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1. Building Your plan

1.1. Community Resilience

How resilient is your community? Your ward, parish, village or street? Your sports club or other community group? And what can you do to help build this resilience?

By building on existing local relationships and networks, using local knowledge, and preparing for risks, your community will be better able to cope during and after an emergency.

Some existing local community groups will have information on how to get involved or how they can fit resilience into their agenda. These could include parish councils, faith organisations, Neighbourhood Watch groups, Scout Groups, resident’s associations and youth groups.

1.1. Community Skills and Resources

**The Community Resilience Response Team** will encourage residents to provide information, voluntary help and resources to assist with any perceived incident.

Theyare people who have recognised the need to consider what their community might need during an emergency and have set about helping themselves to be prepared.

You do not have to establish a new group. You may instead wish to build on and use existing community groups and consider how they might include building community resilience into their activities.

This group will also represent their local community by providing a link between the community and your borough/district/unitary authority and the emergency responders. They will also coordinate the work of the group in preparing the Community Resilience Plan.

**Volunteers:** Organisations and individuals who would be prepared to volunteer during an incident. These could be people who for example:

* are trained Flood Wardens.
* are ex-members of emergency services.
* Youth groups, Scouts, Guides, residents’ associations, Neighbourhood Watch, Women’s Institute etc.
* have medical / first aid experience.
* are comfortable handling heavy objects e.g., sandbags, furniture.
* have experience with caring for elderly or vulnerable evacuees.
* trained Dementia Friend.
* have foreign language skills, including Sign Language.

**Equipment:** Tools and machinery which might be needed during an incident and people qualified, capable and willing to operate them.

**Supplies:** Food, water and medical supplies and local suppliers and businesses who would be willing to provide them.

**Transport:** Vehicles which could be used by the community in an emergency. Drivers willing and able to help with the distribution of supplies. E.g., 4x4 vehicles.

Contact details of community members who have relevant skills and resources available during an emergency, and are willing to help, can be stored in the contact directory at Appendix 1d

1.2. Community Organisations – these are listed in Appendix 1b.

Engaging with your community organisations in the planning phase can help make connections for when you are responding to an emergency. There may be various voluntary and community organisations that may be able to offer support within your community.

## 1.3. Community Coordination Point- See section 2.2 of the Community Resilience Plan.

The main functions are to:

* To provide a recognised point from which all matters relating to the community’s response can be managed and the team can work effectively during an incident.
* Liaise with the district/borough or unitary authority and request any support required.
* Make sure this location is not at risk of flooding or that you have an alternative location.
* It will act as the focus for the co-ordination of the community’s activity.
* Receive, collate, display and distribute information.
* Assess the initial situation and, as the incident develops, determine priorities.
* Maintain efficient communication links with all responding agencies and the community.
* Record financial transactions arising from the emergency.
* Maintain a record of your decisions and actions taken in see Appendix 3.

Location of your Coordination Point – consider the following for a suitable location:

* Team members’ house or do you want to set up a designated co-ordination centre in a location such as the Parish Council office?
* Make sure it is not at risk of flooding.
* Is there access to phones and the internet?
* What is the reception for mobile phones like in this location?
* Make sure you have the contact details of any key holders.
* Make sure you have permission to use any public buildings.

1.4. Community Shelter and Evacuation– See section 2.3 of the Community Resilience Plan

Keyholder contact details for these locations can be listed in appendix 1c.

The details of the Shelter can be updated annually with the review of the whole plan. If some facilities are not available, you can just add ‘not applicable’ where necessary. The list is just to give you an idea of what is available at the centre before you get there.

Community Shelters are used to help your community before the Local Authority can get to you to set up an official Rest Centre. Once arrived the Local authority may continue to use your Community Shelter location where appropriate or move evacuees to a more suitable Rest Centre location.

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. These could be Parish Halls, Sports Centres, day centres, hostels etc. Initially you can help by providing them with somewhere warm to stay, a drink and an ear to listen.

Ideally it should be somewhere that is:

* not be at risk from flooding or other significant risks
* an appropriate size for the amount of potential evacuees
* has facilities including bathrooms and a kitchen

When evacuating people to your Community Shelter you will need to consider:

* Who needs to go first? – refer to your vulnerable persons list, but also consider the risk and how it may affect people. Some people may become vulnerable because of the incident that would not normally be considered vulnerable.
* What routes will they take? i.e., Roads that are not affected by the incident.
* Who will tell people they need to evacuate? i.e., use your Community Resilience Liaison Team to knock on doors.

Once arrived appropriate responding agencies will assess their needs and assistance needed. Immediate personal needs will be met, and over-night accommodation arranged if necessary.

Ensure that the managers of these buildings are aware of their inclusion in this Plan and that they are briefed as to what might be expected of them in an emergency, i.e., to open the building, provide shelter (including heating if appropriate) and refreshments to evacuees. Contact your local authority about additional training for Shelter teams.

1.5. Location details – what3words

<https://what3words.com/>

When including location details of your Coordination Points, Community Shelters or areas that have certain risks, use what3words link above and include it in your plan.

This gives an exact location down to a 3-metre square and then each square is given a unique combination of three words.

The Emergency Services use this especially if an exact address location is not available. For instance, in a field, parks or to identify a specific entrance to a building.

1.6. Who has a copy of your plan?

**1.6.1. Local Authority**

A copy of your plan MUST be provided to your Local Authority Emergency Planning Officer. This will ensure communications are kept up with communities and not ‘lost’ once all have completed plans. You can find information at <https://www.kentprepared.org.uk/our-partners> on how to contact your Local Authority.

**1.6.2. Why is it important to include who has a copy of the plan?**

It is important to list here who has a copy of your plan, either electronically or a hard copy, so that you can make sure everyone gets any updates/changes that you make to the plan and so you are able to take back any copies should that person not be available to help you anymore.

1.7. Plan Triggers and Activation

1.7.1. Examples of when we might activate our Community Resilience Plan.

**Incident occurs**

**Call 999**

**(unless already alerted)**

**Community Resilience Plan activated**

**Alerted by the Emergency Services/ Local Authority/ Environment Agency**

**Receipt of**

**Severe Weather/ Flood Warnings**

**Go to “Section 1. During an Incident” in your Community Resilience Plan and work through this section.**

# We will activate this plan when an incident has occurred that requires our community to come together to look after itself until the emergency services and local authority can arrive to help. The Emergency Services or Local Authority may also ask for our assistance during an incident.

# Any actions you take should not put your team or your community at risk in any way.

# 2. Where does the community fit in?

This flow chart shows where your community fits into the overall multi-agency response during an incident.

Throughout an incident, you may receive information from a number of sources, which may require formal activation of this plan. If this occurs, it is imperative that you notify your borough/district council or unitary authority.

The Local Authority is there to look after people involved in emergencies, but they are not an emergency service and can take time to get staff to an incident and set up a rest centre. Your preparation of this plan will help in the first 2-3 hours to look after your community before the Local Authority gets there. By preparing this plan, you know your community and where those that might need help will be. Some of your community will look after themselves but some may need that extra bit of help until the Local Authority can get there.

**For any support or guidance before, during or after an emergency, you should contact your borough/district council or unitary authority. However, where there is an immediate risk to life, you should call 999.**



# 3. Community Resilience Response Team

The Community Resilience Response Team is a voluntary group supported by the district/borough/unitary council who work in partnership with the emergency services. This voluntary group and Community Resilience Plan will enable communities to respond to emergency situations.

Every community and/or incident is different therefore you may find that not all roles are necessary. We would recommend that you appoint a Community Resilience Coordinator and a Community Resilience Shelter Team member as a minimum.

## Role Checklists

The following pages detail checklists for each of these roles:

|  |  |
| --- | --- |
| **Section Number** | **Role name** |
| 3.1.1 | Community Resilience Coordinator |
| 3.1.2 | Assistant Community Resilience Coordinator |
| 3.1.3 | Community Resilience Coordination Point Team Leader |
| 3.1.4 | Community Resilience Coordination Point Team |

|  |  |
| --- | --- |
| 3.1.5 | Community Resilience Shelter Team Leader |
| 3.1.6 | Community Resilience Shelter Team |
| 3.1.7 | Community Resilience Liaison Team |

## Community Resilience Co-ordinator Checklist

The role of the Community Resilience Co-ordinator (and their deputy) is fulfilled by volunteer residents who provide a vital link between residents and organisations planning for and responding to an emergency.

**Their role during the planning phase is to:**

* Facilitate the completion and maintenance of the Community Emergency Plan (this plan)
* Assist the local council and appropriate agencies in emergency preparedness through awareness-raising activities

**Their role during and after a response to an emergency is as follows**.

|  |  |  |
| --- | --- | --- |
|  | **Action** | **Notes / Complete** |
| 1 | Alert the Assistant Community Resilience Coordinator who will call the Community Resilience Response Team |  |
| 2 | Alert/liaise district/ borough/ unitary council (see Appendix 1a contacts) and act on any direction given. Act as the main contact point between the community and responding agencies. |  |
| 3 | Begin a record of actions and decisions, using the incident log in appendix 3 |  |
| 4 | Agree the opening of the community shelter, if required. |  |
| 5 | Alert volunteers and any local resources that you have recruited to your plan. |  |
| 6 | Begin communications to those in the community under threat as appropriate |  |
| 7 | Support and handover control to emergency services / other authorities if required. |  |
| 8 | Call a community meeting (if deemed necessary) |  |
| 9 | Meet regularly and review progress of incident; respond as appropriate. |  |
| 10 | Confirm and communicate the end of the incident to your various Community Resilience teams and the wider community. |  |
| 11 | Support community in recovery. |  |
| 12 | After the incident arrange to debrief your Community Resilience Response Team and review and update your plan as necessary with any lessons learned from the incident. |  |
| 13 | Add anything specific for your community |  |

## Assistant Community Resilience Co-ordinator Checklist

It’s their responsibility to oversee the operation of the Community Coordination Point, ensuring the facility is properly resourced and everyone works together.

|  |  |  |
| --- | --- | --- |
|  | **Action** | **Notes / Complete** |
| 1 | Call the Community Resilience Response Team to attend the agreed Community Resilience Coordination Point. |  |
| 2 | Carry out and log any actions that the Community Resilience Co-ordinator needs fulfilled |  |
| 3 | Provide liaison to the Community Shelter requesting updates at regular intervals |  |
| 4 | Receive any incoming information, acting as a buffer between the Community Resilience Co-ordinator |  |
| 5 | If this is a prolonged incident arrange for a shift change amongst key roles. |  |
| 6 | Help the Community Resilience Coordinator with carrying out some of their duties. |  |
| 7 | Add anything specific for your community |  |

## Community Resilience Response Team Leader Checklist

This role would be useful in a larger response if you have a large team working in the Coordination Point.

|  |  |  |
| --- | --- | --- |
|  | **Action** | **Notes / Complete** |
| 1 | Upon arrival at the Community Resilience Coordination Point oversee and assist in the setup of the facility. |  |
| 2 | Ensure staffing levels are appropriate and assign roles to members of the Community Resilience Coordination Point Team. See a list of possible duties in the checklist in 3.1.4. Give the team a copy of their checklist to help them perform their tasks. |  |
| 3 | Obtain initial information from the Community Resilience Co-ordinator or the Assistant Community Resilience Co-ordinator 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 Coordination Point to be run and what tasks need completing. |  |
| 5 | Allocate specific roles to the Community Resilience Coordination Point Team as required. Such as, a District Council Liaison Officer, Communications, Information Management or any other roles that they decide are required in the response to that incident. |  |
| 6 | Ensure that all relevant communication links are established and maintained. |  |
| 7 | Responsible for obtaining, collating, storing, producing and disseminating information needed by the Community Resilience Coordinator and Assistant Community Resilience Coordinator. |  |
| 8 | Add anything specific for your community |  |

## Community Resilience Response Team Checklist

|  |  |  |
| --- | --- | --- |
|  | **Action** | **Notes / Complete** |
| 1 | Duties this role could include   * Taking messages * Help with communications to the community or responding agencies to obtain or exchange information. * Keeping detailed logs of actions and decisions using the Incident Log in Appendix 3. * General admin * Dealing with emails |  |
| 2 | Help setup and maintain Community Resilience Coordination Point. From here all information relevant to the emergency should be reported directly to the district/ borough/ unitary Council |  |
| 3 | Maintain a record of actions and decisions using the Incident Log in appendix 3. |  |
| 4 | Support the Community Resilience Coordination Point Team Leader in their role. |  |
| 5 | Promote excellent communications with all those involved. |  |
| 6 | Arrange refreshments and food during the response for the Community Resilience Coordination Point Team and any volunteers out on site or in the Community Shelter. |  |
| 7 | Add anything specific for your community |  |

## Community Resilience Shelter Team Leader Checklist

The Community Resilience Shelter Team Leader is responsible for ensuring that the centre is established and managed effectively to provide for the needs of the individuals evacuated to it.

|  |  |  |
| --- | --- | --- |
|  | **Action** | **Notes / Complete** |
| 1 | Attend Community Coordination Point if instructed prior to attending the Community Shelter for any further information or briefing. |  |
| 2 | Ensure that a risk assessment of the Community Shelter premises is made prior (or as near as possible) to its opening. |  |
| 3 | Notify the Community Coordination Point once the centre is set up. |  |
| 4 | Ensure that a log is kept of all significant events involved in the running of the centre including any assets requested while the centre is in operation and a record of any accidents that occur. Use the incident log in Appendix 2. |  |
| 5 | Ensure situation briefings are delivered to the team at the start of their shift and debriefs at the end of their shift. |  |
| 6 | Allocation of team members – try to allocate team members to each evacuee or small group. |  |
| 7 | Communication – Liaise with the Community Resilience Co-ordinator/ Assistant Community Resilience Co-ordinator at the Coordination Point and other responders as appropriate, to ensure effective management of evacuees and facilitate requests for any staff / material resources which may be required. |  |
| 8 | Ensure regular updates are given to evacuees. |  |
| 9 | Ensure an ordered shut down and final inspection of the building, where possible in liaison with the building caretaker / key-holder. |  |
| 10 | Ensure that paperwork such as attendance lists, any requirements/needs be handed to Community Resilience Co-ordinator at the end of the emergency or hand over to the relevant authority. |  |
| 11 | Feed into the debrief, that is run by the Community Resilience Coordinator, any issues or thing that happened which you took not off in Appendix 3 that need to be addressed or the Community Emergency Plan reviewed and update. |  |
| 12 | Any anything specific for your community |  |

## Community Resilience Shelter Team Checklist

|  |  |  |
| --- | --- | --- |
|  | **Action** | **Notes / Complete** |
| 1 | Receive call alerting to an emergency situation and attend the identified Community Resilience Shelter as instructed and fulfil the role given as listed below. |  |
| 2 | Administration Officer – to note attendance at the centre as well as contact details. |  |
| 3 | Information Officer – To provide a link between the Community Resilience Coordination Point and the Community Resilience Shelter, keeping evacuees and volunteers informed of general developments, with regular updates using the most appropriate means available (ideally a dedicated and well sign-posted information point). |  |
| 4 | Key Worker – Work with evacuees allocated by Community Shelter Team Leader/ Deputy co-ordinator to identify personal needs in relation to the emergency incident, and address these where appropriate and keep the Community Resilience Shelter Team Leader informed. |  |
| 5 | Communication Officer – Maintain good communication with Community Shelter Team Leader, and allocated evacuees to ensure effective and appropriate care. |  |
| 6 | Refreshments – ensure that evacuees and volunteers have enough to drink and eat (if necessary depending on length of time in the Shelter). The Community Resilience Coordination Point Team should arrange this if needed. Any more complicated requirements will be fulfilled by the responding agencies once at the Shelter. |  |
| 7 | Any anything specific for your community |  |

## Community Resilience Liaison Team Checklist

|  |  |  |
| --- | --- | --- |
|  | **Action** | **Notes / Complete** |
| 1 | Attend Community Resilience Coordination Point/ Community Resilience Shelter as instructed. |  |
| 2 | Primary role is to receive information and pass it on to, residents in your allocated area providing a link between the Community Resilience Coordination Point and the community. |  |
| 3 | Avoid speaking to the media, this is the responsibility of the Community Resilience Co-ordinator or other Responding Agencies. |  |
| 4 | Reinforcing any flood alerts, flood warnings or severe weather alerts from the Environment Agency or Met Office that are in force. |  |
| 5 | Collect data/photographs, if it is safe to do so, that may be helpful to the responding agencies and that might help update the plan after the incident. For example, flood extents, depths etc. |  |
| 6 | Any anything specific for your community |  |

Section 4. Flood Plan Guidance

Your local authority will have a Local Multi Agency Flood Plan, it is advisable to contact them to see how your Community Resilience Plan will link in and to check whether there are any existing plans in place for your area.

4.1. Floodline

To find out if your community is covered by the Flood Warning service or to register, please call **Floodline** on **0345 988 1188** or visit [www.gov.uk/flood](http://www.gov.uk/flood). It is advisable for members of the community to review the contact details periodically to ensure the details held by the Environment Agency are correct.

Using the latest available technology, they monitor rainfall, river levels and sea conditions 24 hours a day and use this information to forecast the possibility of flooding. If flooding is forecast, warnings are issued using a set of three easily recognisable codes.

Each of the three codes indicates the level of danger associated with the warning. The codes are not always used in sequence, for example, in the case of a flash flood, a Severe Flood Warning may be issued immediately, with no other warning code preceding it.

4.2. Flood Map

4.2.1. Where can you get flood map information from?

You can view flood maps for rivers, the sea, surface water and reservoirs can be viewed on the GOV.UK website.

Flood map data can also be downloaded from GOV.UK <https://www.data.gov.uk/>.

If you experience difficulties with obtaining a flood map for your plan, please contact the Environment Agency’s Flood Resilience Team if your risk of flooding is from a fluvial or tidal source.

Lead Local Flood Authorities (typically County Councils and Unitary authorities) can provide maps identifying areas susceptible to surface water flooding.

Useful links:

* Flooding and extreme weather - GOV.UK - [Flooding and extreme weather - https://www.gov.uk/browse/environment-countryside/flooding-extreme-weather](https://www.gov.uk/browse/environment-countryside/flooding-extreme-weather)
* [Check the long term flood risk for an area in England - GOV.UK https://www.gov.uk/check-long-term-flood-risk](https://www.gov.uk/check-long-term-flood-risk)
* [Learn more about flood risk - GOV.UK https://check-long-term-flood-risk.service.gov.uk/map](https://check-long-term-flood-risk.service.gov.uk/map)

4.2. Flood Wardens

Flood Wardens should only be used when they are properly trained by the Environment Agency and Kent Resilience Team. Once trained you will be provided with a comprehensive handbook, a high-visibility vest. There is an online refresher course that you can access via the Environment Agency and additional bitesize learning events are arranged each year.

But even as a trained flood warden you would never be expected to go into flood water.  Leave this to the Emergency Services.

Training dates are released each year, these and further information can be found by using the link below to the Kent Prepared website.

[Flood wardens | Kent Prepared - https://www.kentprepared.org.uk/flood-wardens](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.kentprepared.org.uk%2Fflood-wardens&data=05%7C01%7CVicky.Bond%40kent.fire-uk.org%7Ca78556d872b249fef95908dac65c77e7%7C2bd1b71251b14e0ea3b481bfa47b30c3%7C0%7C0%7C638040397700104353%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=cbM8kiU2ExjBva5luzWeEfcndJjHBuLAwol64x7fxGE%3D&reserved=0)

4.3. Allocation of Warden Patches

Pre-allocate areas/patches for your Wardens to cover and make them aware whilst preparing your plan. This will allow them to pre-visit their patch and familiarise themselves with it.

When allocating areas for Wardens to deliver warning and informing messages to their patches, consider the following:

Number of properties allocated to each warden.

Distance between properties, a street with houses close together will be quicker than a street with long front gardens.

Whether they are big farms where it takes a long time to find them and may need to be driven to.

Access to the properties – whether there are locked gates, flats with limited access.

It is recommended that you visit the patches you are considering allocating and go out and look at the properties before you assign them. They may look very different from how they look on the map.

4.4. Sandbags

The Environment Agency does not provide sandbags to members of the public to protect individual properties. Instead, they use sandbags to build temporary defences or to strengthen existing defences to reduce the risk of flooding to as many properties and key infrastructure as possible.

Your Unitary, District or Borough Council do not have a duty to provide sandbags, however, they will always try to provide help and will prioritise their supply of sandbags to protect key sites and infrastructure. Homeowners are advised to keep a stock of their own supply of sandbags and tarpaulin to protect their property in the event of a flood which will be much quicker than waiting for authorities to deliver them.

Some communities may have a sandbag store in their area. Members of your community will be able to deploy sandbags quickly, using materials from a pre-identified location. You may also want to think about storing additional items in the store such as gloves, torches, emergency kits etc.

The following places have information relating to PFR (Property Flood Resilience) measures:

* [Property Flood Resilience | The Flood Hub](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fthefloodhub.co.uk%2Fpfr%2F&data=05%7C01%7CVicky.Bond%40kent.fire-uk.org%7C0758fc314abe415b8f0308dab83872e2%7C2bd1b71251b14e0ea3b481bfa47b30c3%7C0%7C0%7C638024849834672083%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=27hoFgQ9EXTPj0U3UY5hzxVySSDLaQ9VYBwfXNwRUzo%3D&reserved=0) [www.thefloodhub](http://www.thefloodhub).co.uk
* Property Flood Resilience PFR <https://www.befloodready.uk/pfr-products> – BeFloodReady

4.5. Other Flood Defences

Property level flooding can also be installed on individual properties and a survey can be done to identify which is the best protection for your particular property.

If a Community Flood Resilience project is being considered, please contact the Environment Agency and your Local Authority before doing this as permissions will be required.

The following have information relating to community flood resilience measures:

[Reducing your risk – National Flood Forum](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnationalfloodforum.org.uk%2Fabout-flooding%2Freducing-your-risk%2F&data=05%7C01%7CVicky.Bond%40kent.fire-uk.org%7C0758fc314abe415b8f0308dab83872e2%7C2bd1b71251b14e0ea3b481bfa47b30c3%7C0%7C0%7C638024849834672083%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=oVnFuLlvXJ47ZW004pvlDBrNGypLRjTZAVKM63a4Pdk%3D&reserved=0) [Reducing your risk – National Flood Forum](https://nationalfloodforum.org.uk/about-flooding/reducing-your-risk/)

4.6. Known Areas of Flooding

This area can be used to record locations that suffer from flooding. These can also be included on your flood map.

When these areas flood, and specifically for Surface Water Flooding, identifying areas where the water can be pumped to, if necessary, which can help the emergency services when they arrive so that it does not cause further flooding elsewhere.

4.7. Other useful links

[Building Community Resilience | Kent Prepared](https://www.kentprepared.org.uk/building-community-resilience) [www.kentprepared](http://www.kentprepared).org.uk

Section 5. Appendices

5.1. Appendix 1 – Contact Details

It is recommended that this section is kept separate from the rest of the plan due to the type of information that is being held. Hence why appendix 1 is a separate document from the rest of the Community Resilience Plan.

If you plan to hold any personal data, you must adhere to General Data Protection Regulations (GDPR). Permission must be sort from the person whose details you are holding, consider asking them to sign to agree to this. Also consider how this data is stored securely.

Alternatively, you could record here organisations that would help you identify vulnerable people during a response to an incident (e.g., local WI group) or locations where there are known to be vulnerable people (e.g., sheltered housing) if you prefer not to hold personal information.

5.2. Appendix 2 – Incident log

The Incident Log is a useful tool to use to record any actions or decisions taken during a response to an incident, and more importantly the reason why you took that action or made that decision.

It is easy to look back in hindsight and wonder why that decision was made or an action was taken, however, at the time of the incident sometimes information and knowledge is not always as complete as you would like it to be and so including a reason why a decision or action was taken can help clarify this.

Some good practice to follow, that emergency responders use, when filling in an incident log is:

* Write in CAPITALS.
* Write legibly.
* Write in black biro where possible.
* Cross through mistakes and you could initial and date them. Start a new line when re-entering any information
* If possible and if it is a large scale or protracted incident have a different log for each person.
* Enter the person’s name who is making the decisions and agreeing actions in the “This log belongs to” box.

Section 6. Editing the document

6.1. Front page

6.1.1. Community Name and Logo

* Add you community name to the front page.
* Add your logo if you have one – to do this click inside the box on the front page below your community name and then click the 'Insert’ menu on the tool bar at the top. Then click ‘Pictures’, here you can choose your logo from where you have it saved on your computer
* If you do not have a logo but would like to add something here you could take a picture relevant for your community location and add it here
  + 1. Developed by:
* This would be the person/s responsible for completing the plan
  + 1. Date published:
* This is the date that the first final version is made available. Please send a copy to your local authority Emergency Planning Team and the Kent Resilience Forum.
  + 1. Due Date of Next Review:
* This would normally be a year from when the document was published and will act as a reminder for yourselves to review and update with your Community Resilience Response Team.