

Willoughby Parish Council

EMERGENCY PLANNING

April 2026

1. INTRODUCTION

The aim of this Emergency Planning document is to increase resilience within our local community by providing residents with up-to-date information and contacts in the event of an emergency. It should be read in conjunction with the Flood Action Plan on the Parish Council website. www.willoughby-pc.gov.uk

Emergency response structures are already established by the emergency services, Warwickshire County Council (WCC) and Rugby Borough Council (RBC), but knowing what preparations can be made and who to contact in the event of an emergency is also important.

Contact numbers can be found in this section and in Appendix 1. The roles and responsibilities of the emergency services, WCC and RBC are outlined in Appendix 2.

2. EMERGENCIES and RISK ASSESSMENT

Definition of an emergency

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

Possible Emergencies and Risk Assessment

Type of emergency	Potential risks
Significant disruption to mains power services (gas or electricity failure) Failure of whole or part of the UK's national electricity transmission network. Damage to gas pipeline or other failure of gas supply.	Residents with no access to power for a prolonged period of time. Residents reliant on electricity or gas for heating and cooking will require support. Cold is a threat to vulnerable people. Knock on effect to communication systems - see below.
Significant disruption to communications infrastructure Damage to telecommunications and/or internet services.	Telephones and/or internet access lost or very sporadic. Mobile phone reception is very poor so few forms of communication are available. Difficult to contact emergency services.
Flooding of homes and/or roads.	Homes flooded. Potential disruption to the power supply and communication infrastructure – see above. Potential contamination of water supply. Potential disruption to transport.

<p>Adverse weather e.g. storms, very high winds, prolonged periods of very cold or hot weather.</p>	<p>Significant damage to property causing hazard. Health problems associated with extreme heat or cold. Disruption to power supply and/or communication infrastructure – (see above) Potential risk to life, if power cables are brought down.</p>
<p>Loss or contamination of water supply</p>	<p>Residents have no drinking/washing water. Toilets cannot be used.</p>
<p>Fire</p>	<p>Damage to property and threat to life.</p>
<p>Accidents or incidents in the travel network</p>	<p>Traffic accidents on the A45 or roads in the village causing injury or death. Accidents involving other types of transport e.g. canal boats, aircraft.</p>
<p>Other emergencies Infectious disease (humans and animals). Food chain contamination. Disrupted fuel supply.</p>	<p>Danger to health. Unable to travel, go to work, obtain supplies.</p>

3. ADVANCE PREPARATION BY RESIDENTS

All residents should be aware of how to prepare themselves in advance by accessing the following information.

- Western Power Priority Services Register for vulnerable people
[National Grid - Priority services](#)
- Coventry, Solihull and Warwickshire Councils' Home Emergency Plan
[HOME EMERGENCY PLAN](#)

As part of community support, it is hoped that those who do not or cannot use the internet will be informed and supported by family members, neighbours and friends to access the information above.

4. IN THE EVENT OF AN EMERGENCY

REMEMBER, ALWAYS STAY SAFE.

In an immediate emergency or where there is a risk to life, call 999.

As necessary, Parish Councillors will liaise with emergency services and consult with Rugby Borough Council. They will then follow the advice given. (Contact details for Councillors are in Appendix 1. on page 4.)

The information below is a list of other contact numbers and local radio stations which may be useful.

Key contacts

NHS Choices

111 www.nhs.uk

Environment Agency Floodline

0345 988 1188 www.gov.uk/government/organisations/environment-agency

Police Enquiries

101 www.police.uk

Emergency Power Cut Information

105 www.powercut105.com

Gas Leaks

0800 111 999

www.nationalgrid.com/gas-transmission/safety-and-emergencies/emergencies-and-safety-advice

Severn Trent Water

0800 783 4444 www.stwater.co.uk/

National Highways Information Line

0300 123 5000 www.highwaysengland.co.uk

Crime Stoppers

0800 555 111 www.crimestoppers-uk.org

Local radio stations

BBC West Midlands: 95.6 FM

BBC Coventry and Warwickshire: 94.8 FM 103.7 FM

Heart FM West Midlands: 100.7 FM

FM Free Radio Coventry and Warwickshire: 97 FM 102.9 FM

5. EMERGENCY CENTRES/PLACES OF SAFETY

Borough and district councils are responsible for setting up a central rest centre during an emergency. However, it may be necessary to set up a temporary place of safety within the community e.g. for visitors or for people evacuated from their homes.

In our community, the emergency centre and place of safety will be Willoughby Village Hall.

Contacts: Joss Ray - 01788 891317 (Keyholder)

Bert Ogle - 01788 890498 (Keyholder)

Karen Skipp - 01788 890525 (Booking Secretary - Can advise security code for keysafe)

The village hall has Wi-fi, a computer, an overhead projector and a large screen. Heating in the main hall is gas and in the smaller committee room it is electric. The kitchen has a large cooker, a fridge and a plentiful supply of crockery and cutlery. The seating capacity is 120.

In the event that it is required, the centre would be administered by the Parish Council in conjunction with the Village Hall Management Committee.

6. REVIEW AND UPDATE

In order to keep this document up to date, information and contact lists will be revised as needed and, at least, annually.

APPENDIX 1. CONTACT DETAILS

A. Willoughby Parish Councillors and Clerk

Jo Jarman (Clerk)	07809 197817	clerk@willoughby-pc.gov.uk
Maggie Beech (Chair)	07855 325314	maggie.beech@willoughby-pc.gov.uk
Grahame Ash	07946 251455	grahame.ash@willoughby-pc.gov.uk
Rod Honess	01788 313691 07780 958080	rod.honess@willoughby-pc.gov.uk
Malcolm Lewis	07340 664610	malcolm.lewis@willoughby-pc.gov.uk
Stuart Sheppard	01788 890399	stuart.sheppard@willoughby-pc.gov.uk

B. Borough and County Councillors

Dale Keeling	Rugby Borough Council	07895 360442 dale.keeling@rugby.gov.uk
Dale Keeling	Warwickshire County Council	07895 360442 dalekeeling@warwickshire.gov.uk

C. Adjacent Parish Clerks

Jayne Moore	Grandborough	07510 123953 clerk@grandboroughparishcouncil.gov.uk
Katrina Jones	Barby and Onley	07864 579068 clerk@barbyandonleyparishcouncil.co.uk
Cynthia Ondeng	Dunchurch	01788 817550 clerk@dunchurchparishcouncil.gov.uk
Steven Rolt	Braunston	0800 002 9783 (Freephone) clerk@braunstonparishcouncil.gov.uk
Karen Payne	Wolfhampcote	07539 627632 clerk@wolfhampcote-pc.gov.uk

D. Local Volunteer Details (Village Groups/Organisations)

Flood Action Group	Bert Ogle (Chair) - 01788 890498 / 07519 741157
	Ant Ray (Lead Warden) - 01788 891317 / 07711 502854
	Brian Hall - 01788 890134 / 07769 723116
	Jonnie Taylor - 07434 077344

E. Local Health and Medical Providers

Dunchurch Surgery Dunsmore Heath, Dunchurch, Rugby, Warwickshire, CV22 6AP
01788 522448

Abbey House Surgery Golding Close, Daventry, NN11 4FE
01327 877770

F. Councils

Warwickshire County Council 01926 410410

Rugby Borough Council 01788 533533

Emergency Management Centre 01926 412719 (when operational)

APPENDIX 2. THE ROLES AND RESPONSIBILITIES OF AGENCIES

The Emergency Services will normally provide most of the initial response. They will be supported by the local authorities (Borough and County Councils), Environment Agency, utility companies (gas, water, electricity and telecoms) and voluntary organisations.

THE ROLE OF THE POLICE

Phone 999 for an emergency or Warwickshire Police Headquarters (01926 415000)

- Inform other emergency services about the incident
- Co-ordinate the emergency services and other organisations during the response phase
- Protect and preserve the scene
- Investigate the incident alongside other investigative organisations
- Collect and pass on information about casualties
- Identify those involved
- Restore stability with the aim of restoring normality

THE ROLE OF THE FIRE & RESCUE SERVICE

Phone 999 for an emergency or Warwickshire Fire & Rescue Services (01926 423231)

- Inform other emergency services about the incident
- Rescue
- Respond to all emergency incidents as required
- Assist the populace where a need is identified and the use of Fire Service personnel and equipment is relevant
- Tackle fires or chemicals which have been spilt and other dangerous situations
- Make sure all personnel involved in the rescue work are safe
- Gather information and carry out hazard assessments
- Help ambulance service get live casualties away from the scene
- Help Police recover bodies
- Restore stability with the aim of restoring normality

THE ROLE OF THE AMBULANCE SERVICE

Phone 999 for an emergency or Warwickshire Ambulance Service (01926 881331)

- Inform other emergency services about the incident
- Provide a focal point for all medical resources
- Identify and contact the appropriate receiving hospitals
- Set up a casualty clearing station
- Prioritise casualties so that their injuries can be treated
- Prioritise which casualties must be evacuated using appropriate transport
- Restore stability with the aim of restoring normality

THE ROLE OF THE ENVIRONMENT AGENCY

24 hour public line (0800 807060) or Floodline (0845 988 1188)

- Issue Flood Warnings
- Receive and record details of flooding incidents
- Monitor the situation and advise other organisations
- Deal with emergency repairs and blockages on main rivers, adopted critical watercourses and their own structures
- Respond to pollution incidents
- Advise on waste disposal issues

**THE ROLE OF WARWICKSHIRE COUNTY COUNCIL
(01926 410410)**

- Coordinate emergency arrangements and voluntary agency support
- Support the emergency services and district/borough councils.
- Help people in distress e.g. through the provision of a trauma support service.
- Maintain safe conditions on the roads excluding those managed by the Highways Agency or private roads
- Put flood warning signs on the highway
- Organise road closures and traffic diversions
- Clear blockages on highway drainage systems
- Clear roadside gullies
- Clear blocked ordinary watercourses
- May take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system

**THE ROLE OF RUGBY BOROUGH COUNCIL
(01788 533533)**

- Co-ordinating role for emergencies in their own area as a key responder under the Civil Contingencies Act 2004
- Support emergency services
- Initiate emergency accommodation plan
- Emergency assistance e.g. provision of sandbags, emergency accommodation, feeding
- Environmental health issues - pollution and public health issues
- Warn and inform the public regarding emergencies
- Emergency planning support to the Parish Council

**THE ROLE OF WILLOUGHBY PARISH COUNCIL
(07855 325314 – Maggie Beech, Chair)**

- Assist Rugby Borough Council to warn and inform the public regarding emergencies at local level
- Pass information regarding local issues and needs to key responders via the Borough Council
- Administer the emergency place of safety at the Village Hall in conjunction with the Management Committee
- Establishment of a Flood Action Group (FLAG)
- Publishing of information about the impact of flooding in Willoughby and measures to take should serious flooding occur
- Publishing and updating of a Flood Action Plan developed with members of FLAG
- Flood warning dissemination (by local agreement with the Environment Agency)
- Appointment and support of 'flood wardens' for local areas prone to flooding
- Identification of vulnerable groups – e.g. elderly or disabled - who may need support

**THE ROLE OF SEVERN TRENT WATER
(0800 783 4444)**

- Emergency over pumping or tankering at sewage pumping stations
- Clearing blockages in public sewers
- May take action to protect property from flooding by water from the public water mains or discharges from the public sewerage systems

UTILITIES COMPANIES

Gas (National Grid) - (0800 111999) 24 hours

Electricity (Western Power) - (0800 328 1111) 24 hours

BT (British Telecom) - (0800 800 150) 24 hours

- Attend to emergencies relating to their service at properties putting life at risk as a result of flooding
- Attend to flooding emergencies at their own serviced installations

TEMPORARY ACCOMMODATION (REST CENTRES)

(In the event of people being made homeless or needing shelter)

The borough/district councils in Warwickshire have responsibility for opening and managing rest centres, supported by Warwickshire County Council's Services for Families and voluntary organisations. Rugby Rugby Borough Council (or its agent) will arrange transport to take evacuees to a rest centre where they will be given practical and emotional support.

The local Primary Care Trust will provide medical support and access to pharmacy services.

Warwickshire County Council's Child Protection Unit will support Rugby Borough Council and assist with arranging transport for evacuees to rest centres as required. While at the rest centre, the police and local authorities will gather specific information, which will be recorded on rest centre registration forms. Social Services (Services for Families) are responsible for making sure that this process is carried out and that an initial assessment of each individual is made to identify any extra support that may be needed. The police will either fax or take the forms to the Casualty Bureau, if invoked, to be processed. In Willoughby, the Village Hall, Main Street will be used as a rest centre.

THE ROLE OF THE POLICE CASUALTY BUREAU

Often during major incidents the police will set up a Casualty Bureau to specifically deal with missing persons, survivors, evacuees and witnesses involved, or believed to have been involved, in the incident. It is not a general information bureau and is designed to register information and details rather than provide general information on an incident.

The police will provide a number of telephone lines, but depending on the volume of calls, you may experience a delay in getting through. Make a note of the reference number given and quote this when speaking to staff at the Casualty Bureau.

When casualties or survivors are identified, the enquirer is told as soon as practicable following their call, but bear in mind that this can take a while. If you have contacted the Casualty Bureau number to report a missing person and then subsequently locate them, make sure that you call the Casualty Bureau back to let them know. This will allow the police and other organisations to focus on finding those people that are still missing. The Casualty Bureau telephone number will be different for every incident. If one has been established, the number will appear on the homepage of its website; it will also be broadcast on news bulletins.