

# Community Emergency Plan

**Launceston Town Council**

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**Redacted Version**



## Amendments

Date	Page Number	Reason for amendment	Changed by
29-01-15	4	Addition of 1.3 Methodology plus minor amendments to Contact details	Paul O'Brien
03-03-15	Various	Insertion of new Para 2.0 Addition of contact details	Paul O'Brien
24-08-15	11	Addition of Police staff email contacts	Kate Stark
24-08-15	11	Removal of outdated contacts (Central Methodist steward x 1)	Kate Stark
25-08-15	Various	Addition of email addresses	Kate Stark
25-08-15	18 & 13	Removal of outdated contacts (Head of St Stephens School, operator of Rose Cottage)	Kate Stark
22-10-15	16	Addition of Veterinary information	Kate Stark
27-10-15	16	Addition of Veterinary Information	Kate Stark
30-10-15	11	Addition of Locksmith information	Kate Stark
14-12-15	17	Addition of Trecarn Neighbourhood watch contact	Kate Stark
14-12-15	17	Addition of Kensey Valley Meadow Residents Association email	Kate Stark
05-01-16	17	Addition of local community representatives	Kate Stark
06-01-16	17	Addition of Woburn resident's association contacts	Kate Stark
06-01-16	11	Addition of Bridge Community Centre as evacuation centre	Kate Stark
28-01-16	11	Salvation Army Hall as Evacuation Centre	Kate Stark
28-01-16	18	St Stephens WI: Community Organisation	Kate Stark
20-09-16	6, 11	Change of name & details for Town Clerk	Kate Stark
20-09-16	18, 19	Updating Residents Associations Information	Kate Stark
20-09-16	20	Removal of Eagle House Hotel	Kate Stark
21-09-16	N/A	Community Network Panel Meeting informed of the existence of the plan and the willingness of Launceston to assist surrounding areas in the event of an emergency if required.	Paul O'Brien
28.10.16	19	Woburn Residents Association details update	Kate Stark
07.11.16	19	St Stephens Residents Association & KVMR details	Kate Stark
30-05-18	Various	Updating all contact details due to GDPR	Fiona Davey

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## **1.0 Introduction**

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

There is no statutory responsibility upon communities to plan for, respond to, or recover from emergencies; however it is the view of the Town Council that it is good practice to identify hazards and make simple plans on how they could respond to them.

Launceston Town Council has therefore developed this plan to provide resilience for the community in the pre-event phase or early stages of an emergency. Dependent upon the type of emergency it is possible that support from outside sources may not be immediately available; in which case this plan will assume even greater significance.

The Launceston Community Response Team has been formed to assist the activation of this plan and to assist the emergency services wherever possible, prior to, during and after an emergency event.

### **1.1 Aim**

The aim of this plan is to increase resilience within the local community through developing a robust co-ordinated approach that compliments the plans of responding agencies.

### **1.2 Objectives**

- Identify the risks most likely to impact the community
- Identify relevant steps to mitigate and respond to emergency situations, including warning the community as required.
- Identify vulnerable people / groups / establishments in the community
- Identify community resources available to assist during an emergency
- Provide key contact details for the Community Response Team, Key Community Resources, the Emergency Services and Local Authorities.
- Provide information and assistance to the Emergency Services upon their arrival and as appropriate throughout the event.

### **1.3 Methodolgy**

In compiling this Plan the local knowledge of those involved, supplemented by such intelligence as could be garnered, has been utilised. It has been drawn up with an acceptance that no plan can ever cover all eventualities and, for it to be of value, regular review of its contents will need to be made (see Section 7).

## 2.0 Principal Risks

The foundation of this Emergency Plan is an assessment of the principle risks that have been judged to face the Town. These are judged to be:

- The enforced closure of the A30, probably as a result of extreme weather, e.g. heavy snowfall
- A night time evacuation of occupied buildings, e.g. local hotels, possibly as a consequence of fire, etc

In both of these instances the principle aim will be to provide shelter for those stranded or evacuated.

- The closure of the river bridge (spanning the River Kensey) at Newport
- The closure of either of the town's two industrial estates

We accept that other incidents, e.g. a major fire at one of the Town's petrol stations or residential nursing homes will be classified by the emergency services as a "major incident" but believe the nature of the incident will be covered by the risk assessments and emergency planning of the appropriate service and the proprietors of the premises concerned.

N.B. it is accepted that there may well be a role for the CRT to provide support to the emergency services if such instances do occur.

Recent history suggests that the geography of the Town is such that, whilst we are not immune from flooding, the risk is so remote that it is unnecessary to appoint flood wardens and create a specialised system to deal with this eventuality.

Government advice is that Emergency Plans should detail potential responses to major and lengthy disruption to the electricity supply. At this stage this issue has not been addressed in detail but will no doubt have to be done in the future.

## 3.0 Activation Procedure/Trigger and Escalation

A guideline activation procedure can be found in **Annex A**. This procedure details the call out order, communicating of information to the community and logging of actions.

## 4.0 Community Response Team

A Community Response Team (CRT) has been established to coordinate the community's response to an incident. They are also responsible for keeping the plan up to date.

Role	Name	Tel	Email	Address
Coordinator	P V O'BRIEN	01566 779586 07763 485936	pvobrien@googlemail.com	Higher Tresmarrow, Tresmarrow Road, St. Thomas PL15 7EP

Deputy	D GORDON	01566 774706 07923 445332	davergordon@hotmail.co.uk	66 St John's Road Launceston PL15 7DD
Team Member	B HOGAN	01566 773479	bjhogan@sky.com	1 Mount Madford Bounsalls Lane PL15 9AS
Team Member	C DRAKE			

**The role of the Community Response Team Co-ordinator is to:**

- Pull together the Community Response Plan
- Ensure that the plan is regularly reviewed and updated.
- Report annually to the Community detailing if the plan has been activated and highlighting any changes to the CRT members.
- Act as a focal point for the community in the response to an emergency
- Act as the main contact point for the Cornwall Council and the emergency services, to ensure that two-way communication is maintained.
- Ensure that the appropriate authorities and individuals are notified.
- Communicate important messages to the community.
- Delegate specific roles to others on the CRT
- Activate resources as required.

Tasks should be delegated to team members as appropriate. The Co-ordinator should ensure that all team members are engaged in the planning and response processes.

**All members of the Community Response Team should:**

- Reside in the community.
- Have good local knowledge.
- Be able to activate the support of the community and speak on behalf of the community.
- Ensure that the vulnerable are provided with additional assurance during an emergency.
- Ensure that communications are maintained within the community and Cornwall Council.
- Ensure that confidentiality is maintained where necessary.
- Maintain his/her own action log in the event of an emergency.
- Create a 'grab bag' containing the plan and any appropriate clothing / equipment which may be required.
- Have sufficient knowledge of the plan to act as Co-ordinator in their absence.

The Deputy and other team members should support the Co-ordinator in carrying out their role.

## 5.0 Incident Co-ordination

The community have identified their initial Incident Control Points (ICP) as follows:

The Primary ICP will be at: Town Hall  
The Secondary ICP will be at: St John & St Stephen's  
ICP equipment is located at: Under stairs cupboard in Town Hall

Upon arrival of the emergency services, who may locate at a different ICP, the CRT Co-ordinator should make him / herself known to the emergency services and provide them with a copy of the CEP and to be available to provide local knowledge.

## 6.0 Key information

The Annexes of this plan provide areas to record key information to plan for and use in the event of an emergency.

Annex A Emergency Action Check List and Template Logging Sheet  
Annex B Key Contact list (Publicly available)  
Annex C Risk Assessments (Identifying risks to the Community)  
Annex D Community Resources  
Annex E List of Community Organisations  
Annex F List of Local Accommodation Providers  
Annex G Householders Emergency Plan  
Annex H Communications  
Annex I Maps of the Community  
Annex J Plan Distribution

### Restricted Distribution

Annex R1 Key Contact (Not for general distribution)  
Annex R2 Vulnerable Groups within the Community.

## 7.0 Plan Maintenance

The CRT should meet to discuss the community's resilience arrangements at least on a six-monthly basis.

A full review of the plan by the CRT should be carried out annually to ensure that the contact numbers are still correct.

When issuing updated pages of the plan it is important to ensure the removed pages are returned as this will help ensure that all the plans are correctly updated.

## Annex A

### Emergency Action Check List

Action		Complete
1	Where an emergency is possible or anticipated monitor the situation and warn members of the CRT and community as appropriate. Be prepared to respond urgently.	
2	Dial <b>999/112</b> and ensure the emergency services are aware of the emergency and follow any advice given.	
3	Contact and inform Cornwall Council.	
4	Begin recording details on the Log Sheet overleaf including: <ul style="list-style-type: none"> <li>• Any decisions you have made and why.</li> <li>• Actions taken.</li> <li>• Who you spoke to and what you said. (Including contact numbers)</li> <li>• Any information received.</li> </ul>	
5	Contact other members of the Community Response Team and members of the community that need to be alerted by agreed method. <ul style="list-style-type: none"> <li>• Households affected.</li> <li>• The Town &amp; Parish Council / Ward via the Town or Parish Clerk.</li> <li>• Volunteers and key holders as appropriate.</li> </ul>	
6	If necessary, call a community meeting but ensure the venue is safe and people can get there safely	
7	Make sure you take notes and record actions from the meeting. If a decision is reached to activate an Emergency Plan remember to follow the appropriate check sheet.	
8	When the emergency services attend, the co-coordinator should make him/herself and the CEP available.	

**UNDER NO CIRCUMSTANCES SHOULD YOU PUT YOURSELF OR OTHERS AT RISK TO FULFIL THESE TASKS**





## Annex B

### Key Contacts and Resources in the Community

E.g. Emergency Services, Health Organisations, Town / Parish / County Council, Water Company, Gas, Doctors, Highways, Environment Agency, Schools etc. Examples below.

Include contact details for any person or resource within the community that may be able to assist in response to an emergency.

It may be helpful to categorise these into groups e.g. buildings, communications, local businesses, sources of heavy lifting equipment, lighting, generators, pumps, sand, sand bags, transport, boats, etc.

<b>KEY CONTACTS</b>			
<b>Service / Name</b>	<b>Telephone / Email</b>	<b>Website</b>	<b>Additional Information/Twitter</b>
BBC Radio Cornwall	01872 22 22 22	<a href="http://www.bbc.co.uk/radiocornwall">www.bbc.co.uk/radiocornwall</a>	@BBCCornwall
Cornwall Council	0300 1234 100	<a href="http://www.cornwall.gov.uk">www.cornwall.gov.uk</a>	@Cornwallcouncil
Cornwall Council Flooding	0300 1234 202	<a href="http://www.cornwall.gov.uk/default.aspx?page=7414">www.cornwall.gov.uk/default.aspx?page=7414</a>	@ccflood
Highways Agency	0300 123 5000 ha_info@highways.gsi.gov.uk		
Environment Agency SW	0800 807060 (incident hotline) 0845 9881188 (floodline)	<a href="http://www.environment-agency.gov.uk">www.environment-agency.gov.uk</a>	@Envagencysw
Environmental Health - Cornwall	0300 1234212		
Met Office	0870 900 0100 or 01392 885680	<a href="http://www.metoffice.gov.uk">www.metoffice.gov.uk</a>	@metofficesw
PirateFM	01209 314 400 (Reception) 01209 313 900 (Studio) 01209 314 314 (Newscentre)	<a href="http://www.piratefm.co.uk">www.piratefm.co.uk</a>	@piratefm
Spotlight (BBC)	01752 229201	<a href="http://www.bbc.co.uk/programmes/b006pfr1">www.bbc.co.uk/programmes/b006pfr1</a>	@BBCspotlight

## KEY RESOURCES

### 1. Emergency Services

Launceston Fire Station	Mr A SLEEMAN	Fire Station 01566 772203 (Line not monitored – unlikely to elicit response)	999
Launceston Ambulance Station	Ms Lisa BALL		999
Resilience Team SW Ambulance Service	Ms Janet OATEN		
Launceston Police	08452 777444		
Launceston Hospital	01566 761007		
Launceston Medical Centre	KH2 – Mrs Caroline GIST		
Launceston Voluntary First Aid Service		07779 761162 lvfs@btinternet.com www.lvfs.co.uk	
Rocks Locks – 24 hour locksmith	Ian ROCKS	01566 776016	

### 2. Emergency Evacuation Centres

Resource Available	Contact	Contact Number	24 Hour Contact Number
Bridge Community Centre (Pennygillam Ind Est)	Abbie Jones	01566 778668 admin@bridgecommunitycentre.org	
Town Hall	Town Clerk Chris DRAKE	01566 773693(mon-fri 9am-5pm)	Caretakers: 07885 506907 or 07830496280
Launceston Leisure Centre	Centre Manager:- Tom GLENDINNING  Duty Manager Ryan HALL	01566 772551 tom.glendinning@gll.org  01566 772551 Ryan.hall@gll.org	
Central Methodist Church Hall & Dingley Hall	Revd Malcolm Jones	01566 777321	Note: Gas & Electric

St Mary's Hall	Rev Alison HARDY St Mary's Church Hall Tower Street Launceston, PL15 8AR  Rev Teresa Folland	01566 772771 07780 295752 reverendalisonhardy@gmail.com  01566 777651 07932 385995 teresa.folland@gmail.com	
St Thomas Church Hall	Sue Barriball  Pam Parnell	07801 894270 susanbarriball@hotmail.co.uk  01566 772340 pamparnell@talktalk.net	
St Stephen's Church Hall	Mrs T SMITH	01566 776137 07792 784511 tracey.smith45@tiscali.co.uk	Note: Gas & Electric cooking on site
Salvation Army Hall	KH1: Ms Mary BUTLER  KH2 Ms Margaret UREN	01566 776746  01566 776116	Note: Premises can accommodate approx. 60. Has a kitchen with electric stove & microwave. Toilet facilities on site
Westgate Centre			
<b>Sports Halls</b>			
Launceston Rugby Club	Mr Paul Harrison	07753858520	Note: Gas cooking
Launceston Football Club	Mr Keith ELLACOTT Furse Knap Langdon Cross PL15 8NL	01566 785357 07966 497453 launcestonfc@aol.com	
Launceston Cricket Club	Mervyn DAWE	mervynandpatdawe81@gmail.com 01566 773672	
Dunheved Bowling Club	Brian KEIGHLEY	01566 774496 bkeighley@hotmail.com	
Kensey Vale Bowling Club Town Mills	Alan ADDIS Riverside, Launceston PL15 8EF	01566 774390 alan.addis@talktalk.net	
Launceston Golf Club	KH1 – Club Secretary Mr Patrick Alan CREBER	01566 773252 01566 773442 secretary@launcestongolclub.co.uk	

<b>Schools</b>			
<b>Resource Available</b>	<b>Contact</b>	<b>Contact Number</b>	<b>24 Hour Contact Number</b>
St Joseph's School 01566 772580	Mr Ian BARTON		
St Catherine's School PL15 7HX 01566 772198			
Launceston CP School (Windmill Hill) 01566 772143			
St Stephen's School PL15 8HL 01566 772170			

## Annex C

### Risks and Hazards

When assessing the risks in the community the likelihood and the impact of the event should be considered. Many of the risks will be planned for at a national / Regional or County level. Therefore the risk assessments should consider how the community could respond to ensure the community's safety / wellbeing. Below are some examples.

Risk / Hazard	Possible Actions
Sustained Power Failure	Loss of supply for a lengthy period to dwellings could lead to the need to provide shelter and warmth to affected people. Residential homes affected could result in an urgent need to supply heating equipment for the benefit of vulnerable residents.
Sustained Water Failure	Extended failure of supply – especially to Residential Homes – could necessitate the need to transport supplies into the affected areas. Use of farm equipment might become a necessity.
Heavy Snow	The possible closure of the A30 is one of the major risks facing the town. With 20miles until the next sizeable town – in either direction – the likely need is to provide shelter to those who have abandoned their vehicles
Flash Flood	Only likely in the Newport area and adjacent to the course of the River Kensey. Dependent upon severity the emergency evacuation of local residents and the provision of shelter will be paramount
Heat Wave	

# Annex D

## Community Resources

Key resources available to support the local community should be listed here.

Resource	Contact / Key Holder	Conditions of Use	Additional Information
<b>MEDICAL CENTRES</b>			
Launceston Hospital	Matron - 01566 761007		
Launceston Medical Centre	KH2 – Mrs Caroline GIST		
<b>RESIDENTIAL HOMES</b>			
Cedar Grange	Manager: Mrs Lisa O’Shea Cedargrange.manager@cornwallcare.org 01566 773049		On site cooking - gas.
Kernow House	01566 777841		On site cooking Large proportion of residents require 24hr care
Pendruccombe	Naomi Hill 01566 776800 matronph@btconnect.com		On Site cooking – gas (with emergency shut-offs)
<b>BUILDING SUPPLIES &amp; EQUIPMENT</b>			
Jewsons Ltd Newport Ind Estate	01566 772494		
Tinhay Ltd Newport Ind Estate	01566 771989		
Eagle Plant Hire Pennygillam Ind Estate	01566 774781		
<b>4 X 4 VEHICLES</b>			
Cooper Safety (SW) Ltd	Pete Cooper – Director brfirepete@hotmail.co.uk  01566 779366		

## VETERINARY SERVICES

Castle Veterinary Group	<p>Pennygillam Way, Launceston, PL15 7ED</p> <p>01566 772371 (Farm) 01566 772211 (Pets) Both numbers will get through to an out of hours vet when practice closed.</p> <p><a href="mailto:info@castleveterinarygroup.co.uk">info@castleveterinarygroup.co.uk</a></p>		
Westpoint Farm Vets	<p>Unit 4 Trethorne Business Park, Kennards House, Launceston, Cornwall PL15 8QE</p> <p>01566 86985: Will get through to an out of hours vet when practice closed.</p>		
Glebe Vets	<p>Lezant, Launceston, PL15 9PP</p> <p>01579 371295 Will get through to an out of hours vet when practice closed.</p> <p><a href="mailto:inbox@glebevets.co.uk">inbox@glebevets.co.uk</a></p>		Small Animals only (no provision for livestock etc)



# Annex E Community Organisations and Local Community Representatives

To assist Community with the plan and in its response to emergencies

Name of Organisation/Contact	Address of Organisation	Contact Telephone Number	Email
Women's Institute (Launceston)			
Women's Institute (St Stephens)	President: Ms Louise Finn	01566 785237	finnlou@hotmail.co.uk
Rotary Club	President:-		
Lions Club	Secretary:- Mrs C ROWE	01566 773747 chris.perowene@btinternet.com	
Lanstephan Estate	Iris LINDSAY	01566 451202 07901 74 8979 Iris.lindsay2@gmail.com	
Stourscombe Estate	Terry SULLY	01566 778577 07768525479 terryandmargaret@twosix.co.uk	
St Stephens Residents Association	Chairman: Val BUGDEN- CAWSEY  Vice- Chair:	07551 217538	info@ststephensresidents.com val@kernowmail.co.uk
Woburn Resident's Association	Chairman:		

## Annex F Local Accommodation Providers

Address	Contact Name	Telephone	Additional
Tyne Wells House PL15 7EE	Mr & Mrs TUCKER		B&B off A30 at Pennygillam btucker@talktalk.net
White Hart Hotel Town Centre	Ms Rachael SLATER	07790009450	tempwhitehart@hotmail.com
Hurdon Farm PL15 9LS	Mrs SMITH		B&B May – Oct only hurdonfarm@hotmail.co.uk
White Horse Inn PL15 8EL			welcome@whitehorselaunceston.co.uk
Oakside Farm Bungalow South Petherwin PL15 7JL	Mrs J CROSSMAN		B&B off A30 approx 3m from Launceston janetcrossman415@btinternet.com
Glencoe Villa	Mark FRY		B&B, Race Hill area, off Town Centre
Newmoor Park PL15 9QU	Joseph MARSHALL		B&B at Polson newmoor@btinternet.com
Beechgrove PL15 9JF	Mr and Mrs HERMAN		B&B in Dunheved Road area enquiries@beechgrovecornwall.co.uk
Rose Cottage PL15 8ED	Karen ELLINGHAM and Adrian BRITAIN		B&B in Newport area of Town info@rosecottagecornwall.co.uk

# Annex G

## Householders Self Help

The following Householder Emergency Plan can be copied and distributed to residents in the community

### Household Emergency Plan

Emergencies can affect the County with little or no notice. Being prepared can help reduce the effects on your families' lives, reduce the need for help from others and enable you to support the vulnerable in your community.

Disruption to essential services such as water and electricity, to regional and national travel and telecoms are all ways an emergency can affect our busy everyday lives.

Complete the following sections and keep the plan in a safe place that all members of your household can easily access:

If you are not involved in an incident but are close by or believe you may be in danger, in most cases the advice is:

#### GO IN, STAY IN, TUNE IN, LOG IN

Station	Frequency	Website
BBC Radio Cornwall	95.2, 96, 103.9 FM	<a href="http://www.bbc.co.uk/radiocornwall">http://www.bbc.co.uk/radiocornwall</a>
Pirate FM	102.2, 102.8 FM	<a href="http://www.piratefm.co.uk">http://www.piratefm.co.uk</a>
HART	105.1, 107	<a href="http://www.heart.co.uk/cornwall">http://www.heart.co.uk/cornwall</a>

#### INFORM THE REST OF YOUR FAMILY / HOUSEMATES

Household Contact Details		
Name	Mobile	Work

If you are evacuated is there somewhere you can go? Friends or Family?

If you can't contact each other, where should you meet / or who should you leave a message with?

Who will be responsible for picking the children up from school? (If applicable)

How do you turn off the following? Who is responsible?	
Electricity	
Gas	
Water	

#### KEY CONTACT NUMBERS

Emergency Telephone Numbers			
Emergency Services	999	Doctor	01566 772131
Cornwall Council		School	
Local Police Station		Home Insurance	

### Create an Emergency Box

Be prepared. Creating an emergency box will help you locate essential items quickly in an emergency.

Some suggested items are:	
Torch and spare batteries	Toiletries
Battery powered radio and spare batteries	List of useful contact numbers
Candles / Matches	A copy of this plan
First Aid Kit	

In case you are unable to leave the house, you should have:	
Bottled Water	Ready to eat food (tinned)
Bottle / Tin Opener	
In case you are stuck in your car, you should have:	
Bottled Water	Blankets
Torch and spare batteries	

If you are in a position where you are able to offer help to your community, start by checking that your neighbours are alright.

Name	Address	Home Telephone	Mobile

Useful Websites	
Cornwall Council	<a href="http://www.cornwall.gov.uk">www.cornwall.gov.uk</a> and search Emergency Management
Environment Agency	<a href="http://www.environment-agency.gov.uk">www.environment-agency.gov.uk</a>
BBC Cornwall	<a href="http://www.bbc.co.uk/cornwall">www.bbc.co.uk/cornwall</a>
National Flood Forum	<a href="http://www.floodforum.org.uk">www.floodforum.org.uk</a>
Cornwall Community Resilience Network	<a href="http://www.cornwall.gov.uk/default.aspx?page=32004">http://www.cornwall.gov.uk/default.aspx?page=32004</a>
Cornwall Community Flood Forum	<a href="http://www.cornwall.gov.uk/default.aspx?page=31852">http://www.cornwall.gov.uk/default.aspx?page=31852</a>

## Annex H Communications

Providing accurate information is essential during an emergency. Methods available will differ depending upon the type of incident, therefore alternatives should be considered.

e.g. noticeboards, local meeting, community leaflets, telephone cascade system, door knocking.

Method	Location (If applicable)	Contact / Responsibility	Additional Information

Key information, such as road or school closures, is usually reported on local radio.

Station	Frequency	Website
BBC Radio Cornwall	95.2,96,103.9FM	<a href="http://www.bbc.co.uk/radiocornwall">http://www.bbc.co.uk/radiocornwall</a>
Pirate FM	102.2,102.8 FM	<a href="http://www.piratefm.co.uk">http://www.piratefm.co.uk</a>

## **Annex I**

### **Maps of the Community**

Maps of the community should be attached highlighting any key buildings and major hazards.

Include flood-related maps in Annex I

## Annex J Plan Distribution

Organisation	Contact details	Number issued
		1
		2
		3
		4
		5

### Restricted

Organisation	Contact details	Number issued
		R1
		R2





