

**Resilient  
Communities  
Wiltshire**



**The Parish of  
Teffont  
Community  
Emergency Plan**



**Plan Dated  
31st August 2021  
Version 4.0**



**Produced by  
Teffont Parish  
Council**



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## Parish Council

This plan provides guidance for reaction to emergencies and outlines self- help capability within the village. It is derived from the Wiltshire Council CEP thus having a similar layout making for ease of reference for the Emergency Services.

There is also a quick reference leaflet available.

Copies of this plan are held by the Parish Council members and electronically on the Parish website from where it can be downloaded but be aware that from time to time it will be updated by the Parish Clerk:-

N0.	Name	Address	Telephone Numbers
	<b>Parish Councillors</b>		
1	Emma Worth (Chair)		
2	James Aspden		07775 022365
3	Richard Blamey	The Holt	01722 716574 & 07525925200
5	Tony Deane	Magna House	07710 057107
6			
7	Julia Graham	Stream Cottage (Brunel on map)	07968 558898 & 07968558898
8	Ian Johnson (Vice Chair)		01722 717569 & 07554 881097
	<b>Parish Clerk</b>		
9	Madeline Honeybourne	Cosy Cottage	07840 819748
10,11,12 & 13	<b>Community Emergency volunteer Coordinator and Deputies – See Section 2. Para 2.3</b>		

## Version Control

Version	Date	Author	Rationale
4	31-8- 2021	TPC	

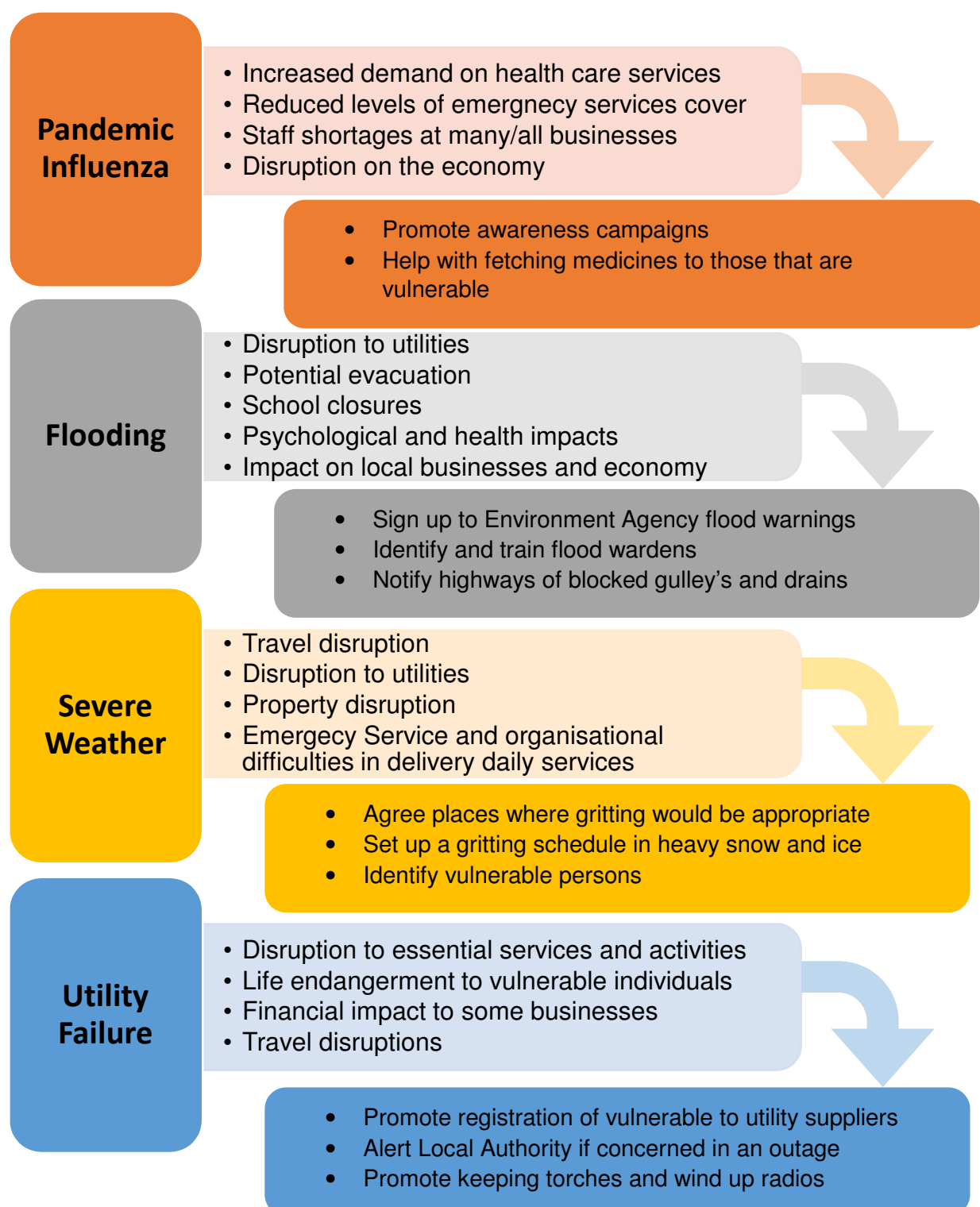
## List of Abbreviations

Abbreviation	Meaning
AED	Automated Emergency Defibrillator
CEP	Community Emergency Plan
CEV	Community Emergency Volunteer
CEVC	Community Emergency Volunteer Coordinator
CPR	Cardiac Pulmonary Resuscitation
CV	Community Volunteer
DCEVC	Deputy Community Emergency Volunteer Coordinator
EA	Environment Agency
FMD	Foot Mouth Disease
LA	Local Authority
LRF	Local Resilience Forum
NHW	Neighbourhood Watch
PVP	Private Veterinary Practice
RTA	Road Traffic Accident
SCA	Sudden Cardiac Arrest
TPC	Teffont Parish Council
What3words	Location system - See <a href="https://www.what3words.com">what3words.com</a>

## SECTION ONE - Be Informed

### 1.1 What's an Emergency

An Emergency, which can also be referred to as an incident is anything that affects you, your family and your community ranging from a major Road Traffic Accident (RTA) through to a power failure. For example:



## 1.2 Why have an Emergency Plan?



## 1.3 Legalities

The question of insurance is something that always comes up within community resilience. What are we actually allowed to do? And are we insured to do so?

## 1.4 Health and Safety

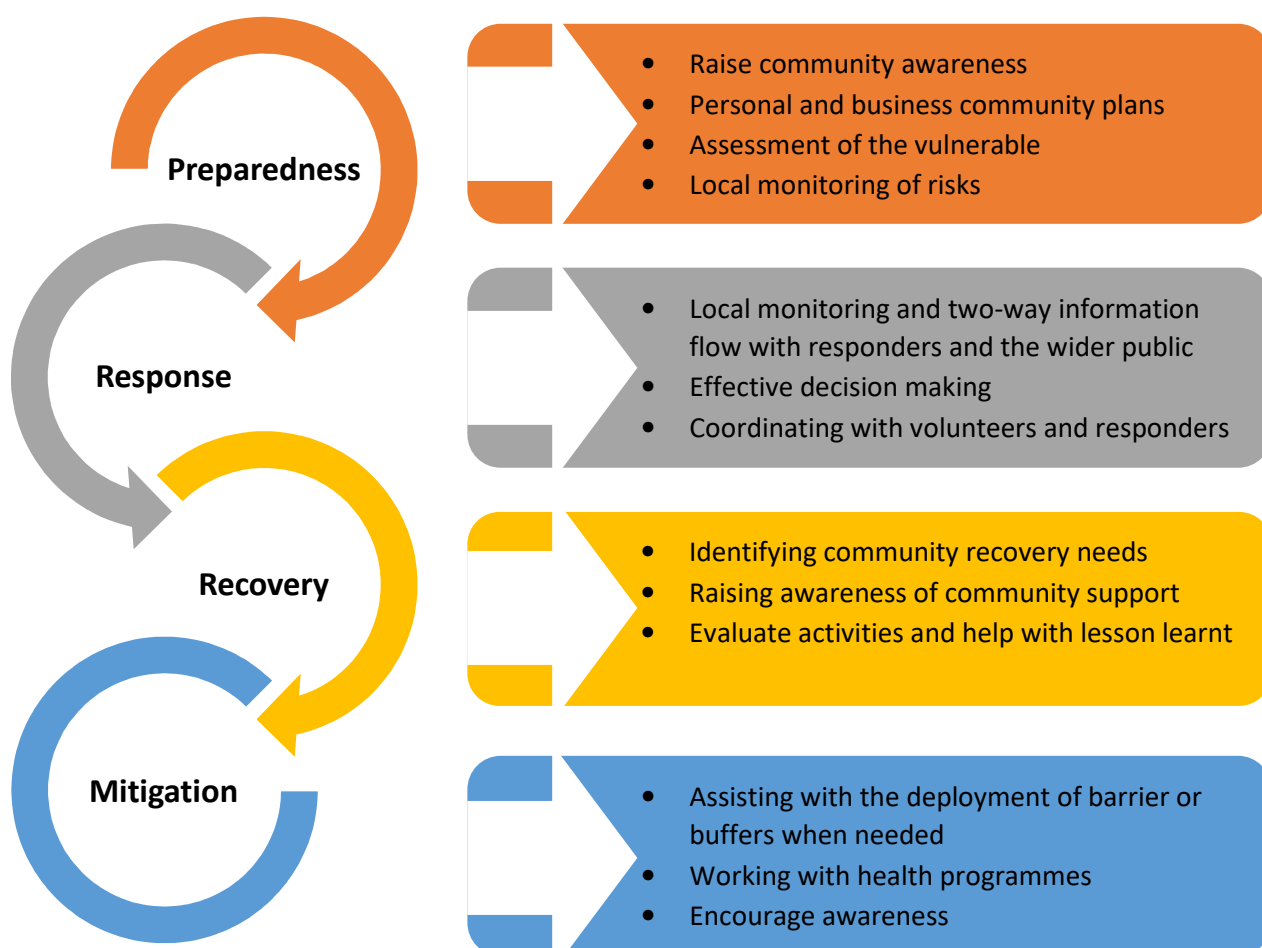
It is recognised that those named or recognised in this plan are not trained or resourced to carry out any functions of the emergency services. The response will be confined to supporting the welfare of the people in the community and helping them to maintain a normal community life. No-one is obliged to carry out any function and all duties are done solely on a voluntary basis.

## 1.5 Data Protection

It is assumed that the plan author/co-ordinator retains the title of data controller and therefore must ensure that all persons details included are asked whether they are ok for their details to be shared with the other community members and with representatives of the emergency services or council.

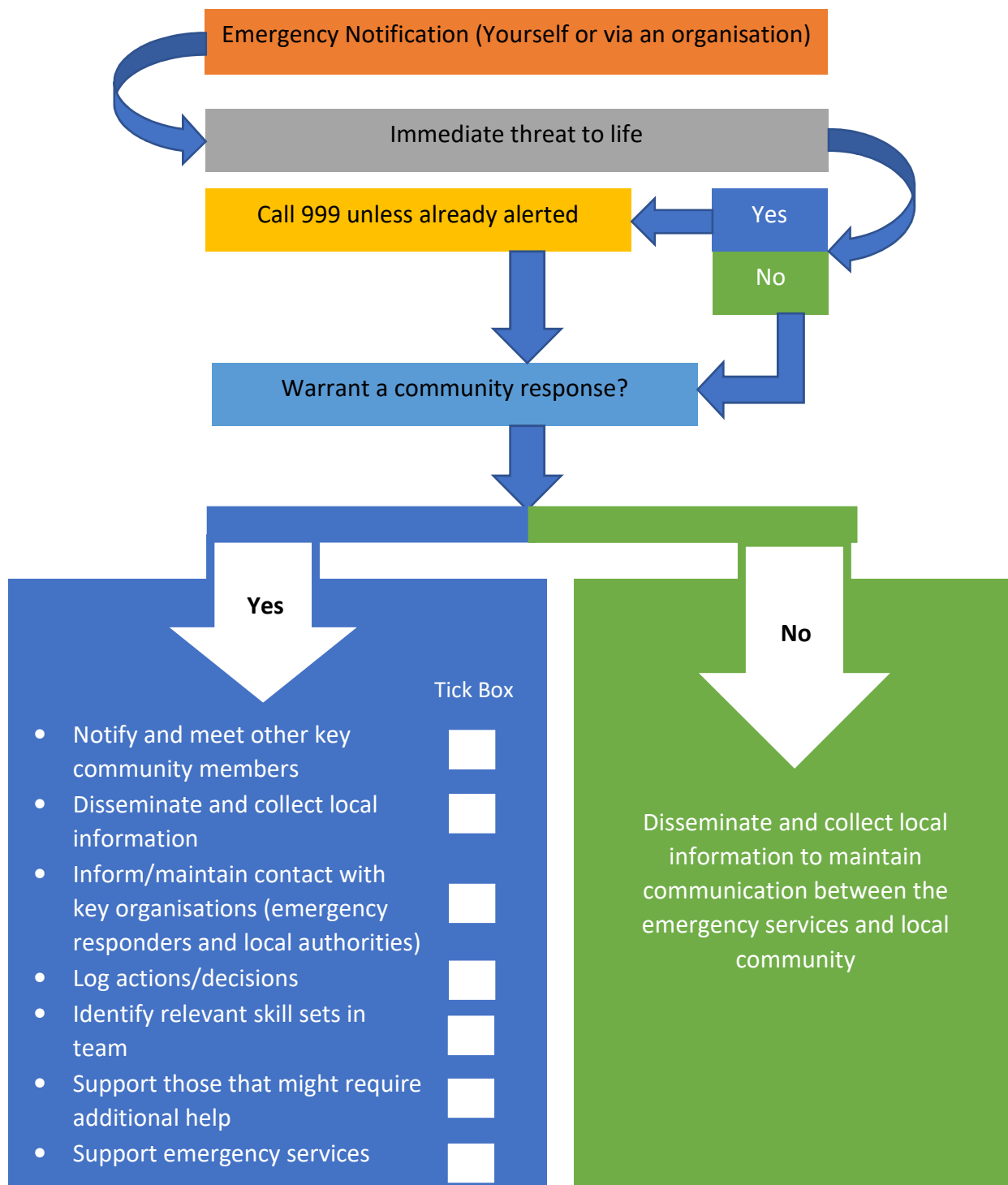
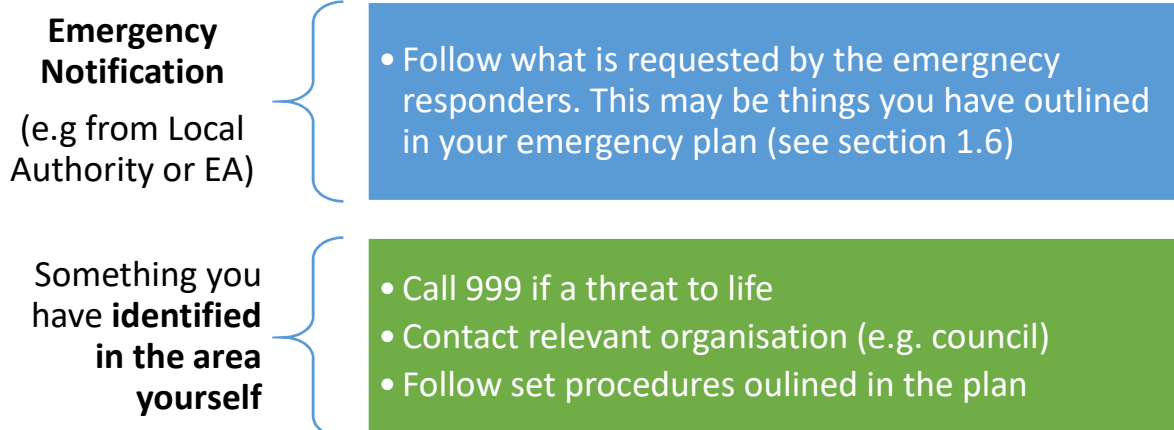
## 1.6 Communities Role in an Emergency?

Communities have a role to play in all type of emergency and can be involved at every stage.



## 1.7 Activation

Activation may come from one of two different ways:



## 1.8 Local Emergency Responders

Who?	How to contact them?	What they do in an emergency?
<b>Police</b>	<ul style="list-style-type: none"> <li>Dial 999 in an emergency such as a crime in progress</li> <li>Non-emergency Police reporting dial <b>101</b></li> <li><b>Wilts Police HQ: 0845 408 7000</b></li> </ul>	<ul style="list-style-type: none"> <li>Responding to incidents</li> <li>The co-ordination of the emergency services, local authorities and other organisations during an emergency</li> <li>Located in Devizes</li> </ul>
<b>Fire</b>	<ul style="list-style-type: none"> <li>Dial 999 in an emergency</li> <li>Local Fire Station (Out of hours): 01722 691000 OR 0306 799 0019</li> </ul>	<ul style="list-style-type: none"> <li>Responding to incidents</li> <li>Fire-fighting and fire prevention</li> <li>Detection, identification, monitoring and management of hazardous materials and protecting the environment</li> </ul>
<b>Ambulance &amp; NHS</b>	<ul style="list-style-type: none"> <li>Dial 999 in an emergency</li> <li>NHS non-emergency number: 111</li> <li>Ambulance Control Point: 01454 457900 OR 07775 807899</li> </ul>	<ul style="list-style-type: none"> <li>Responding to incidents</li> <li>Identify &amp; alert the receiving hospitals</li> <li>Based in Bristol</li> </ul>
<b>Wiltshire Council</b>	<ul style="list-style-type: none"> <li>In and out of hours use: 0300 456 0100.</li> <li>In hours you may ask for the Emergency Planning Team</li> <li>You may use <a href="mailto:emergencyplanning@wiltshire.gov.uk">emergencyplanning@wiltshire.gov.uk</a></li> </ul>	<ul style="list-style-type: none"> <li>Support the emergency services</li> <li>Help the community recover</li> <li>May take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system</li> <li>Help facilitate road closures and diversions</li> <li>Identify and set-up a safe place for community to stay after being evacuated - known as rest centre</li> </ul>
<b>Environment Agency</b>	<ul style="list-style-type: none"> <li><b>Incident hotline</b> 0800 80 70 60 (24-hour service)</li> <li>Floodline service 0345 988 1188</li> </ul>	<ul style="list-style-type: none"> <li>Protect the environment and take reports of environmental pollution such as chemical or fuel spills, or many dead fish in rivers</li> <li>Issue flood alerts and warnings to the public and implement flood defence where appropriate</li> <li>Emergency repairs and blockages on main rivers and own structures</li> </ul>
<b>Utility Providers</b>	<ul style="list-style-type: none"> <li>Gas (National Grid) 0800 111 999</li> <li>Power Cut - call 105</li> <li>Wessex Water: 0345 600 4600</li> <li>Thames Water 0800 3169800</li> <li>British Telecoms 08001217667</li> </ul>	<ul style="list-style-type: none"> <li>Support statutory responders</li> <li>Ensure continuity of supply</li> <li>Provide alternative means of supply during an emergency if there is a threat to life</li> </ul>



In some case the emergency services and local authorities will have to prioritise those greatest in need and therefore may not be able to reach you immediately. Communities can play a vital role in helping the emergency responders by reducing the impacts of an emergency. This can be achieved by producing community plans, followed by regular training and exercising of it

### 1.10 Road Closures:

Only the police or Wiltshire Council has the authority to close roads. It should NOT be attempted by members of the public.

### 1.11 First at scene

Should you be the first to arrive at the scene of an incident, it is imperative that you do not attempt to help without first assessing the scene and providing relative information to the emergency service.

The following guide is used by the Emergency Services and is designed to ensure all necessary information is obtained.

On arrival obtain details of **CHALETS**:

<b>C</b>	CASUALTIES	Numbers and severity
<b>H</b>	HAZARDS	Fire, leaks etc
<b>A</b>	ACCESS	Safe route for Emergency Service
<b>L</b>	LOCATION	Exact location required
<b>E</b>	EMERGENCY SERVICES	Are they present OR required
<b>T</b>	TYPE	Car crash, air crash, explosion, major fire, etc
<b>S</b>	SAFETY	Of all personnel

## SECTION TWO – Teffont Parish Community Group

### 2.1 Setting Up Teffont Parish Community Group

Teffont Parish Council has resolved to have a Community Emergency Plan that will cover the households of Teffont Magna and Evias. The plan will enable the village to respond swiftly to the most likely emergencies the community will face.

#### **Teffont Parish Council/ Community Group**

- Teffont Parish Council will lead this initiative enabling good links with Wiltshire Council and ensure the plan covers the whole community.

#### **Community Emergency Volunteer Coordinator**

- There will be an overall Community Emergency Volunteer Coordinator who will act on behalf of the TPC together with Deputy CEV Coordinators responsible for the maintenance and execution of specific plans.
- In the absence of the CEVC one of the DCEVCs will deputise in the time of an incident.
- The CEVC and DCEVCs will ensure people remain on task and stay safe.


#### **Deputy CEV Coordinator**

- Deputy coordinators are there to assist in large incidents and also over if the main coordinator is not available


#### **Community Volunteers**

- Community Volunteers are the heartbeat of the group and can be available to help in a variety of incidents - like door knocking, spreading grit and helping the vulnerable.
- Each plan will have identified Village volunteers to be called upon on the initiation of the emergency response.

## 2.2 Action Cards

Community Emergency Volunteer Coordinator/Deputy	
Activation	Key Responsibilities
	<ul style="list-style-type: none"> <li>• Coordinate the community response</li> <li>• Ensure Health and safety is adhered too</li> <li>• Liaise with relevant emergency services/organisation/council</li> <li>• Ensure action and decision are logged</li> </ul>
Actions	

1. Initiate community response on receipt of a request from the emergency services or in the case of small incidents that can be dealt with without the need for emergency services
2. Continually liaise with the emergency services/LRF members
3. Coordinate the organisation of the community volunteers
4. Keep an eye on Health and Safety of the volunteers
5. Record all decisions and actions of the community
6. Coordinate the requests for extra resources – in liaison with the council

Community Volunteers	
Activation	Key Responsibilities
	<ul style="list-style-type: none"> <li>• Help with community tasks</li> <li>• Collect community information</li> <li>• Help disseminate information</li> <li>• Assist in incident response (sand bagging, flood monitoring etc)</li> </ul>
Actions	

1. Only carry out tasks you are comfortable with or trained to do (entering running or deep water is not permitted)
2. Follow the direction of the DCEV Coordinator
3. Help collect information or disseminate to the local residents/community members
4. Help identify those vulnerable in certain incidents alongside potentially checking on them.
5. Monitor at risk areas (particularly seasonal risks)
6. Help with the clearing of paths in Icey or snow conditions
7. Identify areas where gully or drain clearance needs to be done (report to Wiltshire Council via the app)

## 2.3 Key Contacts – for coordination and access to local resources summarised at 2.5

Community Emergency Volunteer Coordinator			
Name	Tony Deane Magna House	Contact Number	Mob:077100 57107 Home:
Notes	Leader - a Parish Councillor		
Deputy Community Emergency Volunteer Coordinator –Flood warden			
Name	Harry Button	Contact Number	Mob: Home: 01722 716500
Notes	Flood Warden – proactive and remedial action		
Deputy Community Emergency Volunteer Coordinator			
Name	Madeline Honybourne	Contact Number	Mob: 07840819748
Notes	Village Clerk – Mobilisation of the Parish Councillors as appropriate and updater of contact list		
Deputy Community Emergency Volunteer Coordinator			
Name	Zillah Faulkner The Old Rectory	Contact Number	Mob: 07889 469396 Home: 01722 716312
Notes	Neighbourhood watch coordinator		

## 2.4 Get Involved

2.4.1 The Teffont Parish Community Emergency Plan aims to provide the village with a good level of resilience that will enable us to

- Coping with small scale issues either on our own or before the relevant services arrive.
- Handover to the Emergency Services on their arrival and to provide ongoing support as requested.

2.4.2. The most likely emergency incidents to occur within the village are:

- Flooding
- Snow/Ice
- Loss of Utilities
- Pandemic Outbreak e.g COVID & Flu
- Animal Disease e.g. Foot & Mouth
- Sudden Cardiac Arrest
- Major Accident e.g. Road Traffic Accident, including with poisonous/polluting spillage.
- Fire

Each of these potential incidents will have a response plan.

## 2.5 Key Local Skills – Capabilities and Resources

A fairly comprehensive list of Capabilities and Resources from within the village is held by the Village CEVC, DCEVCs and the Parish Chair and Clerk. It is held discreetly because it makes it possible to keep it up to date and also the kind and generous people who are on the list would prefer not to be on general distribution.

See list of Capabilities and Resources at Appendix A

Nevertheless people will know individuals who could help in an emergency and be able to contact them directly

## 2.6 Places of Safety

The following places of safety are available to provide shelter for a few hours to overnight stays.

Building	Location	Contact Details (Name, phone)	Capacity	Resources (kitchen, showers?)
<b>Teffont Village Hall</b>	<i>Teffont Magna</i>	See contact list Parish Clerk	40 people overnight or 60 for a short period	Oil fired central heating, toilets, hot drinks and meals
<b>Howards House Hotel</b>	Teffont Evias	The Manager 01722 716392	40+	Kitchen, heating, showers etc
<b>Manor Farm Stables</b>	Teffont Magna	See contact list Parish Clerk	Circa 100	Unheated barns, toilet facilities
<b>Farmer Giles</b>	Teffont Magna	See contact list Parish Clerk	Circa 100	Assembly Point
<b>St Michael &amp; All Angels Teffont Evias</b>	Teffont Evias	The Team Vicar 01722 717883 The Vicarage, Tyndale's Meadow Dinton SP3 5HU	Circa 100	Shelter
<b>St Edward Teffont Magna</b>	Teffont Magna	The Team Vicar 01722 717883 The Vicarage, Tyndale's Meadow Dinton SP3 5HU	Circa 100	Shelter
<b>Village Houses</b>	Teffont	CEVCs & P Clerk would know the appropriate Houses	In pairs generally but small family groups possible	Accommodation

## 2.7 Telephone Tree

A per the CEVCs and Deputies and Parish Clerk at 2.3 and the Parish Council page 6.

## Appendix A – Capabilities within Teffont template

TEFFONT village key skills - capability, resources and key equipment. 17-6-21 Depopulated version

Ref para 2.5 of CEP – limited distribution of about 5 people– The Parish Council Chair, the Community Emergency Volunteer Coordinator (CEVC) and three Deputy CEVCs; comprising a Parish Councillor as leader, The Flood Warden, The Neighbourhood watch coordinator and Parish Clerk. Notes:-

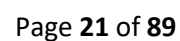
1. Use in conjunction with Up to date Village Contact list
2. CEVCs & PC members to have key telephone numbers in their phones

Asset	Capability	Uses	Notes - contact
<b>Organisations</b>			
Parish Council (PC)	Provision of leader and managers	Coordination, organisation and control	Village contact list and PC list page 6
Neighbourhood Watch	Control, support and information gathering and disseminating	Guiding and support people by personal contact, security	Village contact list & CEVC list 2.3
Info@Teffont	Email information system to the village	Guiding and support people via email	Info@Teffont
Parochial Church Council (PCC)		Churches as cover from elements, Care	The Team Vicar
Village Hall committee	Run village hall	feeding, accommodation or control centre	Chair
Village Show committee	Show equipment and stores	Tentage, chairs, tables , electrical cables etc plus can organise work teams	Chair
<b>People</b>			
Potential Volunteers	Those people who will volunteer or can be asked in a crisis.	Wide and various skills and capabilities known in general by the CEVCs, PC and NH watch.	Village contact list
Vets			
Gamekeepers and allied skilled people	Knowledge of wildlife	Dealing with distressed and injured wild life or other animals in extremis	
Doctor			
Nurse			
General professional/ trade	Electrical and general etc General work inside and out	Advice, multi-use Advice, multi-use	
Farm / Landowner	Use of heavy machinery and general expertise	heavy work depending on machinery, tree cutting & clearing, snow clearing, trailer transport, livestock handling etc parking areas. Landing strip	Salt and oil spill boom at Farmer Giles
Stables / kennels	Looking after Horses & dogs	Advice, Handling, stabling and kennelling, horse box	
Off road 4x4 owners in addition to farm/landowners			
Portable generators			

## SECTION 3 - The Parish of Teffont Community Emergency Plans

<b>Section 3.1</b>	<b>Flooding</b>
<b>Section 3.2</b>	<b>Snow and Ice</b>
<b>Section 3.3</b>	<b>Loss of Utilities</b>
<b>Section 3.4</b>	<b>Pandemic</b>
<b>Section 3.5</b>	<b>Animal Loose, Injured or Disease</b>
<b>Section 3.6</b>	<b>Sudden Cardiac Arrest</b>
<b>Section 3.7</b>	<b>Major Accident e.g. Major Road Traffic Accident</b>
<b>Section 3.8</b>	<b>Fire</b>





## TEFFONT PARISH FLOOD PLAN

Reference: - latest version of WCC – Level 1 Strategic Flood Risk Assessment

### 1. Introduction

The aim of this Flood Plan is to provide guidance for Flood Wardens and Emergency Services in the event of significant flooding occurring in the Parish of Teffont (the villages of Teffont Magna and Teffont Evias, together with outlying properties).

***Historic events, particularly the flooding in the summer of 1999, show that flooding is a real threat and that both public bodies and private individuals should make adequate preparation to cope with future recurrences.***

Teffont Flood Warden Scheme has been set up by the Parish Council with the support of the Environment Agency, which is encouraging town and parish councils throughout the country to establish and promote such schemes in vulnerable communities.

- Details in the plan concentrate on the operational aspects of flooding, such as the protection of life and property and the management of the flood event.
- The actions of each organisation are listed, but they may not necessarily be carried out as the result of a duty or responsibility.

The aim of the Flood Warden Scheme is to enable Teffont Parish Council to provide a ***coordinated local response in the event of a flood***. The Flood Wardens are residents of the Parish who have volunteered their services for the benefit of the community. The flood warden will inspect the catchment from time to time and report on situations that might increase the flood risk (e.g. overgrown vegetation in and around the Teff) The Parish Council will act accordingly.

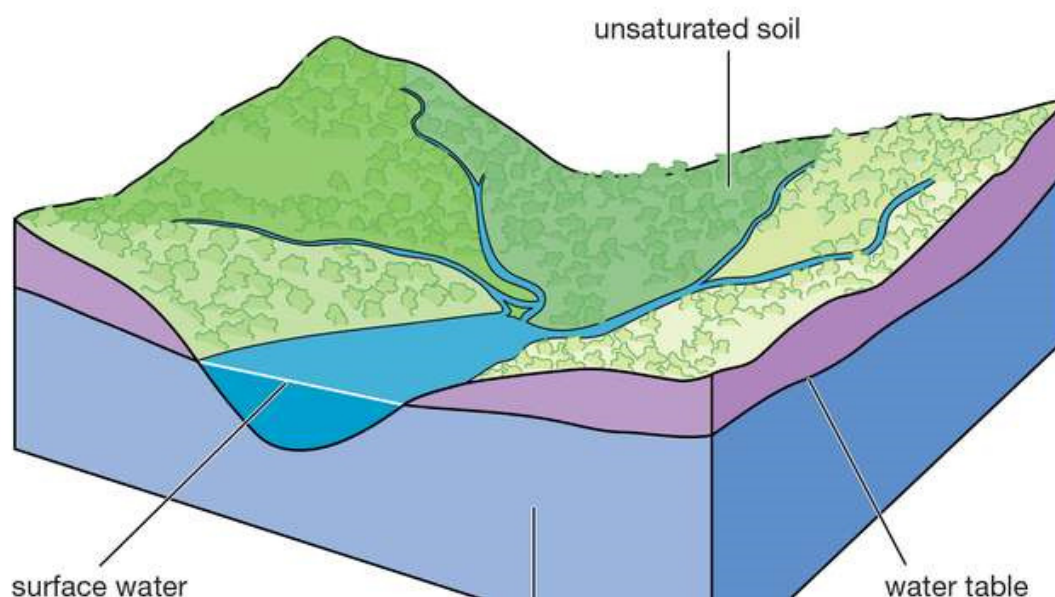
***The role of the warden*** is to make residents aware of the threat of flooding in Teffont Parish and to advise residents on how to protect their lives, property, businesses and possessions. The wardens take on a proactive role in the fight against flooding by working with local residents, the Environment Agency and other organisations to identify problem areas within their territory. Once a problem has been identified, all efforts are then made to find a solution to help reduce the risk of flooding in vulnerable areas.

The types of Flooding event referred to in this plan are:

- Groundwater
- Surface water

**Groundwater**, water that occurs below the surface of Earth, where it occupies all or part of the void spaces in soils or geologic strata. It is also called subsurface water to distinguish it from surface water, which is found in large bodies like the oceans or lakes or which flows overland in streams. The water table is the top of the ground water – Teffont has a seasonally high water table. The gauge at the weir at Springhead is indicative of the ground water level.

### How the water table looks in a cross section of land



The main priority for Teffont Parish is the safe evacuation of residents if such action is required. The second priority is for the protection of homes and property.

### **Flash Flooding:**

#### **What are flash floods?**

Flash flooding happens when rain falls so fast that the underlying ground cannot cope, or drain it away fast enough. Roads can become like rivers and if there is a lot of water, it can flood buildings and carry cars away. So, if the rain is falling too fast for the ground or drains to cope, there is a risk of flash flooding.

#### **What causes flash floods?**

Most rivers flow fairly gently as they slope slowly towards the sea. Therefore, when a river floods it does so quite slowly as it takes time for the rain to percolate through the ground and into the rivers and out to sea, allowing time for some warning. With flash flooding, there is often very little time between the rain falling and flash flooding occurring.

Flash flooding commonly happens more where rivers are narrow and steep, so they flow more quickly. It can also occur from small rivers in built-up urban areas, where hard surfaces such as roads and concrete don't let the water drain away into the ground. This leads to surface overflow and can often overwhelm local drainage systems, leading to flash flooding.

## 2. Measures Taken To Reduce the Likelihood of a Flooding Event, Or To Reduce the Severity of Impact

The flooding that occurred 5<sup>th</sup> July 1999 was brought about by a number of contributory factors, both natural and man-made:

1. A large volume of rain fell over a relatively short period on land that was dry and likely to encourage rapid surface run-off
2. The development of a golf course on the hills above the Old Dinton road had stripped the topsoil from the surrounding fields, further increasing the rate of run-off
3. The presence of a pig farm to the west of the C277 led to further soil and slurry run-off

The net result was a torrent of floodwater and debris which ran down the Old Dinton Road, causing the Teff stream to burst its banks and flood the B3089 to a depth of approximately 25cms.

Since that time, the plan to develop a golf course above the Old Dinton Road has been shelved with the land restored and pig farming above Farmer Giles has been discontinued, allowing natural vegetation cover to return to the hillsides.

Teffont Parish Council has also put in place a number of measures to reduce the likelihood of further flooding:

1. Twelve 'grips' have been constructed along the back road to Dinton, and these are designed to reduce the flow directly down the road and divert it onto the pasture land to the north. These grips feed into lateral drains on the field edges and the water is then channelled into two levelling ponds at Manor Farm, before being fed at a controlled rate into the Teff Stream. The grips are maintained by the WC Parish Steward.
2. A further levelling pond at Spring Head regulates the flow from the main spring
3. Riparian owners have been encouraged to take responsibility for their section of the stream and its banks, with guidance from the Flood Warden.
4. Flood Wardens have been appointed for both Magna and Evias. Their primary role is to pass on Flood Alerts and Warnings from the Environment Agency to the local population, so that appropriate flood protection measures can be taken before the water level reaches a critical point, but they also act as a first line of contact for all incidents and developments that are likely to affect watercourses in their local area.

## 3. Maintenance of Preventative Measures

Having put into place a number of preventative measures (grips, lateral drains and the attenuation ponds) to reduce the likelihood of further flooding it is important to ensure their timely maintenance.

In addition the maintenance of the stream and its banks is key in ensuring excess water can flow without restriction. It is the responsibility of the Flood Warden and his/her Deputies to create and oversee the execution of The Teff Stream and



Associated Banks Maintenance Plan that is in accordance with the recommendations of the Environment Agency. This maintenance plan will ensure free flow of water whilst actively encouraging the ecology of the fauna and flora.

## 4 The Role of a Flood Warden

The Flood Wardens should:

- Be knowledgeable of the area for which they are responsible
- Be knowledgeable of the watercourses that run through the area
- Assess situations, identifying vulnerable residents/properties
- Ensure drains/culverts/rivers are kept clear – reporting any blockages if found to the relevant authorities for corrective action
- Sign up to the Environment Agency's Floodline Warnings Direct Service
- Encourage residents to report any incidents of flooding
- Help publicise the Flood Warden Scheme
- Be on hand to give advice to local residents (*for example, encouraging residents to keep a flood kit*)
- Keep residents up-to-date with the Flood Warden Scheme via delivery of literature
- Provide information/local knowledge on flooding to the Environment Agency
- Encourage residents to sign up to the Floodline Warnings Service
- Encourage residents to acquire sand bags and other barriers from commercial sources and promote awareness of the stock of emergency sandbags held within the community.
- To check on the maintenance of the preventative measures.
- To oversee the maintenance of the stream and its banks
- Routinely check the catchment area for risk of flooding.

## 5. Flood Plan Triggers

Teffont is covered by the *River Nadder and Tributaries* and the *River Nadder – Tisbury to West Harnham* Flood Alert Areas. The receipt of a flood alert from the Environment Agency's Floodline Warnings Direct Service is a primary trigger for initiating the flood plan.

There is no specific flood warning provided by the Environment Agency for the villages of Teffont Magna and Teffont Evias, but the flood warning area for the River Nadder will give an indication of the likelihood of flooding occurring within the parish.

The Environment Agency website that shows these warnings can be found at:

<http://www.environment-agency.gov.uk/homeandleisure/floods/147053.aspx?page=1&type=Postcode&term=SP35QP>

## 6. Flood Warnings

The Environment Agency (EA) issues **three levels** of flood warning and an all clear:

### 6.1 Flood Alert

The nearest EA flood alerts that could be relevant to the Parish of Teffont are:



*River Nadder and Tributaries*

*River Nadder – Tisbury to West Harnham*

#### **What it means**

Flooding is possible. Be prepared.

#### **When it's used**

Two hours to two days in advance of flooding.

#### **What to do**

- Be prepared to act on your flood plan.
- Prepare a flood kit of essential items.
- Monitor local water levels and the flood forecast on The Environment Agency's website.

#### **Specific Actions for Flood Wardens and Teffont Residents**

- Check roads and low-lying areas between the village and the A37.
- Monitor river level at gauging station (Springhead) – record level and time
- Phone Floodline on **0845 988 1188, Option 1, then quick-dial number 0452321** for more information
- Check grips, culverts and gullies along Old Dinton Road and The Street
- Check Weir at Springhead and the paddles at "Bridges" for obstructions.
- Report obstructions to the Environment Agency's Incident Hotline 0800 80 70 60

## 6.2 Flood Warning

**At present there is no dedicated flood warning area for the Parish of Teffont.**

The most appropriate warning areas for the village are:

*River Nadder and Tributaries*

*River Nadder – Tisbury to West Harnham*



### ***What it means***

Flooding is expected. Immediate action required.

### ***When it's used***

Half an hour to one day in advance of flooding.

### ***What to do***

- Move family, pets and valuables to a safe place.
- Turn off gas, electricity and water supplies if safe to do so.
- Put flood protection equipment in place.

### ***Specific Actions for Flood Wardens and Teffont Residents***

- Flood Wardens to contact Parish Councillors, activating the flood plan
- Area Wardens begin flood patrol
- Check roads and low-lying areas throughout the village and along the Teff Stream
- Monitor river level at gauging station (record level and time)
- Phone Floodline on 0845 9881188 (quick dial 0452321) for more information
- Check culverts and gullies along Old Dinton Road and The Street
- Check Weir at Springhead for obstructions.
- Report Obstructions to the Environment Agency's Incident Hotline  
0800 80 70 60

## 6.3 Severe Flood Warning



### ***What it means***

Severe flooding. Danger to life.

### ***When it's used***

When flooding poses a significant threat to life.

### ***What to do***

- Stay in a safe place with a means of escape.
- Be ready should you need to be evacuated from your home.
- Co-operate with the emergency services.
- Call 999 if you are in immediate danger.

### ***Specific Actions for Flood Wardens and Teffont Residents***

- As for **Flood Warning** above

Places at risk	Action
All properties bordering the Teff Stream	Prepare and initiate evacuation to Teffont Village Hall and other places of safety as designated.

## 6.4. Warnings no longer in force

### ***What it means***

No further flooding is currently expected in your area.

### ***When it's used***

When river conditions begin to return to normal.

### ***What to do***

- Be careful. Flood water may still be around for several days.
- If you've been flooded, ring your insurance company as soon as possible to arrange for a survey of the damage to property and/or contents.

### ***Community Actions should be:***

- Check all is safe to return.
- Seek advice from the Environment Agency if unsure.



Many parts of the country are covered by the Environment Agency's Flood Warning Service.

The lowest level of warning that the general public generally receives is the Flood Warning.

This is because a Flood Warning indicates that the authorities expect property to begin flooding.

Therefore a community with a Flood Warden is at an advantage, as the warden is eligible to receive the Flood Watch.

This is because a Flood Warden will have other tasks to attend to, such as placing signs for road flooding.

This gives the community with a Flood Warden earlier warning than the general population and more time to prepare for flooding.

## 7. Flood Risk Areas

Area number	Place at risk	Source of flooding
1	Properties along the C277 in Upper Teffont Magna	Run-off from fields to the north of Farmer Giles and ground water from spring at Springhead combine to exceed capacity of Teff stream
2	Properties and church near the junction of the C277 and the Old Dinton Road	Run-off from fields to south of Old Dinton Road not being trapped by grips on verges, leading to channelling down the road
3	Properties in The Street from The Old Post Office south to The Oaks	Volume of surface run-off and ground water greater than channel of Teff stream can accommodate
4	Properties along Holt Lane	Excessive run-off from fields in valley to west, contained within culverts which may not accommodate the volume
5	Properties in central and lower parts of Teffont Evias	Teff follows a flatter course and would flood if the accumulation of debris reduces the flow through the culvert to the large pond south of Evias

## 8. Mains Sewerage System

The mains sewerage system serving both Teffont Magna and Teffont Evias consists of a six inch main that runs beneath The Street, from Springhead in Magna south to St Michaels Church in Evias. At this point, a pumping station opposite the church lifts the effluent out of the valley and into a larger main further to the west.

The only known deviation from the north-south route beneath the road through the village is opposite Lintern Close, where the main is routed through the water meadows that lie to the west, before re-joining the road at the junction between the villages, near Three Hands Cottage.

Wessex Water acknowledge that in recent years there have been periodic blockages of the mains sewer. In the event of foul water flooding of a property, Wessex Water will attend the site within four hours of notification, and will drain and disinfect the site, although they will not deal with any flooding or damage inside the property.

### Wessex Water – supply and sewerage

**0345 600 4 600**      Mon-Fri, 8am to 6pm, emergency service at other times.

Email: [operational.enquiries@wessexwater.co.uk](mailto:operational.enquiries@wessexwater.co.uk)

### Sewage Floodline (in a property)

**0345 850 5959**

In order to reduce the likelihood of further sewerage overflows, Wessex Water has agreed to take the following actions:

1. To power flush the length of the main through Magna and Evias four times per year
2. To insert non-return valves, where necessary, into household drains that connect to the main sewerage pipe
3. Installed a flexible liner in the main sewer line, in order to prevent the ingress of ground water through leaking joints (Winter 2020/2021).

Wessex Water will also consider claims by householders for damage or increased insurance premiums resulting directly from ingress of sewerage, as opposed to ground water or fluvial flooding that is outside their control.

## 9. Level of Response

The level of response from the authorities to a flooding incident will depend on what is flooded, or is at risk of being flooded. There are five priority categories:

Priority	Flooding affecting	Response
1	People	Action to protect life
2	Houses	Action to protect life and property
3	Roads	Action to protect life and property
4	Commercial property	Possible action to protect property
5	Gardens/Agricultural land	No action

There are other factors which may influence the level of a response. Priority is likely to be given to the old or infirm when assisting people, and to occupied property when protecting property. The classification of roads may be used in prioritising responses to road flooding and the protection of commercial property may depend on the risk of environmental pollution from stored chemicals etc.

Teffont is fortunate that there are no major commercial properties that could pose a threat to the environment, but the presence of agricultural fertilisers and chemicals in floodable areas should be taken into account.

Some Councils may not provide assistance in flood risk areas where there is persistent flooding and property owners and occupiers are fully aware of the situation. In such cases the ***owners and occupiers should be made aware that they must make their own arrangements to protect their property from flooding*** and this policy is endorsed and reiterated in this Plan.

It is the responsibility of individual land and property owners to take appropriate action to protect their assets ***well before*** the threat of a flood occurs. As a minimum those who live in floodable areas should invest in flood doors and hold stocks of sand bags sufficient for their requirement – stocks of the latter held by the Parish Council and Wiltshire Council are intended for use in emergencies only for the benefit of the wider community (e.g. to prevent flooding of roads), rather than to protect individual buildings.

## 10. Authorities Involved

The following organisations may be involved in direct specific action during a flooding event. Property owners are responsible to protect their own property from flooding:

- Environment Agency
- Wiltshire Council (Unitary Authority)
- Teffont Parish Council
- Wiltshire Fire And Rescue Service
- Wessex Water – especially problems with foul water

- Electricity, Gas And Telecommunications Companies
- Property Owners

## 11. Action Lists

### ENVIRONMENT AGENCY

The principal actions of the EA are:-

- Issue flood warnings
- Receive and record details of all flooding incidents
- Monitor the situation and advise other organisations
- Deal with emergency repairs and blockages on main rivers and own structures
- Respond to pollution incidents
- Advise on waste disposal issues

Advice on how to prepare your property to minimise the impact of flooding can be found at: <http://www.environment-agency.gov.uk/homeandleisure/floods/31624.aspx>

### WILTSHIRE COUNCIL

The principal actions of the County Council are:-

- Co-ordinate emergency arrangements
- Maintain safe conditions on the roads
- Put flood warning signs on the highway
- Organise road closures and traffic diversions
- Clear blockages on highway drainage systems
- May take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system
- Adopt a co-ordinating role for their area
- Flood warning dissemination (by local agreement with EA)
- Emergency assistance (s138 LGA 1972) – provide sandbags
- Clear blocked watercourses etc. (powers under Land Drainage Act)
- Environmental health issues – pollution
- Emergency planning support groups

### TEFFONT PARISH COUNCIL

The principal actions of Teffont Parish Council are:

- Flood warning dissemination (by local agreement with Environment Agency)
- Distribute sandbags from Wiltshire Council stockpiles, for use in emergencies

### WILTSHIRE FIRE AND RESCUE SERVICE

The principal actions of the Fire and Rescue Service are:

- 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
- Fire tenders will **not** pump out properties unless water remains after flooding subsides

### WESSEX WATER

The principal actions of Water Companies are:

- Emergency over pumping to ameliorate water build up.
- Clearing blockages in public sewers and outfall grills
- Repairing burst sewage and water pumping mains
- May take action to protect property from flooding by water from the public water mains or discharges from the public sewerage systems
- Provision of portable toilets in some cases

### ELECTRICITY and TELECOMMUNICATION COMPANIES

The principal actions of the electricity and telecommunication companies are:-

- 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 service installation

### PROPERTY OWNERS

The principal actions of owners of property at risk of flooding, or which is flooded, are:

- Move to a safe area if life is at risk
- Prevent water from entering property if possible
- Switch off electricity and gas supplies at mains

- Move valuable possessions above floor areas liable to be flooded

## 12. Preventative Measures

***It is the responsibility of all local residents to make adequate and timely provision for flood control measures to protect their property, using supplies obtained from commercial sources.***

These include:

- Sandbags – Hessian bags should be stored in a dry location, so that they do not rot, and should only be filled with sand immediately prior to use. Polypropylene sacks are less liable to degrade over time. Stocks of sharp sand to fill these sacks should be stored under cover.
- Gelsacs – Easy to store, and do not require a stockpile of sand, but they are relatively expensive (c. £4.00 each), can only be used once, and take some time to expand to full size
- Door barriers – wooden panels tailored to the size of the aperture and provided with effective seals
- Covers for Air Bricks
- Bricks and blocks to raise ground floor furniture above water level
- Improvised seals to prevent water incursion through sinks, toilets, etc

***In an emergency***, a limited number of sandbags may be provided by Teffont Parish Council – Contact Parish Clerk, CEVC, DCVEC or any Parish Councillor.

## 13. Liaison Arrangements

Organisation	Agreed arrangement
Teffont Village Hall	Teffont Village Hall would be available for evacuation of distressed residents and for use by the emergency services in the event of a flood.
Magna Farms	If this facility is not adequate, overspill can be accommodated by Magna House or the barn at Manor Farm.

## 14. Follow up Actions

The following actions by the Flood Wardens and Parish Council are advised during and after a flooding incident:-

- Keep local residents informed of what is going on and implement media plan if appropriate

- Provide information to local authority emergency planning support groups to enable them to assist and advise affected property owners
- Maintain action and financial records
- Investigate flooding and record information, including flood levels
- Supply details of properties flooded, the extent of flooding and flood levels to the environment agency
- Inform riparian owners of remedial measures needed to watercourses
- Identify schemes to alleviate serious flooding of property (if applicable)

## 15. Emergency Accommodation and Facilities

The Village Hall could hold up to 40 people overnight, or up to 60 people for a short period. The hall benefits from oil-fired heating, provided that electricity supplies are unaffected by the flood, and has facilities to provide toilet facilities, hot drinks and cooked meals.

Farmer Giles can accommodate up to 100 people and has similar facilities to the Village Hall. The unheated barns at Manor Farm could accommodate a similar number if required – toilets are available. See full list at 2.6.

Anyone evacuated to these facilities should take:

- Warm clothing, and possibly bedding
- A torch and a supply of batteries
- Food (tinned or dry)
- Drink
- Medication
- Children's toys and books
- Pet supplies

## Appendix A - Contact Telephone Numbers – (Updated March 2021)

Organisation	Phone(office hours)	Phone(alternative)
Environment Agency Floodline	0845 988 1188 (24hrs) Flood Warning status	0800 807060 to report an incident
Environment Agency	03708 506506 (24hrs)	
Wiltshire Council	0800 232323 (Office hrs) Renate Moulton 07827 954856	01722 413834 (24hrs)
Wiltshire Fire & Rescue	01380 723601	01722 439300
Police	101 (Non-Emergency)	999 (Emergency Only)
Ambulance Service	999 (Emergency only)	
Wessex Water	0845 850 5959 Sewage Floodline	0845 600 4 600 (General Emergencies)
Scottish & Southern Electricity	0800 072 7282	
British Telecom	0871 050 5318	0800 800 151 (Land-line) 0330 123 4151 (Mobile)

## Appendix B - List of Flood Wardens

Name	Address	Daytime Tel	Evening Tel
See CEVC list Para 2.3			
Teffont Fishing Club Water Bailiff	2 Teffont Manor Cottage	01722 716500	01722 716500



## Appendix C - Wiltshire Council - Sandbag Policy

***If your property is in imminent danger of flooding please telephone 0800 232323***

***or out of hours call 01722 413834 to request assistance.***

Please note sandbags will only be provided in response to emergency situations. You cannot collect sandbags from any of our depots.

If you require sandbags as a precautionary measure you will need to make your own arrangements to purchase them from local suppliers.

Wiltshire Council has in place an Emergency Management Plan and will respond to flooding events. We do not have a statutory duty to provide sandbags, but experience shows that the community expects the council to help if flooding is imminent. It is important that we handle enquiries sympathetically but in accordance with the following principles:

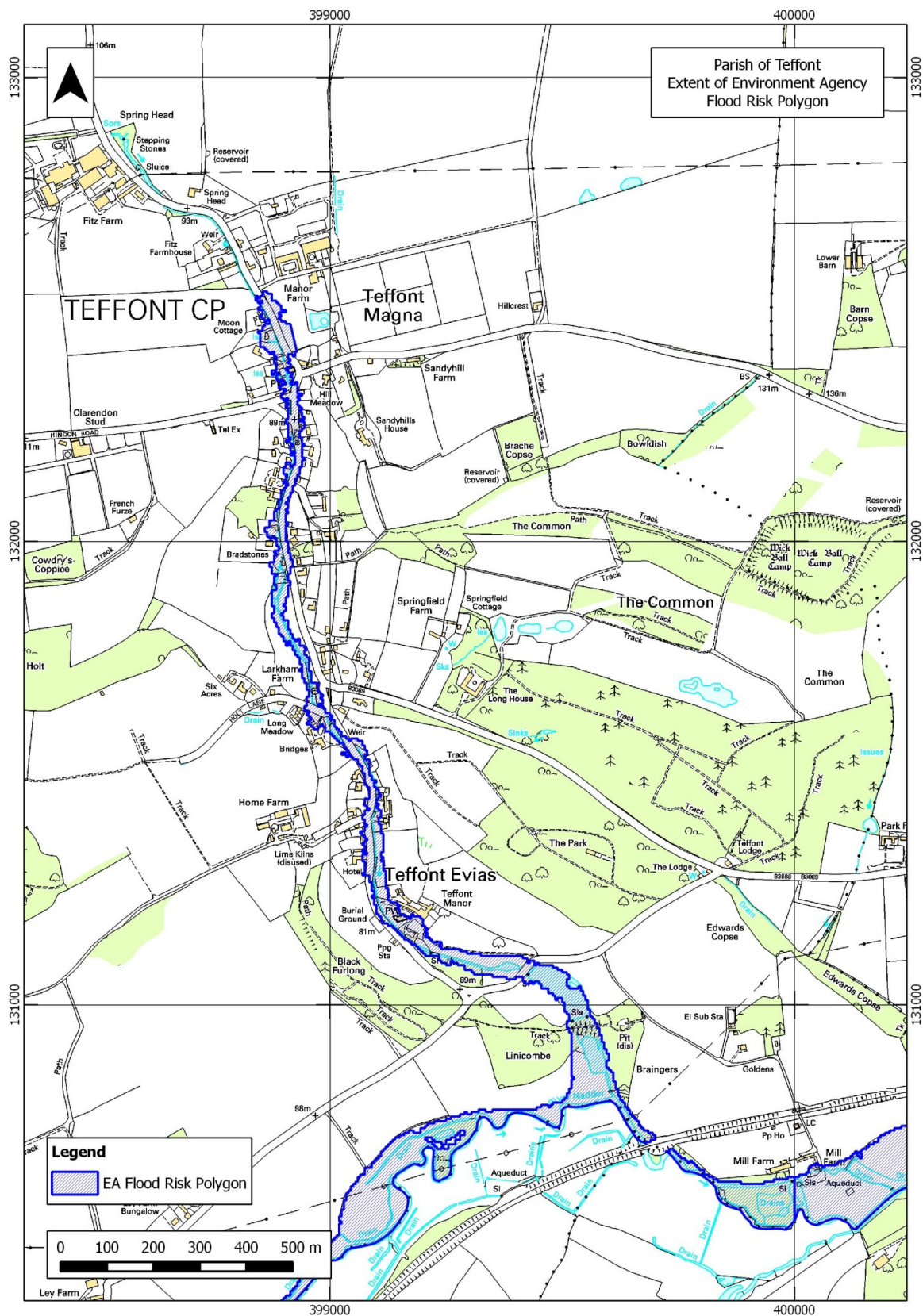
- We will maintain a stock of sandbags at depots across Wiltshire with a minimum of 500 bags at each storage location.
- We will supply sandbags free of charge on a “needs” basis in response to flooding emergencies.
- We will not supply sandbags in advance, based on forecasts.
- If requests for supply or delivery are received during an emergency situation, we will consider them sympathetically on a case-by-case basis according to apparent vulnerability.
- We will encourage property owners in known flood areas to adopt a “self help” approach and prepare in advance and respond to forecasts or flood warnings. We will encourage people making enquiries for sandbags at these stages to look to local suppliers such as builder’s merchants where they can purchase them or possibly have them delivered. This will help to preserve our stocks for emergency response.
- The Environment Agency promotes self-help schemes and we will refer people to their website.
- Once issued to householders the disposal of contaminated sandbags following a flooding event will not be the responsibility of Wiltshire Council. Information can be provided on the most appropriate method of disposal but once issued the sandbags become the property of the occupier or organisation.

Notes:

1. Parish Council have limited supplies of sandbags and these can disappear quite quickly if supplied too soon.
2. The Flood Warden will try to time it right but flooding is notoriously difficult to predict with any degree of accuracy.
3. Builders Merchants / sandbag supplier details for the various areas - see Builders Merchants in yellow pages or carry out a search on the internet.

4. Visit National Flood Forum for helpful advice [www.floodforum.org.uk](http://www.floodforum.org.uk) and supplier information from [www.blupages.org.uk](http://www.blupages.org.uk)
5. The Environment Agency website is [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)
6. Wiltshire Council Flooding Website  
[Flooding - Wiltshire Council](#)

## Appendix D – Environment Agency Flood Map





**Date:** Thursday, 30 November 2006

Zillah Faulkner  
The Old Rectory  
Teffont  
Salisbury  
Wiltshire  
SP3 5RS

Dear Mrs Faulkner

### TEFFONT FLOODING ISSUES

Following our meeting on 2/11/06, I have put together a list of the key points that I noted. I would like to apologise for the delay in getting these to you.

I would firstly like to confirm that the Parish of Teffont has taken measures to reduce the risk of flooding on the community. The following measures were correct at the time of my visit:

- On the back road to Dinton; the proposed development of the golf course that stripped the topsoil from the surrounding fields has been cancelled and as such the fields are now better managed. This leads to reduced runoff onto the road and into Teffont Magna.
- The back Road to Dinton also has 12 grips that reduce flow directly down the road and divert it onto the grass fields further down the valley. The council assured me that these grips are maintained weekly by a contractor throughout the winter period to prevent them becoming blocked. Decreased flow down the Dinton Back Road and into Teffont Magna will reduce the likelihood of flooding to properties within the village.
- The water diverted by the grips, travels down onto the fields at the valley basin, and is channelled into two attenuation ponds at Manor Farm. The attenuation ponds are connected by an overflow board and are well maintained. On the far side of the pond there is a workable hatch that leads into an open channel that discharges directly into the Teffont Stream. The Lord Sharman Estate controls the flow of water from the attenuation pond to the open channel. The fact that these control mechanisms are now maintained and operated properly means that there is a reduced risk of flooding to the Teffont Parish.
- There is an attenuation pond at Spring Head at the top of the catchment. This will reduce flow down the Teffont Stream.
- In the 1999 floods, pig farming on the hillside lead to excess soil and slurry runoff down the catchment. The pig farming has subsequently been discontinued and this should lead to greater soil cohesion and less soil runoff.
- The Teffont stream channel is well maintained and reduces the likelihood of flooding from a blocked channel. Maintenance for the river channel falls under the riparian owner's responsibility. Although under the new enainmentment process of Critical Ordinary

Cont/d..

Environment Agency  
Rivers House, Sunrise Business Park, Higher Shaftesbury Road, Blandford Forum, DT11 8ST.  
Tel: 01258 489501. Fax: 01258 455998



Watercourse (which includes the Teffont Stream), the Environment Agency will survey and maintain stretches of the watercourse that it is not practical for riparian owners to do so.

- Small tributary streams to the main channel are well maintained in Teffont Evias.
- The culvert by the church in Teffont Evias has had one upright removed thereby reducing the impedance to water flow. This reduces the likelihood of Flooding in that area.
- Teffont Parish has a Flood Warden scheme in operation. The Flood Warden is someone in the community that prepares and co-ordinates the response to Flooding. A Flood warden receives the Flood Watch level of warning while members of the general public normally only receive the Flood Warning. This means that communities with such a scheme in operation have more time to prepare for the onset of Flooding, thereby reducing the likelihood of it occurring. Both Teffont Magna and Evias currently have Flood Wardens.
- Some residents have signed up to the Environment Agency flood warning system, Floodline Warnings Direct (FWD). This gives recipients advanced warning of flooding.

To reduce the impact of Flooding within Teffont further, it is my recommendation that the parish continues to urge all residents with property vulnerable flooding to sign up to the FWD service. I also recommend that the Parish develop and maintain a Flood Plan. This is a valuable tool in the reduction of flood risk. Further information about Flood Plans is enclosed.

Please also find enclosed the flood-related publications as discussed, and the Groundwater Borehole and FWD information as requested. The most relevant borehole for Teffont is the Terraces borehole at Fonthill. Please keep this website log-in information within the Parish Council and do not disseminate to the public.

I hope this letter finds you well and please contact me on 01258 489501 if you have any queries or questions.

Yours sincerely



**MATTHEW PENNY**  
Flood Incident Management

## SECTION 3.2. Snow & Ice

### 1. Clear snow from a road, path or cycleway

Teffont residents should be encouraged to clear snow and ice from pavements in front of their property themselves. It is a neighbourly thing to do to keep Teffont's pavements clear for people to walk along safely. It's unlikely that anyone will be sued or held responsible if someone is injured on a path or pavement if it has been cleared it carefully.

### 2. How to clear snow and ice

When you clear snow and ice:

- do it early in the day - it's easier to move fresh, loose snow
- don't use water - it might refreeze and turn to black ice
- use salt if possible - it will melt the ice or snow and stop it from refreezing overnight (but don't use the salt from salting bins as this is used to keep roads clear)
- you can use ash and sand if you don't have enough salt - it will provide grip underfoot
- pay extra attention when clearing steps and steep pathways - using more salt may help
- salt shakers, be frugal with the salt as very little is needed

### 3. Council gritting

The main road that passes through Teffont, B3089 or "The Street" is designated as a Primary Road by Wiltshire County Council and is gritted in the event of predicted snow/ice.

The other roads of the Village from the Memorial Hall past Farmer Giles Farmstead and Teffont Evias are not gritted.

Wiltshire's weather can be unpredictable and the occurrence and severity of winter conditions varies considerably through the season and from year to year. Severe winter weather is most likely to be experienced in December, January and February but ice and snow can occur earlier or later. To take account of all possible winter weather the winter service period runs from mid-October to mid-April.

- WCC maintains over 1600 salt bins located throughout the county.
- They are available for both residents and the travelling public for use on public roads and footpaths
- When using salt bins you should work on the basis that 1 table spoon of salt will cover around 1m<sup>2</sup>

- The Parish Clerk will report empty salt bins via [My Wiltshire online reporting](#)
- WCC **do not** place any new salt bins in Wiltshire. [Town and Parish councils](#) are able to purchase their own salt bins which become their own responsibility. We are able to help and advise any local councils who may to purchase their own salt bin.

#### 4. Social Media:

Individuals can keep up to date with the winter service in Wiltshire by following our twitter feed [@WiltshireWinter](#).

#### 5. Salt Supply and Spreader:

There is a supply of salt together with a large salt spreader held in the barn at Farmer Giles. If deemed necessary the CEVC/DCEVC will liaise with the owner of Farmer Giles to undertake a village spread of salt along the pavements.



## SECTION 3.3 - Loss of Utilities

### 1. What should I do during a power cut?

- Switch off all electrical appliances that shouldn't be left unattended, ready for when the power comes back on.
- Leave a light on so you know when the power outage has been resolved.
- Check to see if your neighbours are okay.
- Wrap up warm.
- **Contact your network operator** to report the power cut, either by calling 105 or via their **other available channels**.
- Don't open the fridge/freezer door unless you have to, this helps food stay frozen for longer.
- 

### 2. What should I do if I see a damaged overhead electricity line or substation?

Call 105 immediately to report the problem to your network operator. Keep as far away from the hazard as possible. If there is a serious immediate risk (e.g. cables obstructing a public highway), call the emergency services too.

### 3. - How can I prepare for a power cut?

- Keep a torch handy (with spare batteries) – it's much safer than using candles.
- Get a battery-powered or wind-up radio (useful for keeping up to date with relevant local news).
- Keep warm – keep a blanket and warm clothing handy, and fill a vacuum flask or hot water bottle.
- Stock your cupboard with food and drink that doesn't require electricity to prepare it.
- Keep your mobile phone and laptop fully charged.
- Check **your network operator's** website or social media channels for updates.

#### 4. - Can I use my phone during a power cut?

Cordless phones probably won't work during a power cut. They take their power from the mains and most don't have battery back-up. ***Traditional corded phones will work – you might want to keep one handy so you can plug it in and make phone calls if you have a power outage.***

In most cases, mobile phones will work if they are charged. If you have a smartphone, you can **visit your local network operator's website** or social media channels, where available, to report a power cut and get updates. Remember the Internet may be down too.

#### 5. - I'm on the priority services register. Should I now call 105?

The Priority Services Register is for people who might need extra support during a power cut; for example, people who need electricity for vital medical equipment.

If you are on the Register and you have a power cut, you should continue to call the phone number that you have been given.

#### 6. - Prolonged Outage:

If the Network Provider predicts the power outage will last for a protracted period of time consideration should be given to moving elderly and vulnerable residents to one of the identified places of safety such as the Village Hall.

Organisation	Notes
Teffont Housing	See para 2.6 - Places of safety

#### 7. - How to look after your Tropical Fish

- During a power cut the temperature of the water in your tank will drop gradually. This speed depends on the surrounding temperature and the volume of water inside the tank, i.e. a larger volume of water will take longer to cool down than a smaller volume of water
- For insulation, wrap the tank in blankets. If possible, fill hot water bottles with warm water and place them around the outside of the tank
- Without power, the water will lose oxygen gradually. So fish suppliers recommend a cheap bubble-up filter that can run off a battery-powered air pump. If you don't have one then a normal bicycle pump will do the job
- Fish suppliers recommend disturbing the water surface for five minutes each hour during a power cut. A good way is to fill a jug with tank water then pour it back in, making as much movement as possible



## SECTION 3.4 - Pandemic

### 1. Introduction:

The recent COVID-19 virus laid out the following guidelines and measures necessary for Teffont to successfully cope with a pandemic. The village was divided into manageable areas of support utilising the Neighbourhood Watch organisation.

### 2. Village Sub-division:

Divide the village into 5 (possibly more) sub-divisions based on the NW organisation. Assign 2 coordinators per area. Each property is assigned to an area. The area coordinators are responsible for:

- Dissemination of information
- Being the link between residents and Pandemic Coordinator
- Identifying any issues within their area such as:
  - Elderly/Vulnerable resident needs. Elderly/vulnerable people are considered as those *'that are less able to help themselves in the circumstances of an emergency'*
  - Developing a volunteers and Street Friends Database was developed – showing which volunteers were willing to cook, drive, babysit and dog walk etc
  - Ensuring gaps in provision have been addressed. Buildings/ resources have been identified (the provision of hot meals and breakdown of the service utilities).
  - Networking and the implementation of Post Pandemic Planning and support for the community.
  - This model is applicable across a diverse range of emergency situations and could be part of the Communities Resilience Plan into the future.
- Coordination of medicine pick-up
- Coordinating drivers to take persons to medical appointment

### 3. Support of Elderly/Vulnerable Residents:

In a time of a pandemic where movement is restricted and elderly and vulnerable persons may be forced to shield/isolate themselves it is critical to establish a robust local support network. A “phone a neighbour” network keeps residents in touch with each other and helps reduce loneliness and feeling of isolation.

#### 4. Community Spirit:

In the absence of social face to face gatherings the establishment of regular interaction within the village helps to keep a community spirit alive. This can be achieved through a number of avenues such as:

- Sharing of recipes
- Quiz nights
- Book reviews
- Online bridge or other games
- Song nights
- Religious services
- Fitness classes
- Learn a new language classes

#### 5. Provisions:

A number of local businesses such as butchers, greengrocers, fishmongers and caterers will provide an order/delivery and/or click & collect service. For example:

- Salisbury Butchers (Luke Kerley) The Maltings, Salisbury, 07741257152.  
[lukek79@icloud.com](mailto:lukek79@icloud.com)

#### 6. Communications:

The establishment of a robust communications network is crucial. Example letters sent to the community follow:

**Example Letter 1**

**COVID-19**  
**TEFFONT COMMUNITY SUPPORT GROUP**

**Working in Conjunction with Teffont's Neighbourhood Watch Scheme**

Dear Support Volunteer

**Your Area No.....**

Thank you so much for helping in these difficult times. I am attaching a list of names and addresses of your Area and will leave it to you both to decide how you want to manage this. I have marked all those considered 'vulnerable'. I am very happy to be contacted at any time if you have any concerns.

In the notice to neighbours we have tried to emphasise that the Support Volunteers are there as a back- up in emergencies (a safety net). You will have to make your own decision on whether a request is actually urgent or whether you can direct help from elsewhere. We have already had examples where requests have not really been urgent and where family or friends could help in a few days.

You should show Identity through a window or from a distance. All villagers will have received your details on their letters and many will know you. There have already been scam warnings and the advice is not to ask anyone for money for shopping or medication in advance.

Thank you again.

xxxxxxx

Teffont Neighbourhood Watch

Tels: 01722 xxxxxx

## Example Letter 2

### NOTICE FROM TEFFONT PARISH COUNCIL

#### COVID-19

#### TEFFONT COMMUNITY SUPPORT GROUP

All Up to Date Information can be found on

[www.nhs.uk/conditions/coronavirus-covid-19](http://www.nhs.uk/conditions/coronavirus-covid-19)

Those of you over 70 or with pre-existing medical conditions have been advised by the Government to self-isolate as a precautionary measure at this stage. The situation is changing daily. This is not only for your own and family's protection but to alleviate the pressure on our NHS who are having to cope with those who have been seriously affected by Covid-19.

We want to assure you that you are not alone – Teffont is forming a Community Coronavirus Support Group to help those of you who need to self-isolate. This is not an alternative to the NHS or Social Services but is simply a way to help our village look after each other.

Further information giving full details of the Teffont Community Support Group will be sent out within the next 48 hours but in the interim all those deemed possibly 'vulnerable' have already been contacted by telephone.

If you require help the main contacts at the moment are:

xxxxxx (Chairman of the Parish Council)

Tel. 01722 xxxxxxxx

Mob.xxxxxxxxxxxxxx

or

xxxxxxxx (Teffont Neighbourhood Watch Scheme Co-ordinator)

Tel> 01722 xxxxxxxx

Mob: xxxxxxxxxxxxxxxx

PHE has advised those self-isolating to avoid visitors to their home and any deliveries or shopping by neighbours to be left at the door.

We will endeavour to send you up to date Government Information.

Teffont Parish Council "Date"

### Example Letter 3

#### COVID-19 TEFFONT COMMUNITY SUPPORT GROUP

##### Working in Conjunction with Teffont's Neighbourhood Watch Scheme

This newly formed group is being set up with the endorsement and support from the Parish Council as agreed at its Meeting on "Date". In the circumstances of the outbreak of the Corvid-19 the Village is being divided into 5 Areas and each Area will be looked after by 2 volunteers. These areas are larger than the normal Neighbourhood Watch system and these volunteers generally will be those who are mobile and not having to self-isolate.

This is for emergency back up for a particular incident where anyone having to self-isolate under Government Guidelines finds that their family or neighbours are suddenly not able to give support. It is for anyone who might need medication or food urgently. A recommendation is to sign up to Pharmacy2U.co.uk for repeat prescriptions for delivery by post.

We want to emphasise that this initiative is not about taking away neighbourly kindness and mutual support which so many of you are already offering.

Your Community Support Volunteer will drop any items at your doorstep only. If you become seriously ill you must contact the NHS 111 Service or NHS On Line directly.

You live in Area ..... and your Support Volunteers are:

Name

Address

Tels

Email

Name

Address

Tels

Email

Please ensure to keep this information in a safe place.

xxxxxxxxxxx

NW Scheme Co-ordinator

Tel. 01722 xxxxxxxx

Wiltshire Council are continually updating their website for Covid-19 information:  
[www.wiltshire.gov.uk/public-health-coronavirus](http://www.wiltshire.gov.uk/public-health-coronavirus).

**Example 4****COVID-19 TEFFONT SUPPORT TEAM**

<b>Area</b>	<b>Volunteer Name</b>	<b>Tel/Mobile</b>	<b>Email</b>
<b>No 1</b>	A Smith	1234567 / 077123456	asmith@gmail.com
<b>No 1</b>	B Other	1234567 / 077123456	
<b>No 2</b>	etc	etc	
<b>No 2</b>	etc		
<b>No 3</b>	etc		
<b>No 3</b>	etc		
<b>Etc</b>			

## SECTION 3.5 - Animal Loose, Injured and Disease

### 1. Introduction

The Village of Teffont is surrounded by fields of livestock ranging from Horses, Cows, Sheep, Deer and even a Llama. Occasionally, one or more of them will decide to take an excursion and be seen wandering through the Village and sadly may be involved in an accident and be injured by a vehicle. Very occasionally, there may be an outbreak of disease such as Foot and Mouth or Avian flu.

Regardless of whether there is a loose or injured animal or an outbreak of disease, Teffont residents need to be aware of the required actions to contain the incident. Livestock owners are responsible for taking the necessary actions in the case of disease, but anyone could come across a loose or injured animal and be aware of the initial actions to take until expert help arrives.

### 2. Dead or Injured Animals

Call the **Police** (999) for a dead or injured animal (livestock and domestic pets) on public land who will advise next steps.

You can call **Wiltshire County Council (0300 456 0100)** who will:

- We remove dead wild animals (such as badgers, foxes, and deer) along with domestic pets (such as cats and dogs) from all roads and public spaces
- If a carcass is obviously a pet, we will try to find the owner (through the pet's collar or microchip) and store the carcass for a period of one week prior to disposal
- We do not collect any animal smaller than a domestic cat. If you find a dead animal of smaller size, you can either deal with it yourself by double bagging the animal and putting it in the domestic waste bin, or leave the animal to decompose naturally
- Animals will be removed within the statutory timescale unless the carcass is hazardous
- If you find more than five dead swans, wild gulls, waders or ducks, please contact the [DEFRA](#) Helpline on 08459 33 55 77, Monday to Friday 9am to 5pm. You will be asked for details of the birds and the location
- We do not remove farm animals (such as cows, sheep or pigs), and you should report any dead farm animals to the owner. **We do not collect dead animals from private property**
- We use a specialised team to remove dead animals and, unless a road is being blocked, the dead animal may be left in place until our next scheduled visit to the area

For an injured animal you can call the **RSPCA (0300 1234 999)**

Within Teffont there are a number of people who can offer assistance ranging from:

- Head collar and ropes
- Stabling
- Horse box
- Livestock trailer

### 3 Animal Disease e.g. Foot & Mouth disease, Avian Flu

#### 3.1 Foot and Mouth disease

Government website: - [Foot and mouth disease: how to spot and report it - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/foot-and-mouth-disease-how-to-spot-and-report-it)

Foot and mouth disease (FMD) affects cloven-hoofed animals including:

- cattle
- sheep
- pigs
- goats
- Wild animals such as deer

It doesn't affect humans.

Foot and mouth disease is a [notifiable animal disease](#). If you suspect it you must report it immediately by calling the Defra Rural Services Helpline on 03000 200 301. Failure to do so is an offence.

##### 3.1.1 How to spot foot and mouth disease

In cattle which is similar to other animals but see above website for full details. Cattle with foot and mouth disease may develop sores and blisters:

- on the feet
- in the mouth
- on the tongue

Other clinical signs include:

- fever
- shivering
- lameness
- slobbering and smacking lips

##### 3.1.2 How foot and mouth disease is spread

Foot and mouth disease is highly infectious.



Animals can catch the virus through direct contact with an infected animal especially wild animals crossing farm boundaries

The disease can also pass indirectly through movement of people and their equipment and clothes through contact.

### 3.1.3 Preventing and controlling foot and mouth disease

You can help prevent the disease by:

- being familiar with the clinical signs of foot and mouth disease so you can notify APHA immediately if you suspect it
- practicing [strict biosecurity](#) on your premises.

If you report suspicion of foot and mouth disease APHA vets will investigate.

If foot and mouth disease is confirmed the outbreak will be controlled in line with the [contingency plan for exotic notifiable diseases](#) and [the foot and mouth disease control strategy for Great Britain](#).

## 3.2 Avian Flu

Government web site: - [Avian influenza \(bird flu\) - GOV.UK \(www.gov.uk\)](#)

Avian influenza (bird flu) mainly affects birds. It can also affect humans and other mammals.

Symptoms in chickens which are similar to other birds include lack of coordination. Swelling of the head, eyelids, wattles, hocks, and comb. Lack of energy and appetite. Pinpoint haemorrhages on feet and shanks. Ruffled feathers. Any one of these symptoms can indicate the presence of avian flu in your flock, in addition to sudden death that comes without warning signs

Avian influenza (bird flu) is a [notifiable animal disease](#). If you suspect any type of avian influenza in poultry or captive birds you must report it immediately by calling the Defra Rural Services Helpline on 03000 200 301. Failure to do so is an offence.

All bird keepers (whether you have pet birds, commercial flocks or just a few birds in a backyard flock) must keep a close watch on them for signs of disease and maintain good biosecurity at all times. If you have any concerns about the health of your birds, seek prompt advice from your vet.

## SECTION 3.6 – Cardio Pulmonary Resuscitation / Automated External Defibrillator

### AEDs at HOWARD'S HOUSE HOTEL & READING ROOM

#### 1. Heart Attack Vs Sudden Cardiac Arrest:

- A *Heart Attack* is where an artery supplying blood to the heart becomes blocked causing chest pain and leading to damage to some muscle of the heart – it does not necessarily lead to *Sudden Cardiac Arrest (SCA)* where the heart has stopped beating and stops pumping blood around the body.
- With SCA death is inevitable unless Cardio Pulmonary Resuscitation (CPR) and Defibrillation is carried out

#### 2. Resuscitation Council Guidelines:

- “The community response to cardiac arrest is critical to saving lives. Each year, UK ambulance services respond to approximately 60,000 cases of suspected cardiac arrest. Resuscitation is attempted by ambulance services in less than half of these cases (~28,000). The main reasons are that either the victim has been dead for several hours or has not received bystander CPR so by the time the emergency services arrive the patient has died. Even when resuscitation is attempted less than one in ten victims survive to go home from hospital. Strengthening the community response to cardiac arrest by training and empowering more bystanders to perform CPR and by increasing the use of Automated External Defibrillators (AEDs) at least doubles the chances of survival and could save thousands of lives each year”

#### 3. Why the Need:

- In Europe approximately 1 in 1000 of the population suffers Sudden Cardiac Arrest (SCA) each year; the population of Teffont is under 300 – every 3 years one person in the village **statistically** will have a Sudden Cardiac Arrest.
- Teffont is approximately 30 minutes away from Salisbury District Hospital by ambulance, without immediate CPR/AED the person who suffered a Sudden Cardiac Arrest will NOT be able to be resuscitated by the paramedics.
- Provision of CPR to a person who has had a SCA increases their chance of survival **twofold**, whilst with an AED it is increased **fourfold**.

#### 4. Automated External Defibrillator (AED)

- **REMEMBER:** A person who has experienced a SCA is **dead** so by administering CPR and shocking through an AED can do the individual **NO HARM**
- On switching on the AED it will talk the respondent through the steps to take.
- The AED will only shock the patient if it CANNOT detect a heart rhythm.

#### 5. The 3 Action Steps



#### Step 1 – Call Emergency Services



#### Step 2 – Commence CPR



#### Step 3 – Retrieve AED (Reading Room or Howards House) and follow the spoken instructions

**Have your Post Code available for the Emergency Services**

**UNLOCK your Front Door**

**Have your NEIGHBOURS on Speed Dial you WILL need their help to retrieve AED and give CPR**

## SECTION 3.7 Major Accident (Car or Air)

### 1.0 Introduction

Whilst the incident described below uses a Road Traffic Accident as the example, the actions to be taken in the event of an aeroplane/helicopter accident would be the same.

Traffic accidents can range between minor incidents such as a bicycle crash or much more serious incidents like a vehicle crash. It is crucial that the incident area is sufficiently safe before you help any casualties. This is so that you, the casualties and other road users are protected. Stay very well clear if there is any danger of a fuel tank explosion especially if there is a petrol tanker involved.

Once you know the area is safe, quickly assess the casualties and prioritise treatment. Give first aid to anyone with life threatening injuries first before tending to other casualties.

Call 999 or 112 for emergency help and give as much detail about the incident as possible such as number and age of casualties and types of injury.

### 2.0 What to do

#### **Make sure the incident area is safe for yourself and others**

1. Park safely and well away from the incident. Make sure you turn on your hazard lights and put on a high-vis jacket if you have one.
2. Ask two car drivers to protect the incident area in each direction by parking well away and turning on their hazard lights. If you have warning triangles, the area can be protected using these as well. Bystanders can help you do this while you help the casualties.
3. Make vehicles safe by switching off the ignition of all damaged and surrounding cars and if you can, disconnect the battery.
  - On large diesel vehicles this is marked on the outside
4. Make vehicles stable. Apply the handbrake, put them in gear or put a block in front of the wheels if the vehicle is upright. If it is on its side, try to stop it rolling over further, but do not attempt to move it.

5. Be alert for physical dangers such as traffic and make sure no one smokes near the incident.
6. Call the emergency services to report damaged power lines, spilt fuel or vehicles carrying hazardous substances.

### 3.0 Assessing the casualties

1. Call 999 or 112 straight away.
2. Assess the casualties quickly by doing the Primary Survey and treat anyone with life threatening injuries first.
  - Assume that anyone involved in the accident may have neck or spinal injuries.
3. Treat the casualties in the position you find them if possible and make sure you support their head and neck at all times.
4. Make sure you search the surrounding area so that casualties who are not in the immediate incident area are found and treated. Ask other people to help you.
5. If anyone is trapped inside or under a vehicle, the fire service will need to help them.
6. Monitor the casualties and record their breathing, pulse and level of response.

### 4.0. The Primary Survey

The primary survey is a quick way to find out how to treat any life threatening conditions a casualty may have in order of priority. You can use **DRABC** to do this: Danger, Response, Airway, Breathing and Circulation.

1. **Danger.** Before approaching the casualty, always make sure the area is safe.
2. **Response.** Check if the casualty is responsive or unresponsive. As you approach them, introduce yourself and ask them questions to see if you can get a response. Kneel next to their chest and gently shake their shoulders, asking, 'What has happened?', 'Open your eyes!'.
  - If the casualty opens their eyes, or gives another gesture, they are responsive.

- If they do not respond to you in any way they are unresponsive and should be treated as quickly as possible.
3. **Airway.** Next, you need to check that the airway is open and clear. Open the airway by placing one hand on the forehead to tilt the head back and use two fingers from the other hand to lift the chin.
- If they are unresponsive, you need to move on to **breathing** as quickly as possible.
4. **Breathing.** You now need to check if the casualty is breathing normally. Place your ear above their mouth, looking down their body. Listen for sounds of breathing and see if you can feel their breath on your cheek. Watch to see if their chest moves. Do this for 10 seconds.
- If they are unresponsive and not breathing, you need to call 999/112 for emergency help and start CPR straight away. Ask a helper to find and bring a defibrillator (AED).
  - If they are responsive and breathing move on to circulation.
5. **Circulation.** Once you have established they are breathing, look and check for any signs of severe bleeding.
- If they are bleeding severely you will need to control and treat the bleeding by applying direct pressure to the wound. Call 999/112 for emergency help.
  - If they are unresponsive and breathing but with no bleeding, put them in the recovery position and call 999/112 for emergency help.

## SECTION 3.8 - Fire

**1.0 Introduction:** The top **causes of accidental fires** in the home are: cooking or cooking appliances (cookers, ovens, hotplates, grill pans, deep fat fryers, microwaves and toasters) electricity supply or other electrical equipment and appliances (plugs, lighting and cables, washing machines, dishwashers and tumble dryers). There is the inherent danger from thatched roofs and in the summer overgrown vegetation.

Change battery powered smoke alarm batteries every three years  
Write date of change on them

Often you will not be aware of a fire until the smoke detector goes off, by which time the fire has probably established itself and unless you have the correct fire extinguisher immediately to hand or a blanket then your **ONLY** choice is to evacuate the house.

There are **3 Stages** every resident should be aware of in case of a household fire:

- Stage 1 - Preparation – Plan a safe escape route.
- Stage 2 - What to do in an actual fire
- Stage 3 - What happens after the fire has been extinguished

### 2.0 Stage 1: ESCAPE - Planning a safe escape

Preparing and practising a plan of action will help you act quickly if there's a fire in your home – it could even save your life. When you make an escape plan, involve everyone who lives in your home, including children, older or disabled people and any lodgers.



#### Choosing an escape route

Here are some tips to help you plan your escape from fire:

- The best escape route is often the normal way in and out of your home

- Think of any difficulties you may have getting out, for example, at night you may need to have a torch to light your way
- Choose a second escape route, in case the first one is blocked
- Keep all exits clear of obstructions, like bicycles
- If there are children, older or disabled people or pets, plan how you will get them out
- Be prepared to crawl if necessary because Smoke and Fumes rise.

### **Think about a safe place to go if you can't escape**

The first priority is to keep people safe by getting them out of the building. If you can't escape, you'll need to find a room to take refuge in. This is especially important if you have difficulty moving around or going downstairs on your own.

If you can't get out, get everyone into one room:

- Choose a room with a window
- If you can put cushions, towels or bedding at the bottom of the door to block smoke
- Open the window and call for help
- Think about which room might be best for this – you need a window that can be opened and, if possible, a phone for calling 999

### **Make sure everyone in the house knows where door and window keys are kept**

Decide where the keys to doors and windows should be kept and always keep them there. Make sure everyone in your household knows where they are.

### **Explain the plan**

Once you have made your plan, go through it with everyone in the household. You could also put a reminder of what to do in a fire somewhere where it will be seen regularly, like on the fridge door and put your address by the phone so that children can read it out to the emergency services.



## Practice the plan

Make sure you have ‘walked through’ the plan with everyone in your household.

Regularly remind everyone of what to do, and what not to do, in the event of a fire.

See [What to do if there is a fire](#) (Stage 2) for more information about escaping from a fire.

## Keep your guests safe from fire

Your family or housemates may be familiar with your house or flat, but your guests may not be. If you have guests staying overnight tell them where the keys are kept and give them information about anything in the house they may not be familiar with, like how to unlock your front door. It’s particularly important to provide some fire safety information if you are hosting a party and people are drinking alcohol. Also, the risk of fire during celebrations may be higher due to candles, cooking and cigarettes

## 3.0. Stage 2 - What to do if there’s a fire (Dorset & Wilts Fire Brigade)

If you have a fire in your home – get out, stay out, call 999. See [Calling 999](#) for more guidance.

Raise the alarm. Let everyone in the house know about the fire. Shout and get everyone together if it’s safe to do so.

Get everyone out. You should have an escape route planned and everyone in the house should be familiar with it. Remember:

- Don’t delay to save valuables or look for pets.
- Don’t investigate the fire.
- If there’s a lot of smoke, crawl along the floor – smoke rises, and the cleanest air is nearest the floor.
- Before you open any doors, feel them with the back of your hand. If they’re warm, the fire is likely to be the other side, so don’t open them.
- As you leave, only open the doors you need to use and close any that may allow the fire to spread.

### If your escape route is blocked:

- If you’re on the ground floor, go out of a window. Throw bedding or cushions to break your fall if necessary.

- If you can't open a window, use a heavy object to break the glass at the bottom corner. If you can, use clothing, a towel or bedding to cover the edges.
- Lower children as far as possible before letting them drop. Get an adult to break their fall if you can.
- Lower yourself by your arms from the window ledge before dropping.

**If you can't get out at all, get everyone into one room, ideally one with a window:**

- Close the door and put cushions, towels or bedding along the bottom to prevent smoke from getting through.
- Open the window for fresh air and to attract the attention of firefighters when they arrive.

**Don't go back into the building** – if someone is still inside, wait for the Fire and Rescue Service to arrive and tell them how to find the missing person. Firefighters have the right safety equipment and have been trained to carry out a rescue. If you go back inside, you are putting yourself at risk and the firefighters will have someone else to try and help.

**When you call 999**, try and stay calm so you can give the call handler all of the information they need. If someone is still inside the property, say so. Make sure the address you give is correct, especially if access is from a different road.

**First Aid** – good first aid following a burn or scald can make an enormous difference in recovery times and the severity of scarring.

A burn injury is for life. The scars are physical as well as psychological, and can present life-long challenges for the individual and their families. What many people don't know is that children and the elderly are the most vulnerable, and the majority of injuries occur as a result of an accident that could so easily have been prevented.

**COOL, CALL, COVER**

- Cool the burn with running cold tap water for 20 minutes and remove all clothing and jewellery (unless it is melted or firmly stuck to the wound)
- Call for help – 999, 111 or local GP for advice
- Cover with cling film or a sterile, non-fluffy dressing or cloth.
- Make sure the patient is kept warm

## If your clothes catch fire



## Stop Drop and Roll

If your clothes catch fire – stop, drop and roll:

- **Don't run around.** This will only fan the flames and make them burn faster.
- **Lie down**, as this makes it harder for the fire to spread and reduces the effect of flames on your face and head.
- **Smother** the flames by covering them with a heavy material, such as a coat or blanket.
- **Roll** around to smother the flames.

### 4.0 Stage 3 - What to do after a fire

There is support available to help you and your family after a fire, including temporary accommodation. Teffont Parish Council will have initiated their Fire Response Plan to help residents at their time of need.

Find out what services you can access, what actions you need to take and your responsibility to protect your property from further damage.

### Making sure your home is structurally safe

After the fire is put out, the emergency services will tell you if they think the building is unsafe. If it is:

- they will tell the local building control officer
- public access may be fenced off and the building repairs left to you
- they may shore up or demolish the property to avoid danger to the public

## Support available immediately after a fire

The Fire and Emergency Support Service is provided by British Red Cross volunteers using a specially adapted vehicle. They will arrive at the scene of any incident within 90 minutes of being called out, providing practical help and emotional support to those affected by fire. The service is able to provide:

- immediate temporary shelter in the vehicle
- help finding temporary accommodation
- first aid and emotional support
- support with the care of children and pets
- shower and toilet facilities
- clothing, toiletries and light refreshments
- the use of a phone and camera to help with insurance claims

The service will respond to a request from the Fire and Rescue Service.

You can find out more information about the Red Cross Fire and Emergency Support Service on their [website](#)

## Support if you can't stay in your home

If you can't live in your home after a fire, TPC Emergency Response Organisation will arrange immediate temporary accommodation within the Village

## Actions to take after a fire

**Make your property secure** – When the emergency services leave, you are responsible for the security of your property. Your insurers will expect you to make sure your home is secure. Remove all valuables from the property if it is safe to do so and close all doors and windows. If windows and doors need boarding up, contact your local council if you are a council tenant. If you're not a council tenant, you can find a glazier in a local phone directory. You can get access to the internet and phone directories at your local library. Tell the police if you leave the property before it is secure, explaining any arrangements you have made with trades people. You

will probably be charged for any services to make your home secure. You may be able to claim some costs back through your home insurance, so keep all receipts and paperwork.

**Contact your insurance company** – Following a fire, it's advisable to contact your insurance company as soon as possible.

**Contact electricity, gas and water suppliers** – If your electricity, gas or water supplies were damaged in the fire, or disconnected following it, contact your supplier to arrange repair and reconnection. Do not attempt to reconnect or turn on the supply yourself. You can find contacts for gas, water and electricity companies in a local phone directory (you can access one for free at a library).

**Replacing valuable documents and records** – If important personal documents are lost or damaged in your house fire, you will need to contact a range of organisations to get replacements. Apply on line at <https://www.gov.uk/> where help can be found for contacts for the documents below:

- driver's licence – 'replace your driving licence'
- passport – 'replace a lost, stolen or damaged passport'
- birth, marriage and death certificates – 'order a birth, marriage or death certificate online'
- divorce papers – contact the court where the decree was issued using CourtFinder tool
- benefits and social security payments – to search 'A-Z contact details for entitlements and benefits'
- property titles or deeds – to contact the Land Registry
- income tax records – to contact the HMRC office where you filed your accounts or your accountant
- vehicle registration - 'Apply for a vehicle registration certificate'

If a non website user consult a suitable neighbour or the Village Clerk

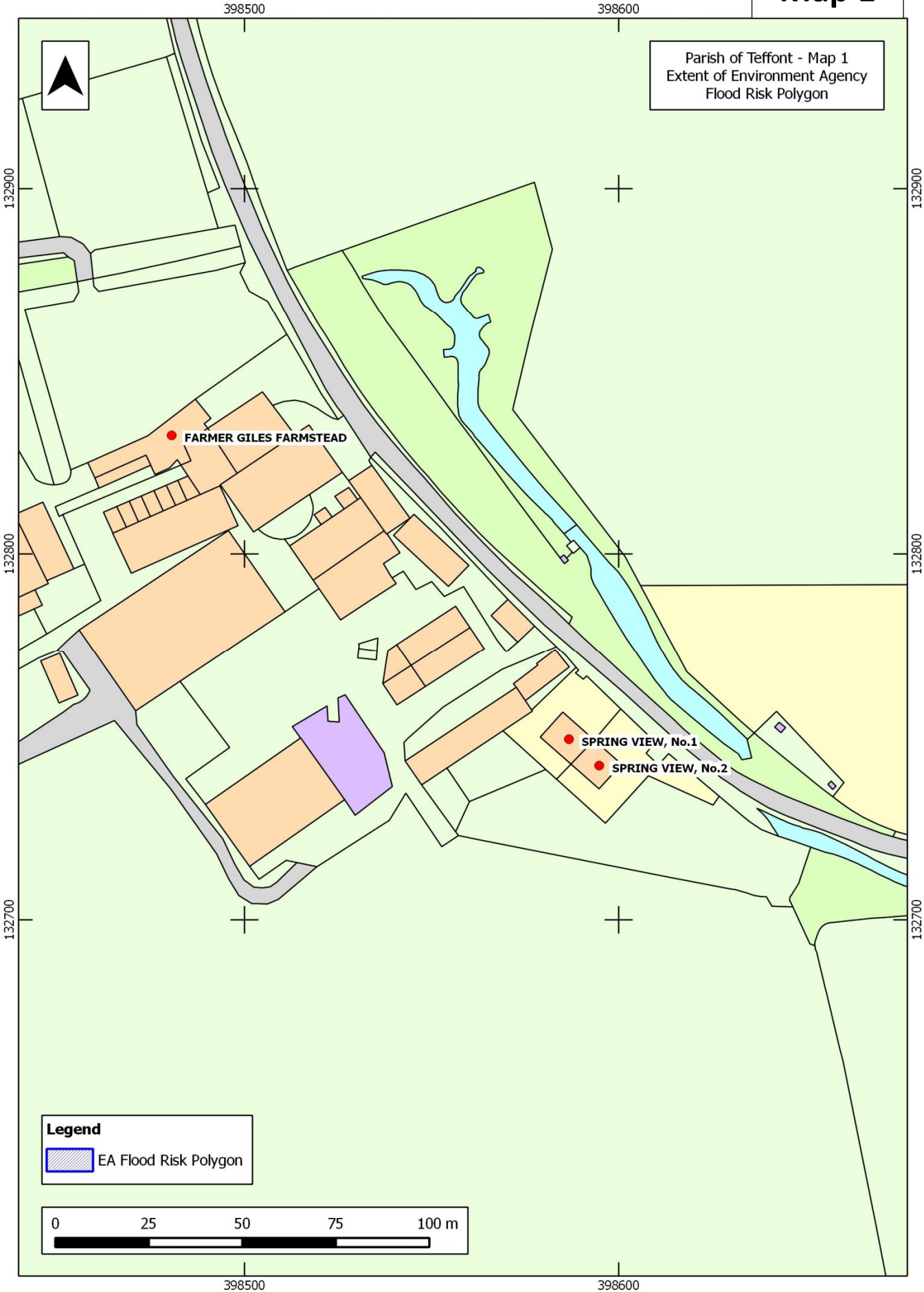
**Cleaning up after a fire** – Before starting to clean, make sure you consult your insurance company. They may want you to use their preferred professional cleaners.

If you are cleaning up yourself, much dirt and soot from a fire can be washed off using soapy water. There are a few areas of clean up where you need to be careful:

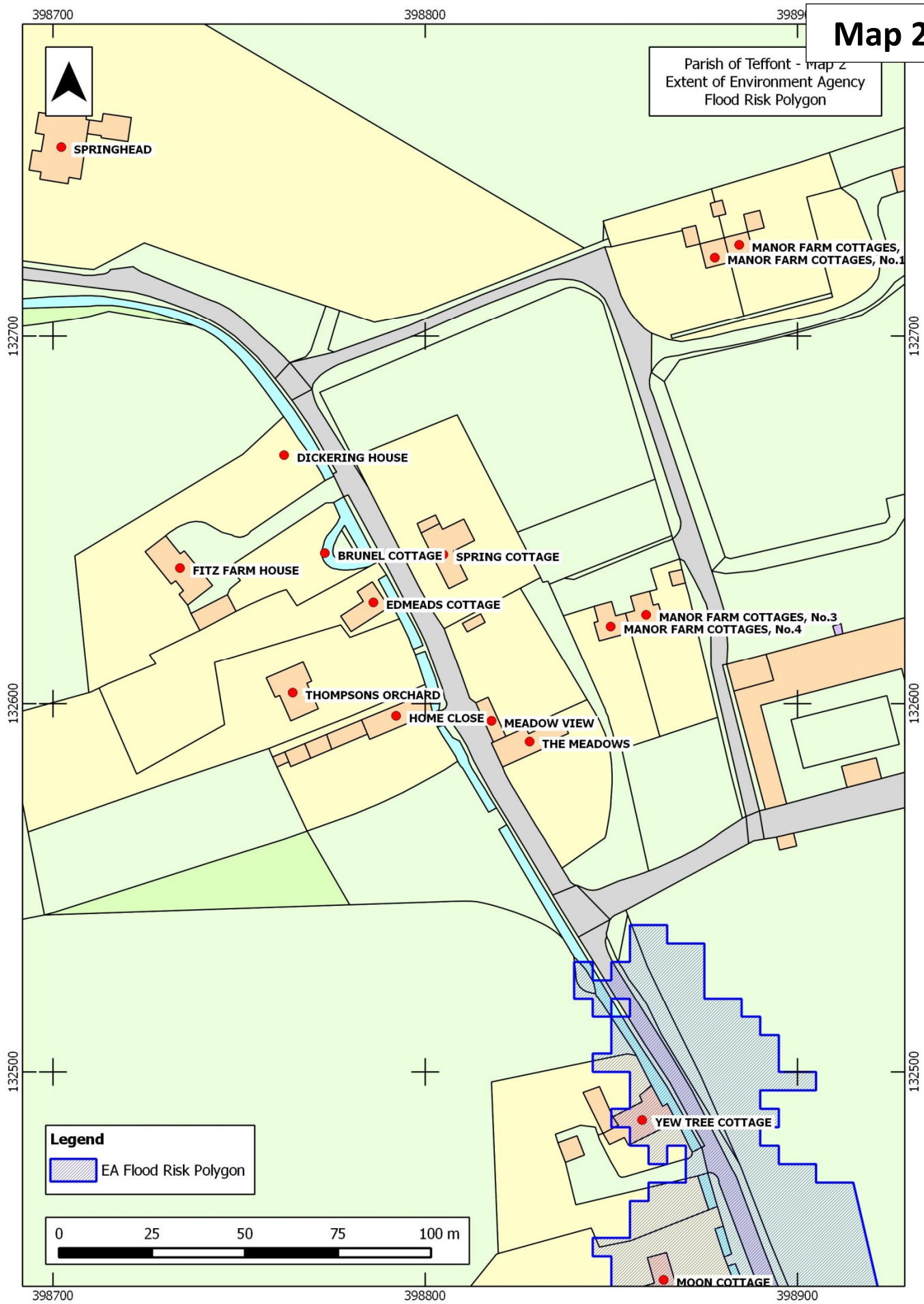
- **Electrical appliances** – Any appliances that may have been in contact with fire, water or steam shouldn't be used until an electrician has confirmed they are safe to use.
- **Food** – Throw away any cans that have bulged or are dented or rusted. Never re-freeze food that has thawed or partially thawed.

## SECTION 4 – Village Information

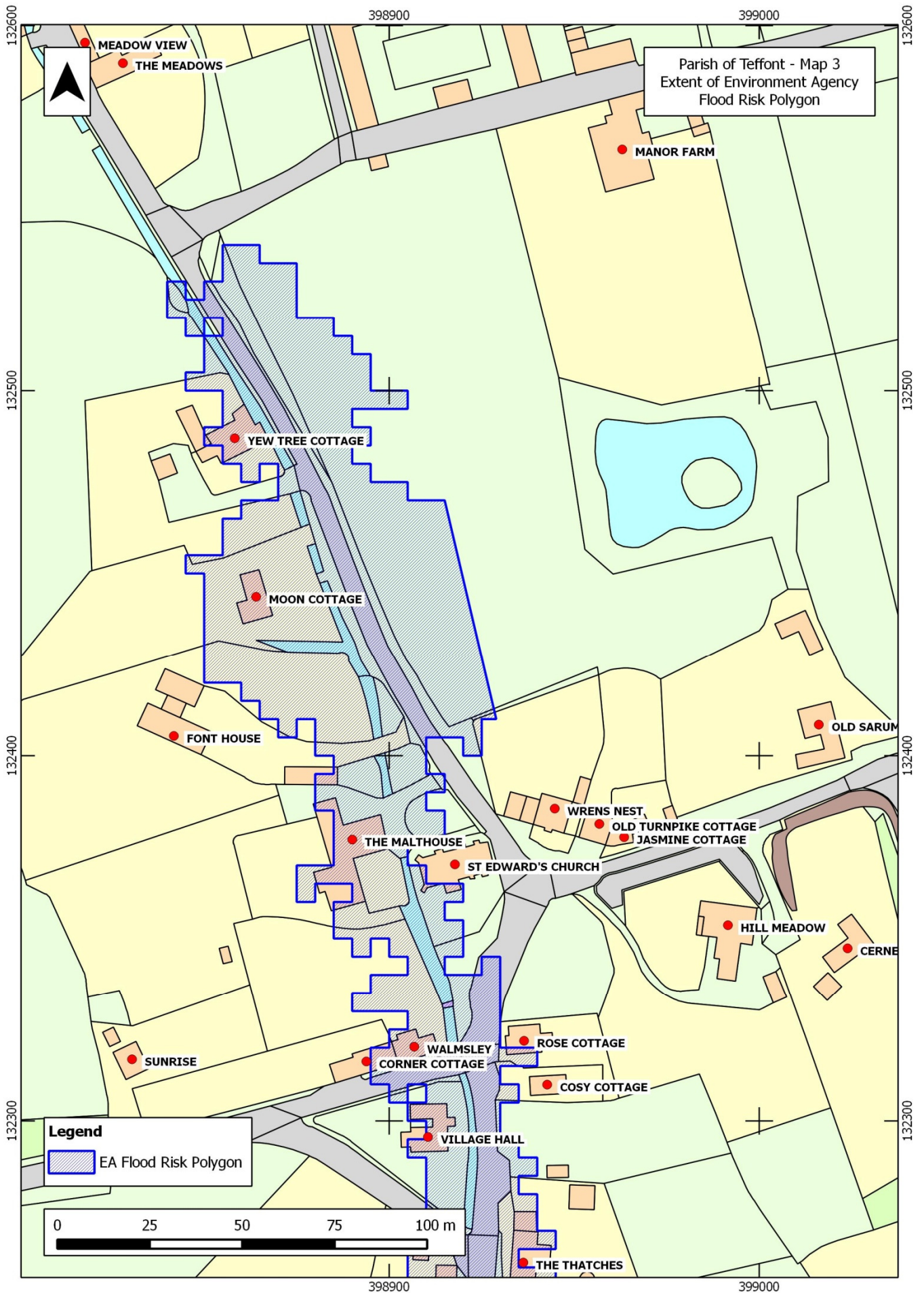
- 4.1 Village Maps with Property Name
- 4.2. Village Contact Details
- 4.3. Helicopter Emergency Landing Sites
- 4.4. Local Radio





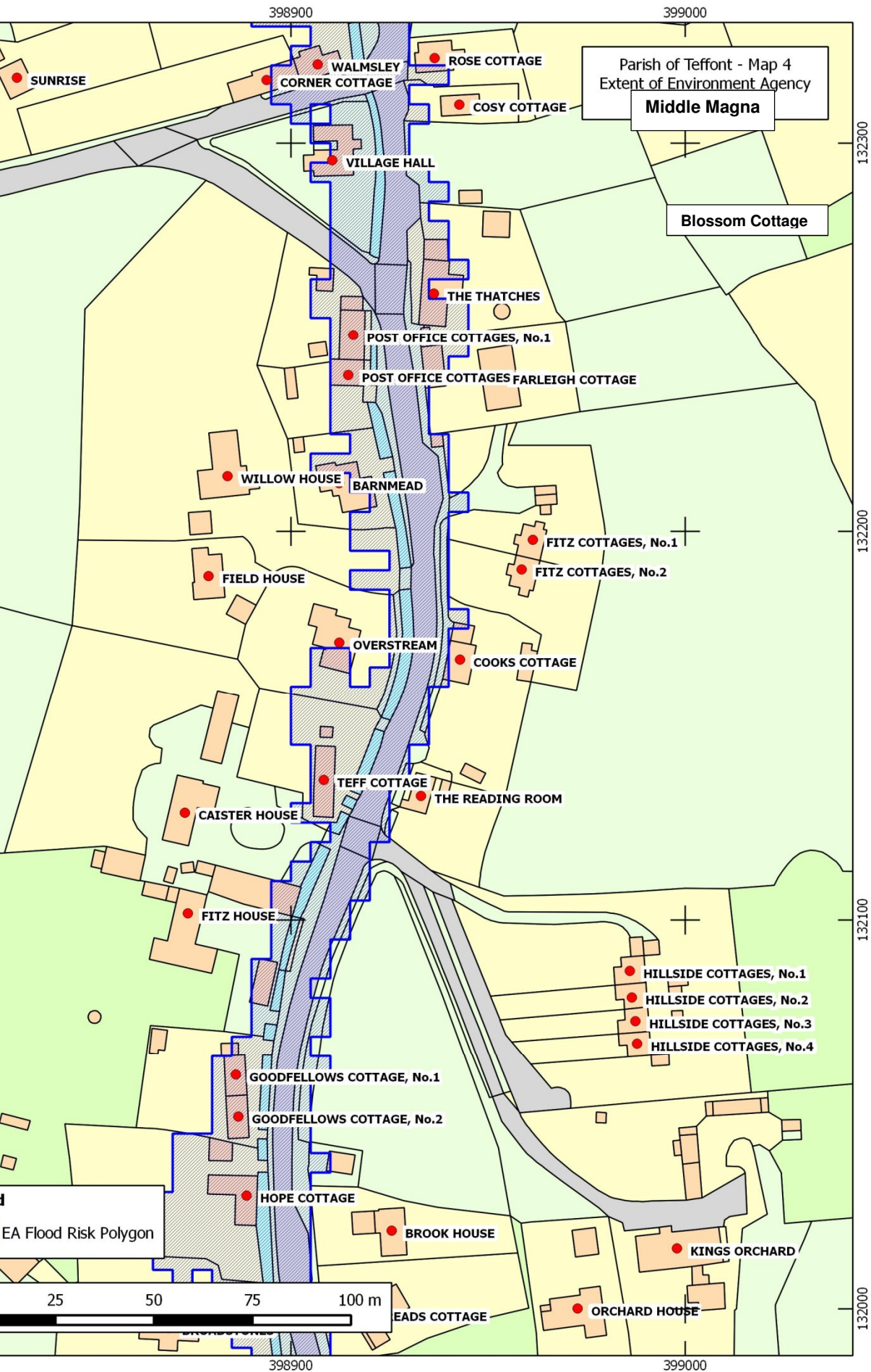


# Map 3

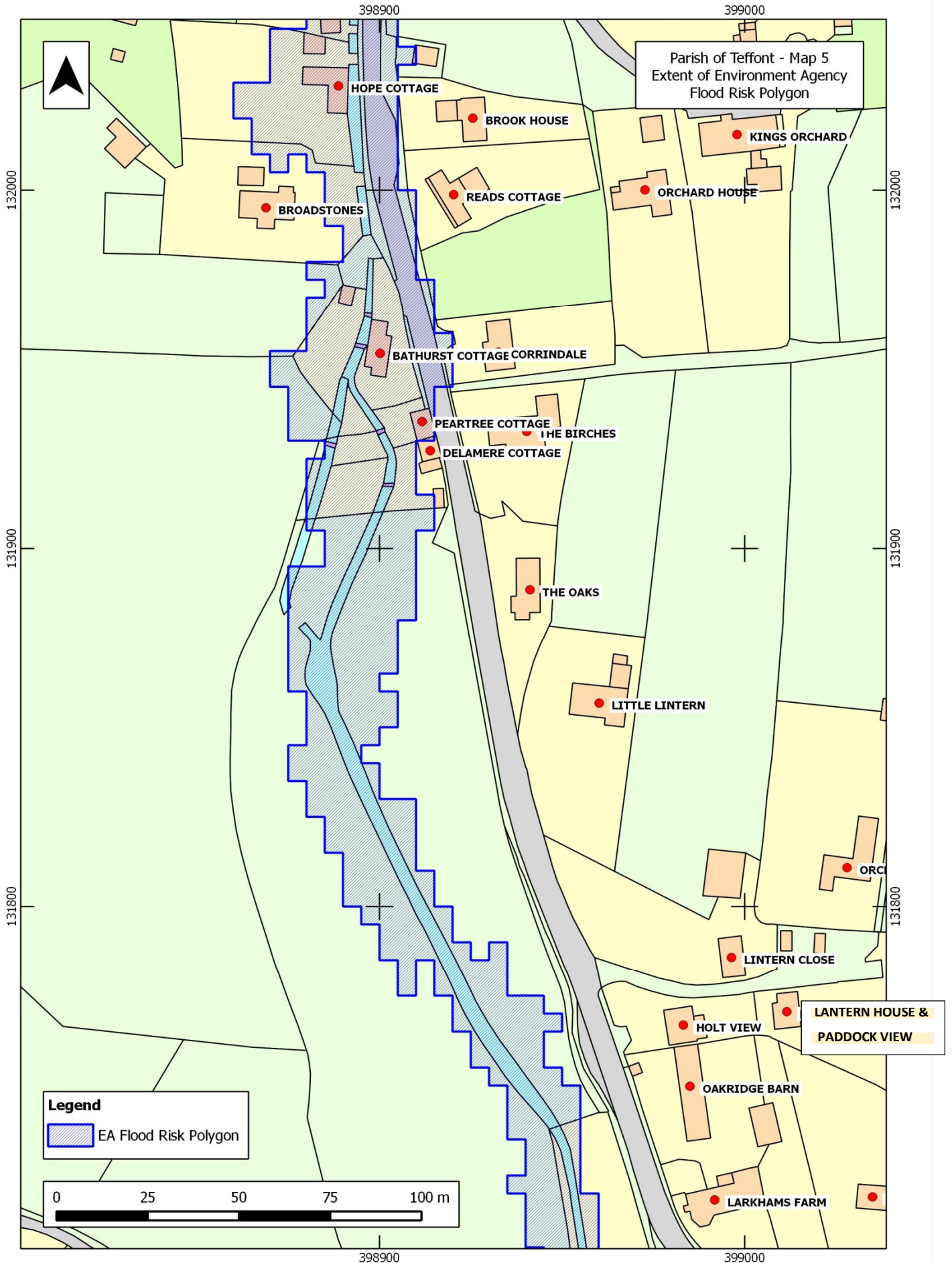




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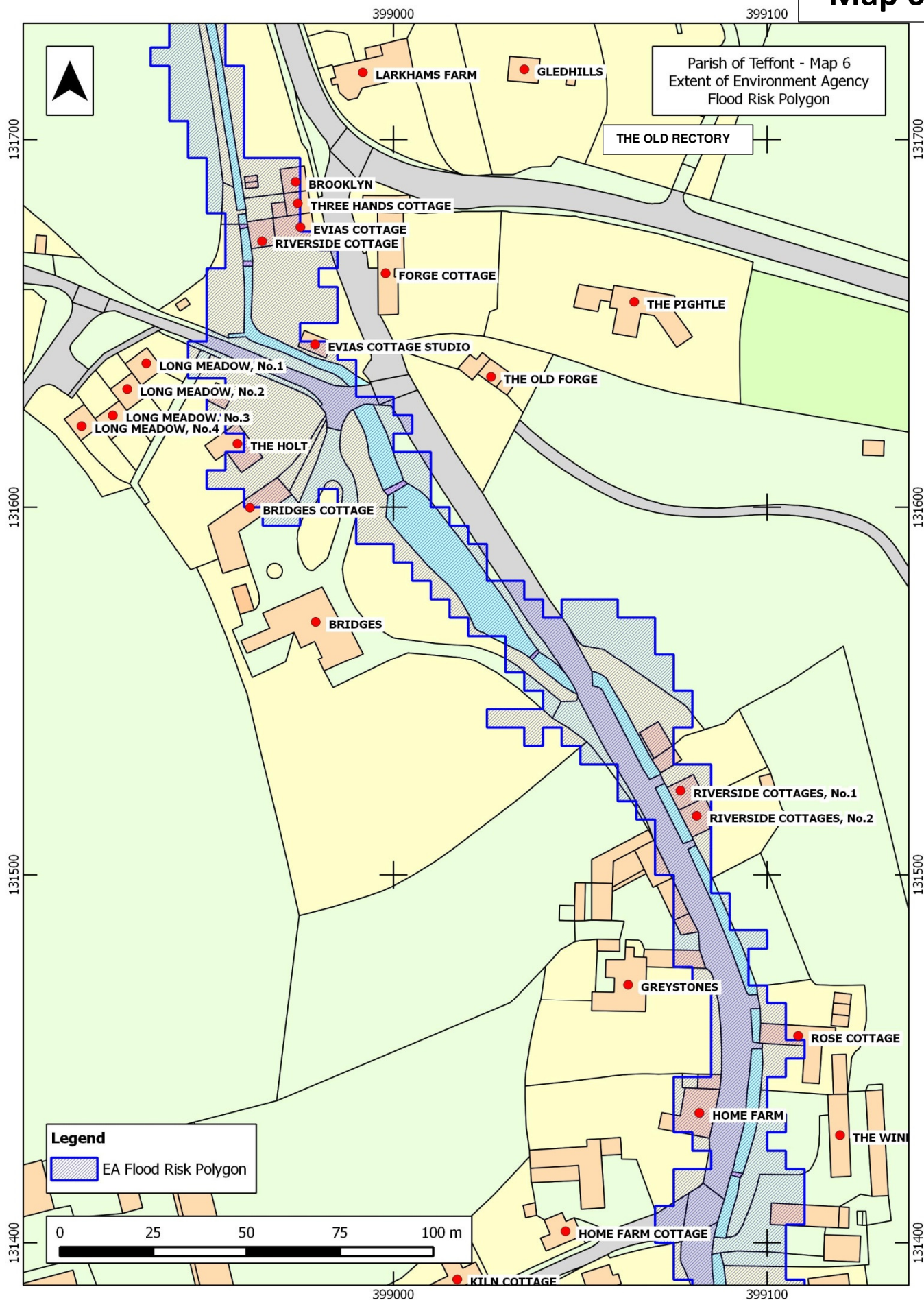


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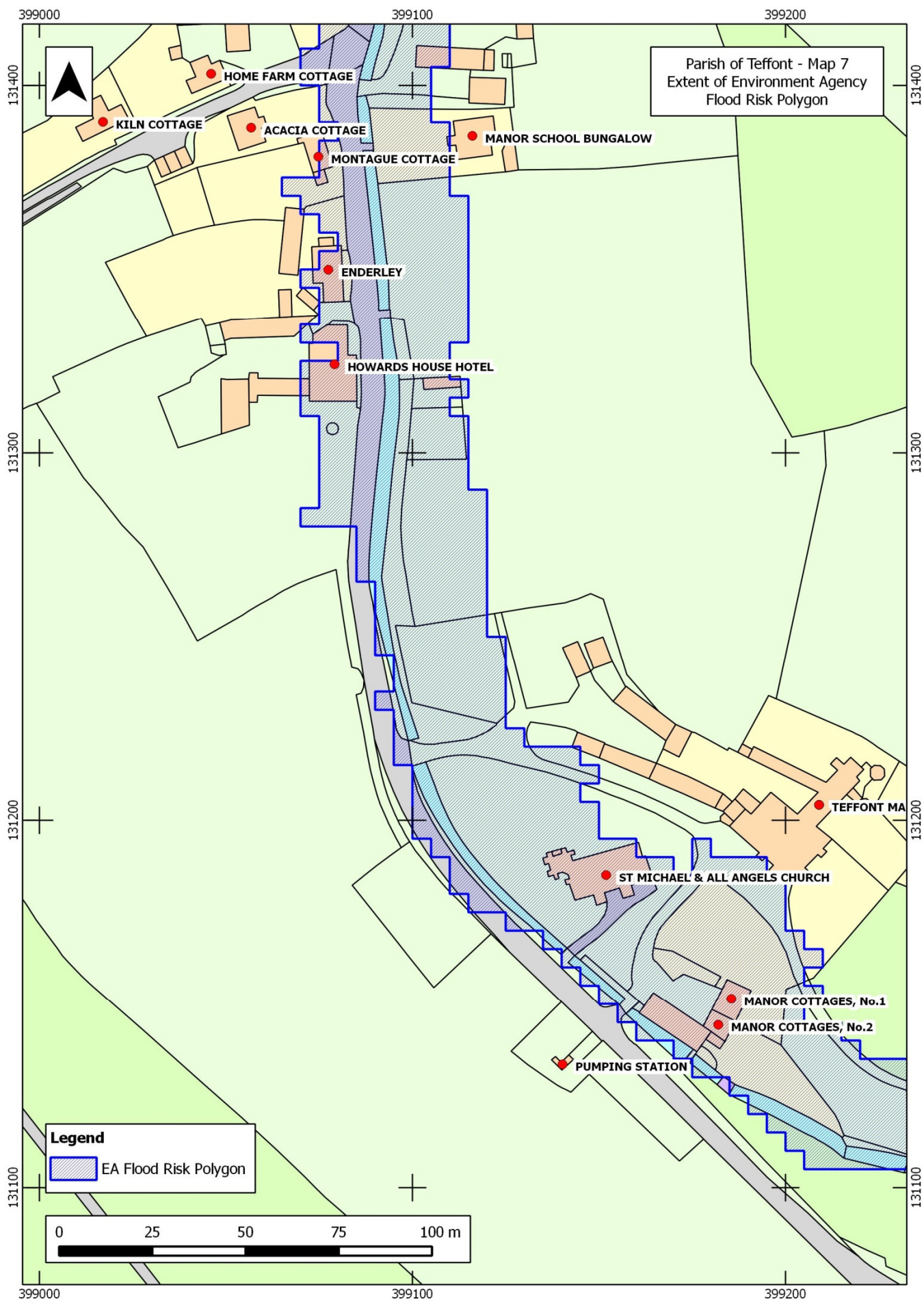




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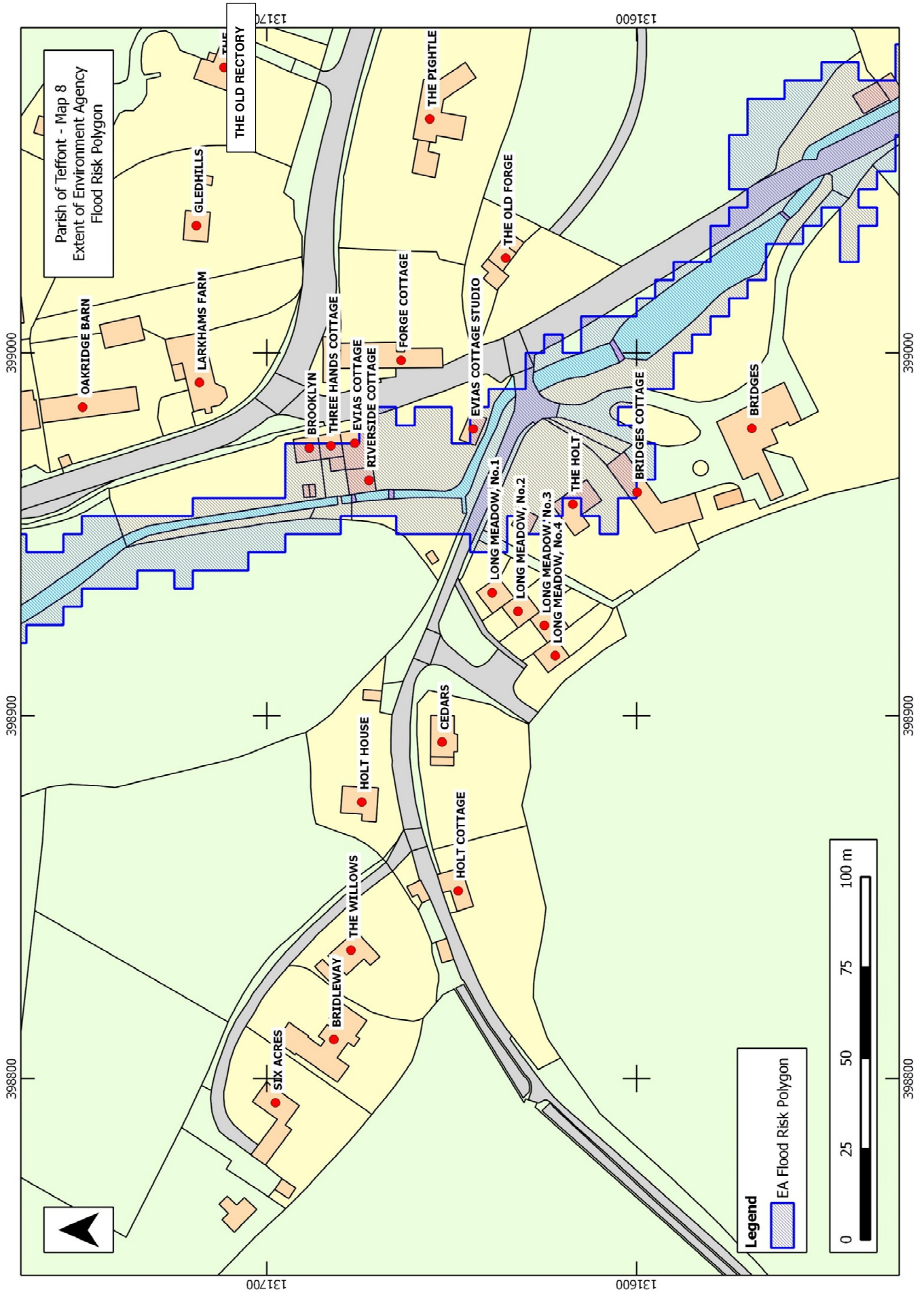


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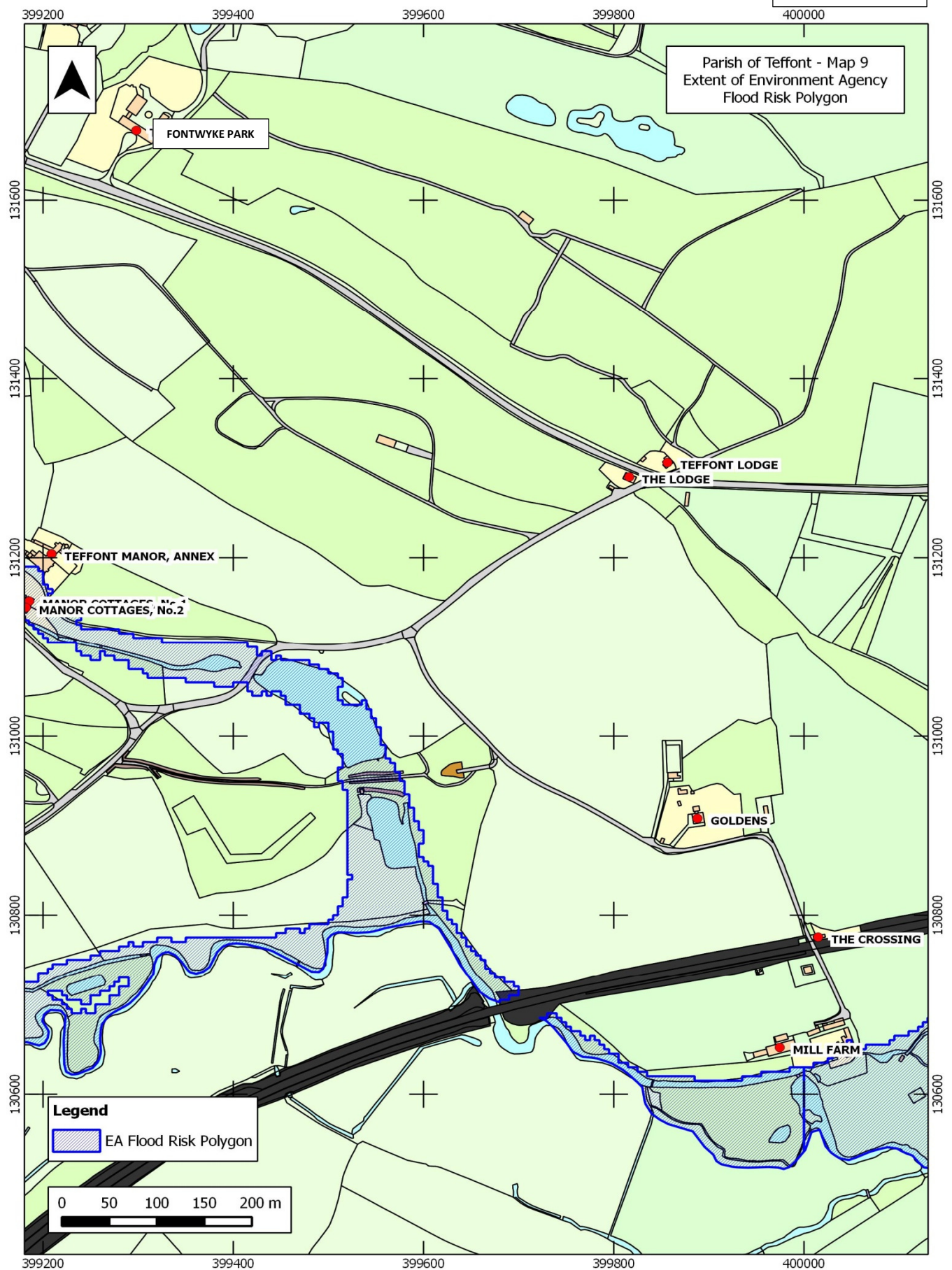




# Map 8



# Map 9





Section 4.2 – Village Property Location Details ( <https://what3words.com/> )

Map No.	Building Name	Post Code	What 3 Words
7	ACACIA COTTAGE	SP3 5RQ	DECLINES.MASTERING.INVENTED
x	BALLARDS FARMHOUSE	SP3 5RD	MINCING.COSTLY.CORRECT
4	BARNMEAD	SP3 5QT	CHEAPER.THIRD.IDEALIST
5	BATHURST COTTAGE	SP3 5QP	WANTING.DUOS.PRICES
4	BLOSSOM COTTAGE	SP3 5QT	ALBATROSS.CHAIN.EASILY
6&8	BRIDGES	SP3 5RG	PANELS.ADMITTING.RIPEN
8	BRIDLEWAY	SP3 5RE	CLUBS.CLASSMATE.STORM
5	BROADSTONES	SP3 5QP	INTRO.CABLE.CHOSEN
5	BROOK HOUSE	SP3 5QP	EXCUSING.MULTIPLE.TRIADS
6&8	BROOKLYN	SP3 5QP	CALIBRATE.GIVING.NODE
2	BRUNEL COTTAGE (see Stream cot)	SP3 5QY	BROWNISH.FACE.CONTAIN
4	CAISTER HOUSE	SP3 5QT	MOPED.WAITRESS.ROUTS

8	CEDARS	SP3 5RE	COMMANDER.INVITE.PASSPORTS
Map No.	Building Name	Post Code	What 3 Words
3	CERNE HOUSE	SP3 5QX	SKIRTING.DREW.SPLASHES
x	CLARENDON STUD	SP3 5QU	TOPS.IMPORTERS.READINGS
4	COOKS COTTAGE	SP3 5QT	ENHANCEMENT.PACE.PIGLETS
3	CORNER COTTAGE	SP3 5QU	TOAST.THANKFUL.BLEACHER
5	CORRINDALE	SP3 5QP	PRINTOUT.IMPROVING.PLAYBACK
3&4	COSY COTTAGE	SP3 5QY	SPINDLES.OUTREACH.OZONE
9	CROSSING MILL COTTAGE ( R)	SP3 5RP	GRUMBLING.DEFAULTS.INITIATIVES
x	DAIRY BARN	SP3 5RN	ERASE.HARPS.RAVEN
x	DAIRY COTTAGE	SP3 5RN	SPUN.PUPPETS.COMPLIES
5	DELAMERE COTTAGE	SP3 5QP	GROOVE.SHAMPOOS.CONCERTS
2	DICKERING HOUSE	SP3 5QY	THREADED.ENCOURAGE.EXTRA
2	EDMEADS COTTAGE	SP3 5QY	MODE.DECEMBER.HAVENS
7	ENDERLEY	SP3 5RJ	BARBARIAN.FIXED.UNSTATED

4	FARLEIGH	SP3 5QT	MIMIC.INTERVIEW.STUDIO
Map No.	Building Name	Post Code	What 3 Words
x	FIELD BUILDINGS COTTAGES, 3 ( R)	SP3 5RD	DAILY.SUFFICE.NARROWEST
x	FIELD BUILDINGS COTTAGES,1-2 (R)	SP3 5RD	DAILY.SUFFICE.NARROWEST
4	FIELD HOUSE	SP3 5QT	HOOPS.SCRAMBLES.TRAVELS
4	FITZ FARM COTTAGES, No. 1 ( R)	SP3 5QS	NATURAL.BOTTLED.SNOWBALLS
4	FITZ FARM COTTAGES, No.2 ( R)	SP3 5QS	CHOPPER.CLOUDING.PAINTERS
2	FITZ FARM HOUSE	SP3 5QY	UPHOLDS.TRADITION.NOTED
4	FITZ HOUSE	SP3 5QP	PASSIVELY.NOTHING.EDUCATES
3	FONT HOUSE	SP3 5QY	GOBBLERS.FINELY.IMMUNITY
9	FONTWYKE PARK	SP3 5RS	SOLUTION.SPACESHIP.SCREENING
6&8	FORGE COTTAGE	SP3 5RG	EARL.METAL.CAMPUS
9	FORTWICK PARK - COTTAGES	SP3 5RS	SOLUTION.SPACESHIP.SCREENING
x	FRENCH FURZE	SP3 5QU	TICKETS.BULKY.SKID
6&8	GLEDHILLS	SP3 5RS	THINNEST.COMICALLY.INCLUDED

Map No.	Building Name	Post Code	What 3 Words
9	GOLDENS ( R)	SP3 5RP	NOUN.RESPONSES.STREAKING
4	GOODFELLOWS COTTAGE	SP3 5QP	INCLUDED.LIVER.DISTORTS
6	GREYSTONES	SP3 5RG	BOUNDED.FIRE.EXPRESSED
3	HILL MEADOW	SP3 5QX	PORTS.HEADLINE.DROOLING
	HILLCREST	SP3 5QX	AFTERGLOW.LIZARDS.SUPPORT
4	HILLSIDE COTTAGES, No.1	SP3 5QR	DESKTOP.BITTERS.PROWESS
4	HILLSIDE COTTAGES, No.2	SP3 5QR	PESKY.MOGULS.FLAGS
4	HILLSIDE COTTAGES, No.3	SP3 5QR	GARLIC.CATAPULT.EXPECTANT
4	HILLSIDE COTTAGES, No.4	SP3 5QR	CLASSICS.BANQUETS.BIKED
8	HOLT COTTAGE	SP3 5RE	CASHIER.CRAFTS.MOVING
8	HOLT HOUSE	SP3 5RE	TEMPLATES.HOLLY.SLIME
5	HOLT VIEW	SP3 5QP	REGIME.DEPRIVE.QUAIL
2	HOME CLOSE	SP3 5QY	NOTING.MIMES.DRIZZLY
6	HOME FARM	SP3 5RG	ARRAY.CROUCHES.MOST

Map No.	Building Name	Post Code	What 3 Words
6&7	HOME FARM COTTAGE ( R)	SP3 5RQ	GUESTS.SUBJECTS.DEBTS
4&5	HOPE COTTAGE	SP3 5QP	RENOVATED.LITTERS.BETRAYING
7	HOWARDS HOUSE HOTEL	SP3 5RJ	LUCK.TICKING.GRUDGING
3	JASMINE COTTAGE ( R)	SP3 5QX	FOIL.BURST.REGARDING
	JUNIPER HOUSE	SP3 5EU	OMBUDSMAN.EXAM.EXCHANGES
6&7	KILN COTTAGE	SP3 5RQ	ALERTING.SENSES.DENTURES
4&5	KINGS ORCHARD	SP3 5QP	IVORY.FORK.SIDEBURNS
5	LANTERN HOUSE	SP3 5QP	IDEA.ZOOMS.REVISITS
5,6,8	LARKHAMS FARM	SP3 5QP	COLLECTS.ORIGINATES.BROTHERLY
x	LEY BARN	SP3 5RN	EXPRESSED.REMIT.INFLICT
x	LEY FARM	SP3 5RW	SNOWY.SURVEYED.SKYLIGHTS
x	LEY FARM BUNGALOW ( R)	SP3 5RW	NANNY.GEMS.BRACELET
x	LEY FARM SHOOT (EVIAS)	SP3 5RW	CHUCKED.TOUCHES.POUNCE
5	LINTERN CLOSE	SP3 5QP	PERMIT.REVISED.BOMBSHELL

Map No.	Building Name	Post Code	What 3 Words
5	LITTLE LINTERN ( R)	SP3 5QP	MAKER.PILLS.OOZE
6&8	LONG MEADOW, No.1 ( R)	SP3 5RT	HYPNOTIST.HYDRANT.FERRETS
6&8	LONG MEADOW, No.2 ( R)	SP3 5RT	PADDING.DUTIES.OUTBOARD
6&8	LONG MEADOW, No.3 ( R)	SP3 5RT	ARENA.DESTINY.ENDEARING
6&8	LONG MEADOW, No.4 ( R)	SP3 5RT	SCOUTED.KIDNEY.AUTOMATIC
1	MAGNA HOUSE	SP3 5QY	ANCHORMAN. LIFELONG. ENHANCES.
3	MANOR FARM	SP3 5QY	PASSAGES.MILLS.FOAM
2	MANOR FARM COTTAGES, No.1 ( R )	SP3 5RB	MANDATES.ENCLOSIN.HARMONEY
2	MANOR FARM COTTAGES, No.2 ( R)	SP3 5RA	TRAVELS.RELATIONS.SEGREGATE
2	MANOR FARM COTTAGES, No.3 ( R)	SP3 5RB	SHAMELESS.SEDATED.DOUBTS
2	MANOR FARM COTTAGES, No.4 ( R)	SP3 5RB	SHAMELESS.SEDATED.DOUBTS
7	MANOR SCHOOL BUNGALOW ( R)	SP3 5RG	POOLS.SPECIAL.HAUNT
2	MEADOW VIEW	SP3 5QZ	DEPTHS.COHERENT.REMOVERS
4	MIDDLE MAGNA	SP3 5QT	CALM.FANCIED.STATEMENT

9	MILL FARM	SP3 5RP	WOVE.SHUNTED.SHALL
Map No.	Building Name	Post Code	What 3 Words
7	MONTAGUE COTTAGE	SP3 5RJ	EMPORIUM.TWISTING.ENTRUSTED
3	MOON COTTAGE	SP3 5QY	ADDED.RECRUITER.BLUBBER
5,8	OAKRIDGE BARN	SP3 5QP	ADMIRINGLY.ICEBERGS.EARPLUGS
3	OLD TURNPIKE COTTAGE (R)	SP3 5QX	BLAZING.DEFORM.INVISIBLE
5	ORCHARD COTTAGE	SP3 5QP	BROAD.SUNFLOWER.REBOUNDS
4,5	ORCHARD HOUSE	SP3 5QP	GRADUATED.TAPES.DOCUMENTS
4,5	OVERSTREAM	SP3 5QT	BADLY.SNOWS.DEGRADING
5	PADDOCK VIEW	SP3 5QP	POSTER.BASHER.HEDGEHOG
5	PEARTREE COTTAGE	SP3 5QP	SLIMMING.KICKS.SLOWLY
x	PINE GROVE HOUSE	SP3 5QU	HARNESSED.AVOCADO.MENTAL
4	POST OFFICE COTTAGE, No.1	SP3 5QT	STEW.MONKS.JUBILANT
4	POST OFFICE COTTAGE, No.3 ( R)	SP3 5QT	STEW.MONKS.JUBILANT
4,5	READS COTTAGE	SP3 5QP	RECKONED.SPOONS.DIPLOMAS

8	RIVERSIDE	SP3 5RE	MAKEUP.INSOLVENT.FACTORY
Map No.	Building Name	Post Code	What 3 Words
6&8	RIVERSIDE COTTAGES, No.1 ( R)	SP3 5RF	COUNTRIES.CASCADED.FICTIONAL
6&8	RIVERSIDE COTTAGES, No.2 ( R)	SP3 5RJ	ITERATION.BRANDS.SENIOR
6	ROSE COTTAGE, EVIAS	SP3 5RG	BROADENS.SLOPES.DAMP
3,4	ROSE COTTAGE, MAGNA	SP3 5QY	ACCLAIM.FLINCHES.TWEAKED
x	SANDYHILL FARM	SP3 5QX	OVERLAID.KNEES.TRIBUNE
x	SANDYHILLS COTTAGE	SP3 5QX	OVERLAID.KNEES.TRIBUNE
x	SANDYHILLS HOUSE	SP3 5QX	OVERLAID.KNEES.TRIBUNE
3	SARUM COTTAGE (ex Old Sarum)	SP3 5QX	ARCHING.BLUNDERS.THATCHED
8	SIX ACRES	SP3 5RE	WAGED.THINKS.TAPE
2	SPRING COTTAGE	SP3 5RA	SUNBEAM.SUMMER.VEGETABLE
1	SPRING VIEW, No.1 ( R)	SP3 5RU	INFUSES.MARINE.BILL
1	SPRING VIEW, No.2 ( R)	SP3 5RU	GEMS.ICON.ALTERNATE
x	SPRINGFIELD FARM	SP3 5RS	RESTED.SHOULDERS.MILKMAN

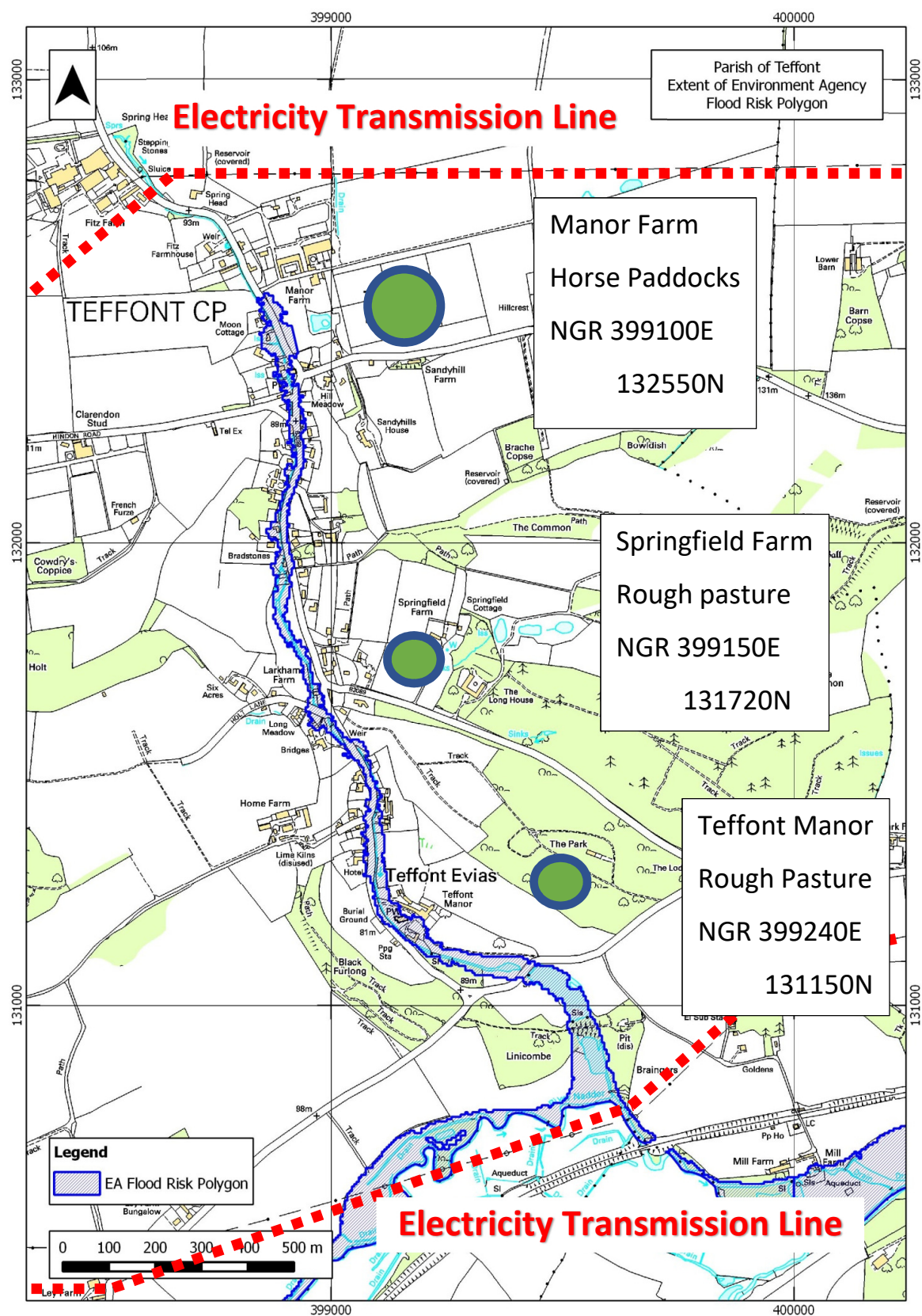


Map No.	Building Name	Post Code	What 3 Words
	SPRINGFIELD FARM COTTAGE	SP3 5RR	RESTED.SHOULDERS.MILKMAN
2	SPRINGHEAD	SP3 5RA	ACROBATS.TOYS.DESTINY
3	ST EDWARD'S CHURCH	SP3 5QY	CLASSED.DISLIKES.PROVE
7	ST MICHAEL & ALL ANGELS CHURCH	SP3 5RJ	TWINS.EMPLOYERS.IMPORTING
	STABLE COTTAGE, MANOR FARM (R)	SP3 5	OWLS.SPRINKLER.SENIOR
2	STREAM COTTAGE (ex Brunel)	SP3 5QY	BROWNISH.FACE.CONTAIN
3	SUNRISE	SP3 5QU	LOSING.PRANCING.CLASSED
5	SYLVAN ( building Aug 21, South of Reads cot))	SP3 5QP	FOREVER.BODY.FIREWORK
4	TEFF COTTAGE	SP3 5QT	DISBAND.MASTERFUL.TENT
9	TEFFONT LODGE	SP3 5RR	CHEAPER.FISTS.PAINTER
7,9	TEFFONT MANOR COTTAGE, No 1 ( R)	SP3 5RL	FLEXED.PARKLAND.SMOKING
7,9	TEFFONT MANOR COTTAGE, No.2 ( R)	SP3 5RL	SMALLEST.HEIGHTENS.CHILL
7,9	TEFFONT MANOR, ANNEX	SP3 5RJ	ACTIVE.EVENTS.ENOUGH
7,9	TEFFONT MANOR, FLAT 1 ( R)	SP3 5RJ	ACTIVE.EVENTS.ENOUGH

7,9	TEFFONT MANOR, FLAT 2 ( R)	SP3 5RJ	ACTIVE.EVENTS.ENOUGH
Map No.	Building Name	Post Code	What 3 Words
7,9	TEFFONT MANOR, FLAT.3 (R)	SP3 5RJ	ACTIVE.EVENTS.ENOUGH
added	TEFFONT MILL CROSSING COTTAGE	SP3 5RP	GRUMBLING.DEFAULTS.INITIATES
5	THE BIRCHES	SP3 5QP	PREMATURE.OTHERS.VILES
6	THE HOLT	SP3 5RG	SPOKEN.VIOLIN.FOOTBALLERS
9	THE LODGE	SP3 5RR	WINDOW.RANCHES.ADDITIVES
3	THE MALTHOUSE	SP3 5QY	LOAF.HIGHLIGHT.JOGGERS
2	THE MEADOWS	SP3 5QZ	CLAIMS.SLOGGED.SHAPELESS
5	THE OAKS	SP3 5QP	OUTER.LECTURERS.BETS
x	THE OLD BLACK HORSE COTTAGE	SP3 5QX	POCKETED.SONGBIRDS.DOCTOR
6&8	THE OLD FORGE	SP3 5RG	PRECIDES.INCREMENT.AWESOME
6	THE OLD RECTORY	SP3 5RS	MARMALADE.PADDLE.LOST
6&8	THE PIGHTLE	SP3 5QP	THICKENED.CAMPED.HESITATE
4	THE READING ROOM	SP3 5QS	SHIMMERED.OCTOPUS.EXACTLY

3,4	THE THATCHES	SP3 5QT	EXTENSION.ANIMALS.SUCKLE
Map No.	Building Name	Post Code	What 3 Words
8	THE WILLOWS	SP3 5RE	CONTAINED.DRESSINGS.APPREHEND
2	THOMPSONS ORCHARD	SP3 5QY	CLUBBING.DRILLING.RINGSIDE
6&8	THREE HANDS COTTAGE	SP3 5RG	REHEAT.NORMAL.PROFITED
3,4	VILLAGE HALL	SP3 5QU	ADMIRE.EXOTIC.SPECIAL
3,4	WALMSLEY	SP3 5QU	HAPPENING.MESSAGING.COUGHED
4	WILLOW HOUSE (R)	SP3 5QT	SCORED.SECURES.WORKSHEET
3	WRENS COTTAGE	SP3 5QX	BULGES.KIND.AMAZE
2,3	YEW TREE COTTAGE	SP3 5QY	SUBJECTS.WIRED.FLOPPING

## Section 4.3. - Emergency Helicopter Landing Sites



## Section 4.4 – Local Radio Stations

### **Local Radio Stations – Warning the Public**

The police may request the appropriate local radio stations to issue warning and advice messages. Check that you know where to find your local station. Be sure that you have a battery operated radio available.

BBC Radio Wiltshire FM	104.3/104.9/103.5 MHz
BBC Radio Wiltshire MW	1332 KHz
BBC Radio Swindon FM	103.6 MHz
BBC Radio Swindon MW	1368 KHz
BBC Radio Solent FM	96.1/103.8 MHz
BBC Radio Solent MW	999/1359 KHz
Heart FM	96.5/97.2/102.2 MHz
Greatest Hits Radio (formerly Spire FM)	102 MHz
3TR FM (Warminster & Frome)	107.5 MHz