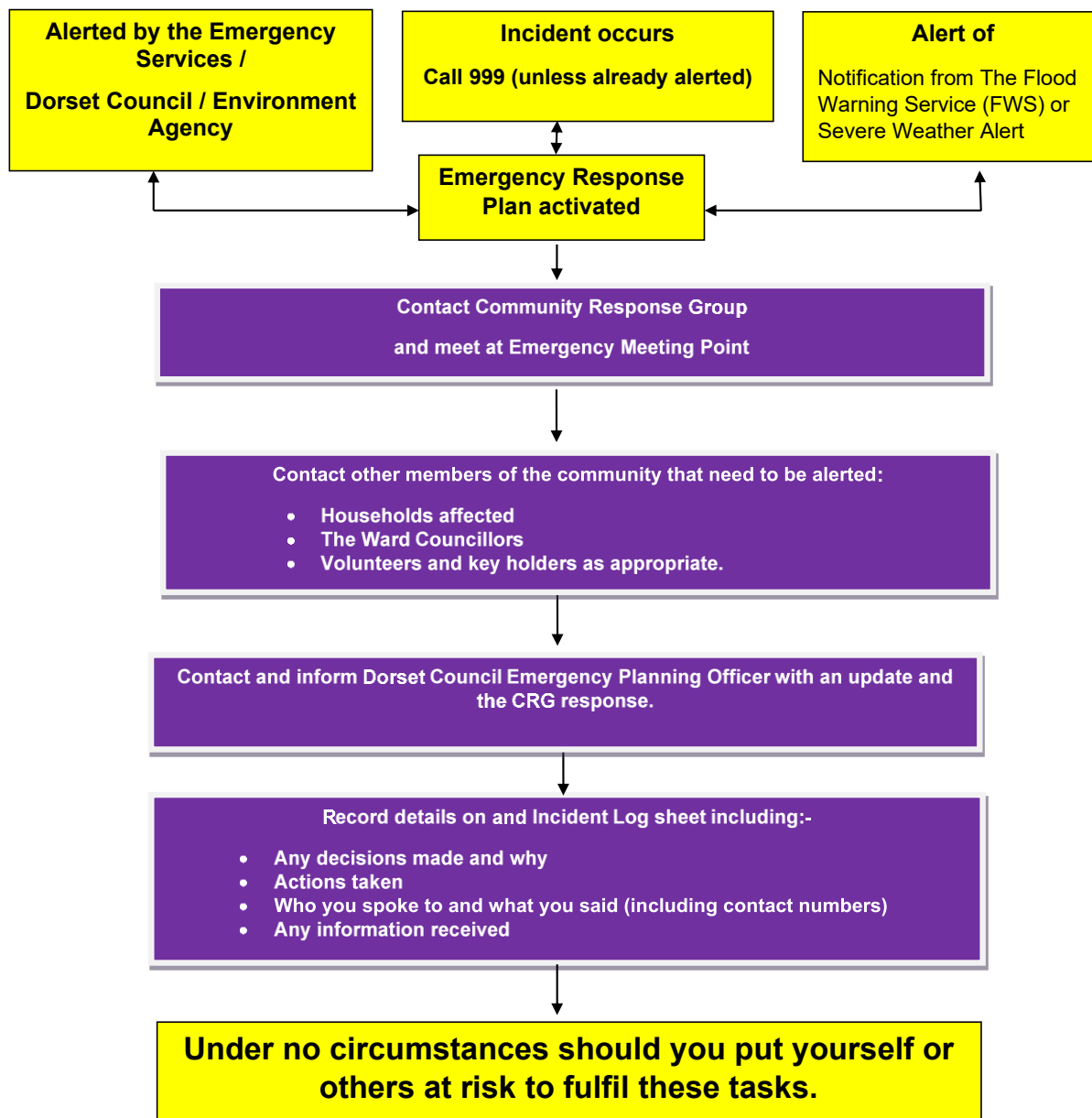
The primary EMP will be at:	Mountfield, Rax Lane, Bridport DT6 3JP
The secondary EMP will be at (use if the primary EMP is not accessible)	Bridport Tourist Information Centre and Town Hall, Bucky Doo Square, South Street, Bridport DT6 3LF
The third EMP will be at (Use if 1st/2nd EMP not available)	Salt House, West Bay DT6 4HB
The CRG Lead may call a virtual meeting if they feel this is the right response.	Remote virtual meeting online

Emergency escalation process:

- CRG Lead to contact emergency services, 999, and follow any advice given. Establish communication link and provide local knowledge.
- CRG Lead to contact Dorset Council Emergency Planning Team and follow any advice given.
- Record advice and actions from the emergency services and Dorset Council – Use Incident Log sheet.
- Contact other members of the CRG and agree if the Town Emergency Plan is activated.
- Using the skills, people and resources in this plan decide what response can safely be actioned to support the work of the local emergency responders as per the advice given.
- **Notification requirements:** Where the decision to implement the plan has been taken by the community, then the Council should be advised that the plan has been activated. Contact details for the Dorset Council Emergency Planning Officers are:
Working hours: 01305 838227
Outside working hours: 01305 251010
Emergency: 01305 224659 emergencyplanningteam@dorsetcouncil.gov.uk

- Activation flowchart

Community Response Group Triggers and Activation



3. COMMUNITY RESPONSE STRUCTURE

Community Response Group (CRG): Bridport Town Council will activate a Community Response Team (CRG) when notified of the need for an emergency response. The following are key contacts and can act as CRG leads. BTC managers hold each others details and that of Councillors. A core group will be made up of those available at the time of the emergency but in most instances would include the Clerk, Deputy Clerk, Works Manager and Project Manager.

Town Clerk (incident lead and Emergency Meeting Places lead)	(redacted for website)	Overall coordination
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Town Surveyor (deputy lead and operations lead)	(redacted for website)	Overall logistics
Project Manager (volunteer coordinator and communications)	(redacted for website)	Volunteer deployment and safety Public/media/social media update
Welfare/Safeguarding Lead	(redacted for website)	Vulnerable persons and shelters
Logistics Lead	(redacted for website)	Equipment and transport

A written log of decisions, actions, contacts, and significant events should be maintained throughout the incident where practicable. Logs may be handwritten or electronic and should be retained following the incident for review and lessons learned purposes.

4. COMMUNICATIONS

Unverified information should not be shared publicly. All public communications should be coordinated through approved spokespersons to reduce misinformation and public confusion.

- Official communication channels – Website, Facebook (BTC and TIC and Ward pages) and Noticeboards, Bridport news and Dorset Echo
- Approved spokespersons– Town Clerk, Deputy Town Clerk, Mayor or Council Lader to speak publicly
- Emergency social media accounts – to rumour control and provide clear information
- WhatsApp cascade arrangements – staff ‘work’ Whatsapp Group and direct contact with Councillors
- RAYNET and radio arrangements – see section 9
- Loss of communications procedures – see section 9

5. RISK ASSESSMENT AND LOCAL HAZARDS

The following are the issues we are likely to have to face in Bridport which might trigger an emergency response:

- Flooding - When we get a flood warning from EA.
- Coastal storm – Warning from EA and / or Met Office
- Snow and severe weather - When we receive an alert from Dorset Council
- Pandemic - When we receive a health warning.
- Utilities failure - When electricity, gas, water is lost.
- Cyber incident
- Fire/explosion and events that lead to mass casualties (like terrorism)
- Animal disease- When disease is declared
- Interrupted food supply - When we receive notification of an emergency
- Isolation - Arising from any of the above

At a time of a climate and ecological crisis, the likelihood of events such as those listed above is significantly increased.

6. VULNERABLE PEOPLE AND WELFARE (see also Annex C – vulnerable person protocol).

- Vulnerable groups: There are a number of groups of people who, in a crisis, should be considered as potentially vulnerable:
 - a. People with mobility limitations, both young and old.
 - b. Disabled people (including physical disability and learning disability).
 - c. Blind and partially sighted people.
 - d. Parents who are on their own with children under 12.
 - e. Anyone in charge of a group of children when the incident happens e.g. playgroup staff, Guide and Scout leaders.
 - f. Newcomers to the town who may not know all its facilities.
 - g. Hearing impaired people. It should also be noted that people who are deaf or hard of hearing may not be aware of broadcast alerts, and may need a personal visit to ensure they know of any risks to which the community is being alerted.
- People have very ingenious ways of hiding their vulnerability; individuals can appear to be well, but might be suffering significant issues that will, in an emergency situation, make them extremely vulnerable. There are ways of finding out who might be hiding a vulnerability, without approaching them directly, through health care providers, religious leaders, shop owners, pub staff, school teachers and youth leaders. While these people might not tell you who is vulnerable, they will be in a position to tell the emergency services and approach the individuals themselves to offer help and pass on information to them.
- **Care homes:** there are a number of care homes in the Bridport area and it is good practice to make an offer of help to them in a crisis if enough people are available:
 - Harbour House, George Street, West Bay, Bridport DT6 4EY (01308) 423277
 - The Hyde, Walditch, Bridport, DT6 4LB (01308) 427694
 - Coneygar Lodge, Coneygar Park, Bridport, DT6 3BA (01308) 427365
 - St James Park, Higher Street, Bradpole, Bridport, DT6 3EU (01308) 421174

There are also supported living homes: Gordon Court, Alfred Lodge, Folly Mill Lodge, Hanover Court, Riverside Court, Peelers Court, Meadow Court, Homebredy House
Magna properties: Fulbrooks Close, Cooper Court, Flaxhayes, Cherry Tree, Hibernia Close, Vernons Court, Magdalen Court, St Swithins,

- **Care providers:** these are our main Care Providers:
 - Agincare, Mountfield 01308 459777
 - Angel Carers, South Street 01308 459204
 - Daley Home Care, Salwayash 01308 898345
 - Altogether Care, Beaminster 01308 863775

7. COMMUNITY RESOURCES

- **Medical and first aid:** In the event of anyone in the community being injured or becoming ill, the normal facilities, eg Ammonite/ Bridport Medical Centre (01308 421896) and South Western Ambulance Service (via 999), NHS (111) will initially be approached for assistance. Those individuals within the community with some formal training in first aid should be identified.
- **Defibrillators:** available at the following sites:

Town Centre

- Outside the Bridport Tourist Information Centre, Bucky Doo Square
- Nationwide, Victoria Grove
- Waitrose (next to the trolley bay at the side of the building)
- Bull Hotel, East Street
- Bridport Christian Fellowship, Kings Square (East St car park)
- Local Food Links, St Michaels (during opening hours)
- Bridport Primary School, St Andrews Rd (during school hours)

South of town centre

- Bridport Community Centre (for use by staff onsite)
- Bridport Leisure Centre (in reception)
- Bridport Football Club northern boundary between two murals (BTC)
- St Marys Parkrun (Sat 9-10am, mobile defib)
- Palmers Brewery (for use by staff on site)
- Gordon's Court, Flood Lane (for use by staff on site)
- Groves, West Bay Rd (during opening hours)
- Vernons Court, South Walk

Bridport West and Allington

- Ammonite/ Bridport Medical Centre (for use by staff onsite)
- Hazelmead, North Allington off Hospital Lane
- St Swithuns Church Hall, North Allington
- Coastal Nets, North Mills (for use by staff on site)
- MyDentist, North Allington (for use by staff on site)

Bradpole/ Sea Rd north / Gore Cross area

- Bradpole Forster Village Hall, Higher St Bradpole (BTC)
- Seal's Cove, Shoe Lane
- Lanehouse Vauxhall, Shoe Lane (for use by staff on site)
- Turner Build, Pymore
- Colfox School, Gore Cross (when school open)
- Top Gear, Gore Cross

Bothenhampton & Walditch

- Walditch Village Hall, Walditch Road (BTC)
- Hyde Real Tennis Court, Walditch Road (for use by staff on site)
- Bothenhampton
- Walditch Village Hall (BTC)

West Bay

- The Bridport Arms, West Bay
- Harbour Masters Office, West Bay (maintained by Lyme Heartbeat)
- Parkdean resort, Forty Foot Way, outside reception

Vehicles and equipment: the following equipment and transport may be available to support the community and is based at Plottingham depot:

- Bridport Town Council – 7 Ground staff
- Vehicles – Vans, Tractors, and trailers
- Tools and equipment including generator, water pump etc
- Support including sandbags, barriers, cones etc

Emergency accommodation/rest centres: The following emergency accommodation managed by BTC should be available within the community if triggered by a request from the Emergency Services or explicit local need:

- Bridport Town Hall
- WI Hall, North Street
- Salthouse, West Bay

The following venues may be available but are not managed by BTC:

- Bridport Youth Centre, Gundry Lane
- British Legion Hall, Victoria Grove
- Forster Village Hall, Bradpole
- Bothenhampton Village Hall
- Walditch Village Hall
- Church House, South Street
- Masonic Hall, East Street
- Vestry Hall, St Swithuns Church
- Electric Palace/ BAC/Lyric/other churches

All residents staying at these venues must be registered. See also Annex E Shelter/ Rest Centre procedures.

Generators and specialist equipment: The following generators are owned by individuals within the community and, if warranted, the Community Response Group will approach the owners to seek their agreement to deploying the equipment to where it will be of greatest use to the community.

Business / Organisation	Contact Details
Bartletts Country Stores	Telephone: 01308 422204 Address: 3/5, St Andrews Trading Estate, Bridport, DT6 3EX Email address: info@bartlettscountrystores.co.uk Website: http://www.bartlettscountrystores.co.uk/
Bradfords Building Supplies	Telephone: 01308 422324 Address: Bradfords, Sea Road South, Bridport, DT6 3DW Email address: bbs.bridport@bradfords.co.uk Website: https://www.bradfords.co.uk/
Evans Plant Hire	Telephone: 01308 422446 Address: Unit 3, Westway Business Park, Bridport, DT6 5HR Email address: info@evans-planthire.co.uk Website: https://www.evans-plant-hire.co.uk/
Fowlers Hire & Sales Ltd	Telephone: 01308 424269 Address: Fowlers Hire & Sales Ltd, St Andrews Trading Estate, Bridport, DT6 3EX Website: https://www.fowlertools.co.uk/
Toolstation	Telephone: 0330 333 3303 Address: Toolstation, St Andrews Road, Bridport, DT6 3DJ Website: https://www.toolstation.com/branches/bridport
Townsend Engineering	Telephone: 01308 423305 Address: Unit 1, St Andrews Industrial Estate, Bridport, DT6 3EX Email address: dhtownsendeng@aol.com Website: https://www.townsendbridport.co.uk/
Travis Perkins	Telephone: 01308 422351 Address: Travis Perkins, St Andrews Road, Bridport, DT6 3DJ Website: https://www.travisperkins.co.uk/

8. Partner Organisations and Key Contacts

- Emergency services**

Emergency Services	Contact Details
Dorset Police	Telephone: 999 Emergency Telephone: 101 Non-emergency Website: https://www.dorset.police.uk/do-it-online/
Dorset & Wiltshire Fire and Rescue Service	Telephone: 999 Emergency If your call is operationally urgent, or you need to contact us out of hours, please contact Fire Control on 0306 799 0019. Non emergency: 01722 691000 Email: enquiries@dwfire.org.uk Website: www.dwfire.org.uk
South Western Ambulance Service	Telephone: 999 Emergency Telephone: 101 Non-emergency Website: https://www.swast.nhs.uk/welcome Telephone: 01392 261500
HM Coastguard – West Bay Coastguard Rescue team	Telephone: 999 Emergency 023 9255 2100 Website: http://www.mcga.gov.uk/c4mcga07-home
Hospital generator	Bridport Hospital tel:01308422371

- **Councils and statutory agencies:** Co-ordination with any or all of the following may be required in the event of an emergency:

Councils	Contact Details
Bridport Town Council Clerk – SF	(redacted for website)
Symondsbury Parish Council Clerk – DG	(redacted for website)
Dorset Council	Telephone: 01305 251000 Website: www.dorsetcouncil.gov.uk
Dorset Council Highways Emergencies	01305 221020 Out of hours: 01305 221000
Report property flooding – Dorset Council	www.floodreport.dorsetcouncil.gov.uk
Report road flooding – Dorset Council	Report road flooding

Other contacts	Contact Details
Flood line (Environment Agency)	Telephone: 0345 988 1188 Incident Hotline 24/7 telephone: 0800 807060 Report Flooding through Dorset Council: www.dorsetcouncil.gov.uk/emergencies-severe-weather/flooding/report-flooding.aspx Website: https://flood-warning-information.service.gov.uk/warnings?location=Dorset
Environment Agency	Incident communications service for public: 0800 807060 General enquiries: 03708 506506 enquiries@environment-agency.gov.uk South West Office telephone: 0370 850 6506 Website: www.environment-agency.gov.uk
Electricity – National Grid	In emergency telephone: 105 To report an outage: 0800 6783 105 Website: www.nationalgrid.co.uk
Gas- Southern Gas Networks (General public)	Emergency telephone: 0800 111 999 Office hours: 0800 912 1700
Wessex Water	Telephone: 0345 600 4 600 Website: https://www.wessexwater.co.uk/
DEFRA	Helpline telephone: 03459 335577 Website: http://www.defra.gov.uk/

- **Community organisations**

Name	Organisation	Contact Details
(redacted for website)	Beacon Church Community Kitchen	(redacted for website)
(redacted for website)	Bridport Churches Together	(redacted for website)
(redacted for website)	Bridport Emergency Volunteers	(redacted for website)
(redacted for website)	Bridport Citizens Advice	(redacted for website)
(redacted for website)	Bridport Community Hospital	(redacted for website)
(redacted for website)	Bridport Food Glut	(redacted for website)
(redacted for website)	Bridport Leisure Centre	(redacted for website)
(redacted for website)	Ammonite / Bridport Med Centre	(redacted for website)
(redacted for website)	Bridport Primary School	(redacted for website)
(redacted for website)	Bridport Rotary Club	(redacted for website)
(redacted for website)	Community Fridge	(redacted for website)
(redacted for website)	Bridport Foodbank	(redacted for website)
(redacted for website)	Dorset Police	999
(redacted for website)	Dorset Volunteer Centre	(redacted for website)
(redacted for website)	Harmony Centre /Community Front Room	(redacted for website)
(redacted for website)	Jurassic Coast Primary Care Network	(redacted for website)
Emergency duty officer	Magna Housing	(redacted for website)
(redacted for website)	Red Cross	(redacted for website)
(redacted for website)	St Catherine's Primary School	(redacted for website)
(redacted for website)	St Mary's Primary School	(redacted for website)
(redacted for website)	Sir John Colfox Academy	(redacted for website)
(redacted for website)	St John Ambulance	(redacted for website)

- **Other wellbeing and support groups** may be engaged, including but not limited to those listed at: [Community - Clubs in Bridport & West Bay](#) To avoid the CRG becoming unwieldy and unmanageable, the CRG will identify lead roles to liaise with such organisations.

9. EMERGENCY RESPONSE PROCEDURES

- **Flood response (see also detailed Flood Plan):** The risk associated with flooding in Bridport may directly affect private properties, but more concerned with restricting access if roads are flooded and impassable. Dorset Council will issue sandbags when an Extreme Rainfall Alert (ERA) or Flood

Warning is received to protect private properties from highway and surface water flooding in an emergency. If sandbags are required for businesses, the cost of sandbags and delivery will be charged. Property flooding is defined as internal flooding including integral garages, but excludes garden sheds. For flooding incidents not caused by inclement weather, sandbags are issued at the Duty Officer's discretion. Dorset Council do not generally collect sandbags after the event, however BTC do offer assistance to the elderly /infirm or disabled.

Dorset Council have a store of sandbags at the Plottingham Depot, which is on the south side of West Allington, close to the roundabout, accessed through the yard that leads to the Sea Cadets Hall. If sandbags are required, contact Bridport Town Council on 01308 456722. The Town Council will assist with distribution according to available capacity. Out of hours phone number: xxxxxxxxx

- **Snow and severe weather response**

Dorset Council Highways carries out emergency snow clearance. During very heavy, prolonged and county-wide snowfall it is not normally possible to keep all of the precautionary salting routes free from snow - Dorset Highways will need to focus resources on clearing and treating the priority ploughing network of key north-south and east-west routes. The need to run two vehicles on these routes, one to plough the other salting/gritting, reduces capacity to treat the entire network. The aim is to keep these priority routes clear and move on to clearing the rest of the precautionary network. Extra resources, such as ploughing contractors, will be deployed at the earliest opportunity to assist in clearing routes. Other routes will be ploughed and treated as directed by the Duty Engineer. This operation accepts that, at times, some of the precautionary network will become impassable but by concentrating on principal routes some traffic movement can be maintained. More information on the priorities for emergency clearance can be found at <https://www.dorsetcouncil.gov.uk/emergencies-severe-weather/gritting/snow-clearance>

Within the community, Bridport Town Council will provide additional resources for snow clearance according to a priority schedule maintained by (redacted for website) . Flexibility in this schedule may be required to respond to circumstance, and additional capacity may be identified through the CRG.

Dorset Council will lead on the response to **other weather events** and the community response will depend on their actions and advice. Local coordination of the response will be via the CRG.

- **Pandemic response**

Bridport Town Council has a pandemic response plan developed and implemented successfully for the Covid-19 outbreak in 2020. It engages local response groups to:

- ❖ Co-ordinate and deliver community-based non-emergency support to the vulnerable.
- ❖ Communicate to the public what support is available and how to access it.
- ❖ Build in resilience and safe working practices.

And provides the following support:

- ❖ Advice and guidance
- ❖ Supply of food and groceries
- ❖ Supply of prescriptions and other medical/clinical needs
- ❖ Health services
- ❖ Wellbeing including mental health support
- ❖ Other general support (e.g. repair and maintenance)

This plan will be maintained and reactivated as required.

- **Utilities failure response**

- **Response:** Community response should be implemented in line with the main community plan supplemented by any actions in the specific risks to the community covered in the specific community enclosures (e.g. flooding etc).
- **Loss of Mains Services** The loss of electricity and gas can have a knock-on effect on all other mains services ranging from heating circuits through cooking facilities to water pumping services. The situation will be assessed by the CRG at the time and a suitable response made using the resources contained in the community plan and enclosures. If the telephones are not affected, and road traffic is moving freely, contact should be made with the service supplier(s) to:
 - Report the loss of service and obtain an estimate of service recommencement.
 - If reconnection is likely to be delayed, the supplier(s) should be asked to institute emergency measures, commencing with those assessed as vulnerable, to help the community until the resumption of normal services. Dorset Council should be informed of the situation.
 - Consideration should be given to employing the privately owned generators to provide power where it is most needed.
- **Loss of Communications – Internal Response:** The loss of normal telephone ‘land line’ or mobile telephones may be related to other, more significant, crises. The loss of the telephone system in itself may not represent a significant immediate threat other than to those classed as vulnerable within the community. If telephones are affected and road traffic is not moving freely, communications within the community may have to be undertaken through couriers carrying written or verbal messages.
- **Loss of Communications – External Response:** Communications outside the community will be maintained by physical contact and by the use of any amateur radios within the community supplemented by any Dorset RAYNET (Emergency Communications service provided for the community voluntarily by Radio Amateurs) facilities which may be available within or outside the community.
- **Internet:** Home computers generally have access to the internet as a source of information and communication via email or internet telephone facilities. Some computers may also be radio wave-enabled and be able to access the authorities and emergency services without reliance on the normal telephone service providers. Provided that mains or battery power is available these facilities should be used to establish and maintain communications links. Home computer users are too numerous to list here, but a list of computers with specific, useful facilities will be compiled at the start of a relevant crisis.
- **Radio and Television:** It may be necessary to have national and local radio and television stations monitored. In the event of mains power loss, reliance will be on battery-powered sets. Residents with battery powered radios are too numerous to list here, but a list will be compiled at the start of a relevant crisis and a ‘listening roster’ compiled. Car radios provide another means of contact outside the community.

- **Food supply disruption response**

Interruption to food supplies may be a consequence of another emergency (flood, other weather event, pandemic, etc.), or may emerge more gradually as a consequence of the climate crisis. The former requires an emergency response to safeguard the vulnerable. The latter requires local resilience in order to protect the community.

The Government and Dorset Council will establish lines of support in the event of an emergency. The emergency response provided through the activation of the CRG will be to:

- Co-ordinate requests for support, and of responses to such requests, for all food and grocery matters.
- Liaise with and between organisations involved in providing support
- Build in resilience, safety and safeguarding arrangements for this emergency function, particularly if the support is required for an extended period.

The primary function of this is to set out the response to an immediate emergency. Longer term resilience is however an important factor in limiting the requirements for this emergency response.

- **Animal health emergency response**

Dorset Council is the statutory lead for animal health emergencies and will co-ordinate the response. If required, the CRG will be activated to provide local support, for example by liaising with farmers, vets, local animal/wildlife groups and other appropriate community support organisations.

For coastal animal health issues (e.g. mass strandings, mass seabird deaths) the Coastguard should be involved as well as various organisations that deal with specific species

- **Cyber/IT failure response**

In order to prepare for item 10, Cyber attack, loss of IT systems, Ransomware and communications outage we should ensure there is an offline contact list and printed hard-copy procedures and vital documents.

- **Isolation response**

Risk of Isolation: Isolation may be caused by severe weather, flooding, road/bridge failure, specific local or regional restrictions, etc. Flooding is covered specifically above.

Effects of Isolation: The immediate effects of isolation will be that the community is cut off from outside assistance for a period of time and that movement within the community may be difficult. There may be the loss of a number of mains services (utilities).

Response: Community response will be implemented through the CRG together with any actions required for the specific risks to the community covered in the specific community enclosures (e.g. flooding etc).

Movement within the Community: The ability to move about the community is essential if assistance is to be given to vulnerable persons and others in need. Clearing pathways and local roads will be a high priority as will access to isolated or vulnerable parts of the community. The Town Council and the CRG will co-ordinate equipment and transport which may be available to support the community.

10. VOLUNTEER MANAGEMENT

- Community volunteers significantly enhance the capacity to respond to local emergency requirements. **Volunteer mobilisation** - established community organisations are a key part of this capacity, and the Bridport Community Support Network, created in response to the Covid-19 crisis in 2020, provides a managed 'pool' of volunteers. This organisation will always be called upon when the CRG is activated. Where more volunteers are required, there will be a callout using social media, media, or other methods
- **Safety rules** – before any activity is undertaken by volunteers there should be a dynamic risk assessment. No volunteer to enter floodwater. No work at height. No traffic control unless authorised. **PPE** – the requisite PPE should be provided and worn by volunteers.
- **Lone working and safeguarding** - Volunteers overseen by the CRG should not operate on their own but work on a buddy system. Due diligence should be applied when volunteers are assigned to support the young and vulnerable. Do they have a DBS check?
- **Sign-in/sign-out** – volunteers overseen by the CRG should sign in and out
- **Insurance** – volunteers are covered under the BTC insurance policy but this should be checked periodically.
- The CRG Lead or delegated coordinator may **suspend any volunteer activity** considered unsafe or beyond the capability of available personnel.

11. RECOVERY PHASE

Following an incident, the Council will support the transition from response to recovery through community welfare checks, signposting to financial and mental health support services, and assistance with the restoration of normal services where practicable. The wellbeing of staff and volunteers should be considered throughout the recovery period. A post-incident debrief will be conducted to identify lessons learned and improve future emergency response arrangements.

ANNEXES

- Annex A – Civil Contingencies Act overview and Dorset resilience structure and Category 1 and Category 2 responders
- Annex B - CRG Meeting Agenda
- Annex C – Keyholder list
- Annex D – Vulnerable Persons Protocol
- Annex E – Shelter/Rest Centre Procedures
- Annex F – Business Continuity Plan
- Annex G – Incident Log Summary Sheet

Document change history

V1	2021	Created
Jan 23	Jan 23	Updated
Sept 25	Sept 25	Reviewed and updated names and phone numbers
March 26	March 26	Reviewed
V2	May 26	Amended to incorporate more of the Dorset Prepared template

Review process

Action	Date	Notes
Annual review	May	Check it still aligns with advice and any organisational changes
Contact verification	Oct	Check for name changes, personnel changes and contact details
Tabletop exercise	TBC	Ideally every year or two years
Lessons learned		After incident

ANNEX A: CIVIL RESILIENCE ROLES AND THE DORSET COUNTY-WIDE STRUCTURE

Resilience: The term 'resilience' in the context of 'civil resilience' means the state of civil preparedness for an emergency and the community's ability to respond to, withstand and recover from the effects of an emergency.

Civil Contingencies Act: Significant work has been undertaken by the central Government Civil Contingencies Secretariat, working with a wide range of Governmental and non-governmental organisations to ensure that the preparation for and the response to potential emergencies across the United Kingdom (UK) are undertaken within a common and agreed structure and to a common standard. The Civil Contingencies Act 2004 (the Act) is the legislation which covers the requirement to prepare for emergencies and places a range of duties on a number of organisations essential to effective planning and response. The Act has replaced the Civil Defence Act and related legislation.

Emergency: An emergency is defined under the Act as an event or situation which threatens serious damage to human welfare in a place in the UK or to the environment of a place in the UK, or war or terrorism which threatens serious damage to the security of the UK.

Roles of the Organisations Involved in an Emergency

General: This section describes the primary roles of the organisations collectively known as the Category One or Category Two Responders (Cat 1 or Cat 2 responders). The Voluntary Sector has no formal duties placed upon it, but Cat 1 and Cat 2 responders are expected to work closely with that Sector whose various roles contribute to the overall response to a crisis, eg British Red Cross Society (BRCS), St John Ambulance, Royal National Lifeboat Institution (RNLI), etc.

1. **Category 1 Responders:** Cat 1 responders comprise the emergency services, Dorset Council, the Environment Agency and elements of the National Health Service (NHS). They are the main organisations involved in most emergencies. They are all required to conduct risk assessments of the likely crises which could occur within their Police Force Area (ie Dorset), to produce relevant generic or specific emergency plans, to be able to warn and inform the public (without unnecessarily alarming them), to have in place plans to enable their customer focussed essential services to be delivered in a crisis, to co-operate with Cat 1, Cat 2 responders and the Voluntary Sector and to share relevant information. General responsibilities are as follows:
 - a. **Police:** Normally the Police will co-ordinate all the activities of those responding to a land-based, sudden- impact, emergency. They have a responsibility for saving and protecting life as a priority. They are also required to preserve what is a potential crime scene. They are responsible for establishing and maintaining protective cordons around an incident site. They take the lead in criminal investigation and facilitate the enquiries of other organisations (eg Health & Safety Executive). They are responsible for casualty processing the identification and removal of those who have died in an incident.
 - b. **Dorset Fire & Rescue Service (DFRS):** The primary role of the DFRS is the rescue of people trapped by fire, wreckage or debris. They will prevent further escalation of an incident by controlling or extinguishing fires, by rescuing people and by undertaking other protective measures. They deal with released chemicals or other contaminants to render safe an incident site or exclusion zone. They assist the ambulance service with casualty handling and the Police with the removal of bodies.
 - c. **South Western Ambulance Service (SWAS):** SWAS co-ordinate the on-site National Health Service (NHS) response. They endeavour to sustain life through emergency treatment at the scene, they determine the priority of release for trapped casualties and will, in conjunction with DFRS assist in decontamination of individuals affected by a Chemical, Biological, Radiological or Nuclear incident. They transport the injured to hospital on the basis of their urgency of need.
 - d. **Maritime & Coastguard Agency (MCA):** The MCA comprises 2 distinct branches of direct relevance to potential crises: HM Coastguard and the Maritime Pollution Control Unit (MPCU). HM

Coastguard's prime responsibility is to initiate and co-ordinate civil maritime search and rescue (SAR); this role may include the response to assist people in distress from inland flooding. HM Coastguard may assist other emergency services and local authorities by request. The MPCU is responsible for dealing with pollution at sea and, in conjunction with local authorities, for the shoreline clean-up of oil spill and inert or other contaminants.

- e. **Local Authorities:** The principle concern of the local authorities immediately following an emergency is to provide support to people in their area. They will co-operate closely with the emergency services in the response phase of an incident and will use their own resources to help mitigate the effects of a crisis on people, property and essential infrastructure. They play a key role in co-ordinating the response from the Voluntary Sector. They also aim to continue to provide their normal support and care for the wider community throughout any disruption. As a crisis moves from response to recovery, so the local authorities will take the leading role in rehabilitation and restoration.
 - f. **Environment Agency (EA):** The EA has primary responsibility for environmental protection of water, land and air in England and Wales. Its key roles include maintaining flood defences, on certain rivers and coastlines; issuing warnings to those likely to be affected by flooding or environmental damage; the provision of specialist environmental advice; monitoring the effects of, and response to, an incident, to minimise the impact on the environment; and investigating the cause of an incident (if natural rather than criminal).
2. **Category 2 Responders:** In addition to the Cat 1 responders there are a number of Cat 2 responders; these are the organisations likely to be heavily involved and include the power and telephone companies (known as the utility companies), transport companies and elements of the NHS. Cat 2 responders are required to cooperate and share information with other responders.
3. **Armed Forces (Military):** The Military may provide unarmed assistance to the civil authorities when they have an urgent need for help to deal with an emergency arising from a natural disaster or a major incident. Assistance is on an 'as available' basis and there are no guarantees that assistance will be given to meet specific emergencies, thus civil plans are not to assume Military support. Any Military response may take time to generate as the Civil Contingencies Reaction Forces (CCRF) are part of the Reserve Forces and require time to mobilise. Requests for assistance will be coordinated by the Police in the response phase of an incident. This tiered method of co-operation and operation, is called 'Integrated Emergency Management' (IEM), helps ensure a co-ordinated approach to multi and single-agency emergency planning, response and crisis management across Dorset.

ROLE OF THE TOWN COUNCIL AND LOCAL COMMUNITY

Nearly all emergencies affecting communities will be dealt with routinely by the joint response of the emergency services, local authorities and the major utility companies with support from the Voluntary Sector. However, there may be occasions when circumstances (such as extensive flooding, storm damage or deep snow) delay the arrival of external assistance and the community will need to help itself until any necessary wider response can be assessed, co-ordinated and deployed.

PUBLIC RISK REGISTER

Under the Civil Contingencies Act 2004, the Dorset Local Resilience Forum is required to ensure that events or situations which threaten serious damage to the people of Dorset, or our environment, are identified, and where possible, controlled or mitigated against. The Dorset Public Risk Register is produced to assist in this process.

The Dorset Public Risk Register shows which risks have been identified to affect Dorset including the assessment of each risks impact and likelihood. The risks are presented in a matrix that allocates a risk rating according to government guidelines, it is a living document as the Dorset Local Resilience Forum members review and update the risks in accordance with the National Risk Assessments (document is not publicly available) produced biennially by the government. <https://www.dorsetprepared.org.uk/types-of-risk/>.

Annex B - Community Response Group Meeting Agenda

(To be convened once immediate risk to life has been addressed with Emergency Services)

In the event of an emergency and plan activation, this agenda can help guide response.

Date:

Time:

Location:

Attendees:

1. What is the current situation?

- Location of the emergency. (Is it near to a school, a vulnerable area, a main access route?)
- Type of emergency: Has immediate threat to life been addressed? (Are Emergency Services on site?)
- Are there any people who need additional support involved? (Refer to your people needing additional support list)
- What are the vulnerabilities, how many people, are the appropriate authorities aware?
- Have essential services (electricity, gas or water) been affected? Have the appropriate authorities been notified? Time/By whom?

2. What local skills and resources are required? (Refer to Local skills and resources summary at Annex G and places of safety locations)

3. How can we support the emergency services? What actions can safely be taken and who will take the lead for the agreed actions?

4. Any other issues/actions?

Annex C – Key Holder List

Building	Key holders	Notes
Mountfield	(redacted for website)	
WI Hall	(redacted for website)	
Salthouse	(redacted for website)	
Town Hall	(redacted for website)	
Tourist Information Centre	(redacted for website)	
West Bay Discovery Centre	(redacted for website)	(redacted for website)
Plottingham	(redacted for website)	
Bollards	(redacted for website)	(redacted for website)

Annex D – Vulnerable Persons Protocol

1. Purpose

The purpose of this protocol is to provide procedures for identifying, communicating with, and supporting vulnerable residents during emergencies affecting the community. This annex supports the main Emergency Response Plan and should be activated where an incident may disproportionately affect vulnerable persons.

2. Scope

This protocol applies during incidents including severe weather, flooding, extended power outages, major fires, public health emergencies, evacuations, utility disruption, transport disruption and any emergency requiring community welfare support.

3. Definition of Vulnerable Persons

For the purposes of this protocol, vulnerable persons may include:

- Elderly residents
- People with disabilities or mobility impairments
- Persons dependent on medical equipment
- People with sensory impairments
- Residents with mental health conditions
- Children and young people at risk
- Socially isolated individuals
- Non-English speakers
- Homeless or transient individuals
- Pregnant women
- Any person identified as requiring additional support during an emergency

4. Activation

This protocol may be activated by the Town Clerk or Deputy, Emergency Coordinator, Incident Lead Officer, Emergency Services request or Local Authority request. Activation should be proportionate to the scale and severity of the incident.

5. Identification of Vulnerable Residents

Information may be obtained from local authority emergency planning teams, adult social care, community organisations, resident self-referrals, volunteer observations, Utility Priority Services Registers, and existing community support networks. The council shall comply with UK GDPR and Data Protection Act requirements when handling personal information.

6. Information Sharing

Personal information shall only be shared where lawful and necessary and used for emergency response purposes. It should be accessed by authorised personnel only, stored securely and deleted or reviewed following the incident. Emergency information-sharing may occur where there is risk to life, safeguarding concerns, or significant welfare risk.

7. Response Procedures

Initial Actions upon activation:

1. Assess affected areas and likely vulnerable groups.

2. Contact partner agencies where appropriate.
3. Establish welfare priorities.
4. Deploy volunteers or staff where safe to do so.

Welfare Checks

Welfare checks may include telephone contact, door-to-door visits, liaison with neighbours or carers and verification of medical or welfare needs. Where a resident cannot be contacted and welfare concerns exist, the matter should be escalated to emergency services.

Support Measures

Support may include transport assistance, evacuation support, food or water delivery, medication collection, temporary accommodation support, charging facilities for medical equipment, communication assistance.

8. Escalation Procedures

Immediate escalation to emergency services should occur where there is risk to life, medical intervention is required, safeguarding concerns arise, a resident is missing or uncontactable or severe deterioration in conditions occurs. Emergency: 999, Non-emergency: 101

9. Volunteer Management

All volunteers should:

- Report to the designated coordinator
- Work in pairs where possible
- Carry identification if available
- Avoid tasks beyond their competence
- Follow health and safety guidance

No volunteer should enter unsafe premises.

10. Communications

Public information may be issued through Bridport Town Council website, social media, local radio, community groups, door-to-door notifications and emergency messaging or phone systems. Alternative communication methods should be considered for residents with sensory impairments or language barriers.

11. Recovery Phase

Following the emergency:

- Continue welfare checks where necessary
- Record unresolved welfare concerns
- Refer ongoing support needs to partner agencies
- Review lessons learned
- Update this protocol as required

Annex E – Shelter / Rest Centre Procedures

1. Purpose

This annex provides procedures for evacuation, temporary shelter management, and welfare support during an emergency requiring residents to leave affected areas.

2. Evacuation Authority

Evacuation may be authorised by:

- Emergency Services
- Local Authority
- Emergency Coordinator
- Incident Lead Officer

Evacuation should be considered where there is:

- Risk to life
- Flooding or severe weather threat
- Fire, structural, or utility hazards
- Loss of essential services
- Public health concerns

3. Evacuation Trigger Points

Evacuation may be initiated where:

- Emergency services advise immediate evacuation
- Access routes become unsafe
- Utilities fail for an extended period
- Properties become uninhabitable
- Vulnerable residents are at increased risk

4. Transport Arrangements

Transport support should be prioritised for elderly residents, disabled persons, individuals with mobility difficulties, residents without access to transport and families with young children.

Transport may be coordinated through local authority resources, community volunteers, taxi or transport providers, accessible transport providers and emergency services assistance.

A record should be maintained of persons transported, pickup/drop-off locations and special assistance needs.

5. Rest Centre Procedures

The designated rest centre should provide:

- Registration and sign-in
- Basic welfare support
- Seating, warmth, and shelter
- Drinking water and refreshments
- Accessible facilities
- Information updates

The Rest Centre Coordinator should:

- Maintain occupancy records
- Identify vulnerable persons requiring support
- Liaise with emergency services and partner agencies
- Monitor health and safeguarding concerns

6. Registration of Evacuees

All evacuees should be registered where practicable, including:

- Name
- Address
- Contact details
- Emergency contact
- Medical or welfare requirements
- Transport arrangements

Information should be handled in accordance with data protection requirements.

7. Pets and Assistance Animals

Where possible:

- Assistance dogs must remain with owners
- Pets should be accommodated safely where practicable
- Owners remain responsible for pets unless alternative arrangements are made

Where pets cannot be accommodated, advice should be sought from Local authority animal welfare services, Veterinary providers and animal charities.

8. Family Reunification

Efforts should be made to reunite separated family members through:

- Registration records
- Emergency contact details
- Coordination with emergency services
- Agreed meeting points
- Communication updates

Children or vulnerable adults separated from carers should be treated as safeguarding priorities.

9. Stand Down and Recovery

The rest centre may be stood down when:

- The area is declared safe
- Alternative accommodation is secured
- Emergency services advise closure

A record of actions taken, issues identified, and lessons learned should be retained following the incident.

Annex F – BRIDPORT TOWN COUNCIL BUSINESS CONTINUITY

Purpose

This annex outlines arrangements to maintain essential Town Council functions during incidents that disrupt normal operations, including loss of council premises, IT failure, staff shortages, severe weather, utility disruption, or other emergencies affecting service delivery.

Business Continuity Arrangements

Where normal operations are disrupted, the Council will seek to maintain priority services through alternative working arrangements where practicable. This may include temporary relocation to alternative premises, remote working arrangements, use of mobile communications, and prioritisation of critical council functions.

In the event of IT or communications failure, staff should use available backup systems, alternative contact methods, and manual record-keeping processes where necessary. Key documents and emergency contact information should be securely accessible to authorised personnel.

Where staffing levels are reduced due to illness, emergency conditions, or other disruption, priority will be given to critical functions including emergency coordination, communications, finance, and statutory responsibilities. Mutual support from partner organisations or neighbouring councils may be considered where appropriate.

The Council should periodically review business continuity arrangements, maintain up-to-date contact lists, and ensure staff are familiar with remote working and emergency communication procedures. Following significant disruption, a review should be undertaken to identify lessons learned and improve future resilience arrangements.

ANNEX G – INCIDENT LOG SUMMARY SHEET SAMPLE

Date/time	Call from	Call to	Message / event (including decisions and outcomes)