

Emergency Plan

for

Name of site

This template is designed to provide a framework for an emergency plan some sections may not apply to your site, or there may be extra sections around local risks that you need to include.

Version No

Date

Template from Devon Emergency Planning Partnership (DEPP) although acknowledgement to Tendring District Council whose original template provided the inspiration for this version

Emergency Plan for: *Name of site*

Basic Site Information

Site Address

Evacuation Assembly Point

Where should people go in an emergency

Emergency Contact Names and Numbers

In Hours

First point of contact	Alternative
<i>Name and Numbers</i>	<i>Name and Numbers</i>

Out of Hours

First point of contact	Alternative
<i>Name and Numbers</i>	<i>Name and Numbers</i>

Maximum Site Occupancy

Type	Number of pitches
Static Caravan	
Static Chalet	
Static Tent	
Caravan	
Campervan	
Tent	

Details of current occupancy can be found.....

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Distribution List:

Who receives a copy of this plan – internal and external

Organisation	Address	Department
<i>Site Manager</i>		
Deputy Site Manager		
<i>Local District Council</i>		<i>Licensing Department</i>

Record of Amendments

Plan written by:

Suggestions for improvement or amendment should be sent to the plan author.

Record of Amendments / Review:

Date	Amendment / Review	Name of Author

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1.0 Introduction

The aim of this plan is to provide a reference tool for the actions required immediately following an emergency or incident that threatens to disrupt normal site activities.

An **emergency** is an actual or impending situation that may cause injury, loss of life, destruction of property, or cause the interference, loss or disruption to normal business operations to such an extent it poses a threat.

An **incident** is any event that may be, or may lead to, an interruption, disruption, loss and/or crisis.

The plan will try to ensure the continuation of normal site activities by minimising the impact of any damage to the site or the guests using the site.

The plan will:

- Ensure a prepared approach to an emergency/incident.
- Facilitate an organised and co-ordinated response to an emergency/incident.
- Provide an agreed framework within which staff can work in a concerted manner to solve problems caused by an emergency/incident.

The plan will also help to identify actions that could be taken in advance of an emergency or incident to reduce the risk of it happening.

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1.1 The Site

Include a **site map** with all amenities clearly marked

Type	Number of pitches
Static Caravan	
Static Chalet	
Static Tent	
Caravan	
Campervan	
Tent	

Licensing

If the site is not except, include details of the licencing for the site. Details should include what the licence is for and the licence number. Note that such a plan may be a requirement of the licence conditions in some local authorities.

Details of current occupancy can be found.....

Number and location of site provided gas canisters.....

1.2 What are the local risks?

Enter the potential risks you think may impact the site:

Risk	Potential Impact	What can be done to prepare?	What could guest do to prepare?
<i>Flooding</i>	<i>Loss of equipment, sewerage, floating items</i>	<i>Identify equipment and possessions that may need protective measures, and describe the actions you will take to prevent their damage in a flood</i>	<i>Secure possessions</i>

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Risk	Potential Impact	What can be done to prepare?	What could guest do to prepare?
<i>Strong winds</i>	<i>Blown debris Falling branches</i>	<i>Ensure site is kept tidy; Ensure condition of trees are monitored; Monitor weather forecasts; Make site occupants aware of situation</i>	<i>Ensure the area around their pitch is clear of loose items, secure tent, report anything untoward to the site staff, follow instruction given by site staff</i>
<i>Fire</i>		<i>Adequate fire prevention measure in place</i>	<i>Do not leave flames unattended.</i>

1.4 Local Skills and Resources

List the training courses and skills of the staff that can be called upon in an emergency:

Skills and Resources	Who?	Activation or Contact details
<i>Advanced First Aider</i>	<i>Andy Body</i>	<i>Mobile and home numbers</i>

1.5 Key Locations

Notable location on site, such as Evacuation Assembly Points or alternative accommodation arrangements in the event of evacuation of site, (an example has been entered for you). Also include details of where stop-cocks, valves,

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switches etc located for utilities. What hazardous materials are on site, where and how are they stored?

Building	Location	Potential usage in an emergency	Activation or Contact details
<i>Main office</i>	<i>On site</i>	<i>Assembly point for users and staff</i>	<i>By Duty Site manager and 'door' knocking</i>

Hazardous Material	Location	Storage	Emergency action required
<i>Up to 15 Gas Cylinders</i>	<i>Main storage garage</i>		
<i>Chemicals</i>			
<i>Oil tanks</i>			

1.6 Emergency Contact List and Cascade

This provides the identity and contact details of the sites emergency response command and control structure. This is useful both for staff, occupants, but also responding organisations such as Fire and Rescue Service and other responders.

Roll	Name	Contact numbers

1.7 List of Site Organisations:

Use this space to record information relating to groups associated with the site: residents associations, national company organisation and groups, sector specific groups, an example has been entered for you:

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Organisation	Relationship and contacts
<i>Parish Council</i>	<i>Clerk: Contact details:</i>
<i>District Council</i>	<i>Licensing Dept: Contact details:</i>
<i>Trade Association</i>	<i>Contact details and email</i>
<i>Booking Agent 1</i>	<i>Contact details and email</i>
<i>Booking Agent 2</i>	<i>Contact details and email</i>

1.8 Activation and Triggers

Use this space to record how the plan will be activated. Include details of how the plan will be activated as a result of a call from the emergency services or local authority and also how your site will decide to activate the plan yourselves.

1.9 First Steps in an Emergency

Create a checklist to help you ensure as many aspects as possible have been considered, with the highest priority first (some emergencies require slightly different order of response but this gives an indication of things to do), some examples have been entered for you:

	Task	Allocated to: (team member)	Tick when Completed
1	<i>If lives could be in danger call 999</i>		
2	<i>Ensure you are in no immediate danger</i>		
3	<i>Contact Emergency Co-ordinator or alternate</i>		
4	<i>Provide information to staff</i>		
5	<i>Provide information to site occupants</i>		

Emergency Plan for: *Name of site*

	Task	Allocated to: (team member)	Tick when Completed
6	<i>If possible print off a list of guests to aid any roll call during an evacuation.</i>		
7	<i>Refer to additional checklists e.g. for a Lost Child</i>		
8			
9			
10			

1.10 Draft Site Emergency Group First Meeting Agenda

Time and Date:
Location:
Attendees:
<p>1.What is the cause of the emergency and the current situation?</p> <p><i>Fire</i> <i>Flooding</i> <i>Outbreak of illness</i> <i>Lost child</i> <i>Weather forecast</i></p>
Location of Emergency:
<p>Are there vulnerable people involved?</p> <p><i>Elderly</i> <i>Families with children</i> <i>Disabled</i> <i>Other special needs</i> <i>Non –English speaking people</i></p>
<p>What resources are required?</p> <p><i>Food</i> <i>Off-road vehicles</i> <i>Blankets</i> <i>Shelter</i> <i>Alternative accommodation</i></p>

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Time and Date:
2.Establishing contact with the Emergency Services
3.Establish contact with District Council
4.What actions can safely be taken? <i>Static / touring pitches – machinery – vehicles (site and public) – equipment moveable items – furniture – food – Business critical – computers – data – staff information – databases – paper records (not an exhaustive list)</i>
5. Who is going to take the lead for the agreed actions?
6.Any other issues?

1.11 Evacuation

Describe what arrangements are in place should you be required to evacuate the site. How are evacuation routes identified? Where are and how are muster points identified? How would you identify missing persons? How is the evacuation message cascaded across the site staff and customers?

The reason for evacuation may be taken by the site operator, in response to an incident on site or under direction from the Police or Fire and Rescue. In all circumstances follow the advice given by the responding organisations, it is for your safety.

Would you advise residents to shelter or travel home? What is the policy on refunds should you be asked? If you have any permanent pitches can they pre-arrange to stay with relatives or friends who live away from the emergency e.g. a flood zone?

1.12 Actions agreed with Local Authority in the event of an evacuation

What does your Fire Plan say about evacuation? What alternative accommodation arrangements do you already have? Do you have agreements with other local sites as part of your business continuity arrangements? Are your more permanent residents required to have another home (primary residence) or suitable insurance? Include a site map with evacuation routes clearly marked

1.13 Staying in Contact if Communications Have Been Disrupted

Use this space to record details of alternative communications within your local area if usual method of communications are disrupted, This could include locations of walkie-talkies. It could identify if the mobile phone signal area for all or specific networks is poor.

1.14 Self-Help

What self-help arrangement advice do you share with any residents on the site?

Make sure they know what to do and what to take with them if they need to evacuate and how to turn off utilities such as water, electric, gas;

1.15 Insurance

Does your business insurance provide you with adequate cover? Will they arrange alternative accommodation for you / your customers? Have you got copies of your insurance documentation and contact details?

Do your residential customers have appropriate insurance cover? Are they covered for alternative accommodation? Do they have copies of their insurance documentation and contact details?

1.16 Pets

Are pets allowed on site? If so, remind residents to include their pets in their emergency planning arrangements.

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SECTION 2: FIRE PLAN (or other appropriate site plans)

Insert the details from your Fire Plan or other plans that you have for the site here, some information in it will be relevant for your Generic Emergency Plan, there is no point re-inventing the wheel.

For further guidance see:

[Making your premises safe from fire - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[Fire safety risk assessment: sleeping accommodation - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[fire safety for caravans and mobile homes \(dsfire.gov.uk\)](http://dsfire.gov.uk)

SECTION 3: FLOODING

*If your site in a known **EA Flood Warning Area** (check here: [Where do you want to check? - GOV.UK \(flood-warning-information.service.gov.uk\)](http://www.flood-warning-information.service.gov.uk)), or is it at risk from other types of flooding? If your site experiences flooding complete the following section;*




3.1 Introduction:

Use this space to explain the flood risk to this site.

3.2 Warning Arrangements


This section should state if the operators and residents of the site are registered for the Environment Agency Floodline Warning service [Sign up for flood warnings - GOV.UK \(www.gov.uk\)](http://www.gov.uk) Individual residential pitches should be encouraged to do so.


3.3 Flood Warning Codes


 <p>FLOOD ALERT</p>	<p>Meaning Flooding is possible. Be prepared.</p>	<p>General advice</p> <ul style="list-style-type: none">• Be prepared to act on your flood plan.• Prepare a flood kit of essential items.• Monitor local water levels and the flood forecast on our website.
 <p>FLOOD WARNING</p>	<p>Meaning Flooding is expected. Immediate action required.</p>	<p>General advice</p> <ul style="list-style-type: none">• 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.
 <p>SEVERE FLOOD WARNING</p>	<p>Meaning Severe flooding. Danger to life.</p>	<p>General advice</p> <ul style="list-style-type: none">• Stay in a safe place with a means of escape.• Be ready should you need to evacuate.• Co-operate with the emergency services.• Call 999 if you are in immediate danger.
<p>WARNING NO LONGER IN FORCE</p>	<p>Meaning No further flooding is currently expected in your area.</p>	<p>General advice</p> <ul style="list-style-type: none">• Be careful. Flood water may still be around for several days.• If you've been flooded, ring your insurance company as soon as possible.

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3.4 What Action will be taken on receipt of each code:

 <p>FLOOD ALERT FLOODING IS POSSIBLE. BE PREPARED.</p>	<p><i>Describe the action to be taken on receipt of this Warning. E.g. refer then to any welcome pack</i></p>
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 <p>FLOOD WARNING FLOODING IS EXPECTED. IMMEDIATE ACTION REQUIRED.</p>	<p><i>Describe the action to be taken on receipt of this Warning. E.g. pre-emptive evacuation plan, sound klaxons or fire alarm, suggest some consider packing up early.</i></p>
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 <p>SEVERE FLOOD WARNING SEVERE FLOODING. DANGER TO LIFE.</p>	<p><i>Describe the action to be taken on receipt of this Warning. E.g. check site is clear, do not enter flood water.</i></p>
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<p>WARNING NO LONGER IN FORCE</p>	<p><i>Describe the action to be taken on receipt of this Warning. What clean up options may need to be considered</i></p>
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3.5 Flood Mitigation

This section should identify what flood mitigation measures have been purchased to protect the site and when they will be deployed. i.e. airbrick covers, flood boards, sandbags

3.6 What can you do?

Possible actions	Tick
Can you move valuable or irreplaceable items off the ground?	
<i>Consider moving vehicles to higher ground if they are not being used to self-evacuate</i>	
<i>Roll up carpets / rugs and tie curtains</i>	
<i>Place important documentation in waterproof bags</i>	
<i>Move or tie down any large or loose items outdoors</i>	

Possible actions	Tick
<i>Monitor Local TV and Radio and social media for further information</i>	
<i>Know where and how to turn off all utilities</i>	

SECTION 4: RECOVERY

4.1 When is it safe to go back?

The responding organisations will be providing updates on the situation and notification when it is safe to return to your site. Follow their advice.

4.2 How do we recover?

Possible actions	Tick
<i>Do not start the clean-up until the threat of further impact, such as flooding, has passed</i>	
<i>Don't throw anything away until told to do so by your insurer;</i>	
<i>BEFORE you start, check with your insurance company if it is OK to start cleaning; Confirm what services your insurance company will pay for</i>	
<i>Use a permanent marker to mark on the wall the height of the flood water</i>	
<i>All surfaces that have been covered by flood water will be contaminated, wear waterproof, gloves, boots and a face mask;</i>	
<i>If the site has a private water supply request the Council test the supply before using it for drinking or cleaning.</i>	
<i>Ensure that any sewerage system is operational before commencing cleaning, if on a septic tank get it serviced to ensure it is working. Ensure tank friendly products are used in the cleaning process.</i>	
<i>Household products are sufficient to clean and disinfect your property; DO NOT attempt to reconnect your utilities yourself. Liaise with your utility provider;</i>	
<i>Use mains pressure garden hose for washing down, not high pressure hose lines;</i>	
<i>As soon as possible, ask your insurance company when a loss adjuster will visit</i>	
<i>Ask your insurance company if they will pay for repairs that will make your property more flood resilient for the future</i>	
<i>Keep records: date, time, name of person you spoke to and what was agreed; Keep receipts</i>	
<i>Make a list of your damaged property and take photos and video of the damaged property</i>	

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SECTION 5: Awareness, Training and Review

5.1 Awareness

Explain how you are going make sure all the residents of the site are aware of this plan?

5.2 Staff Training

Explain how your staff will be trained in these procedures and maintain their skill level.

5.3 Review

Explain how often the plan will be tested / reviewed / updated. The suggestion would be after any event or changes in staffing, with a minimum of every three years.

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SECTION 6: Emergency Contact List (*examples added*)

<i>Police</i>	<i>If Life in danger</i>	<i>999</i>	
	<i>Routine</i>	<i>101</i>	
<i>Fire</i>	<i>If life in danger</i>	<i>999</i>	
	<i>Routine</i>	<i>01392 872 200</i>	
<i>Ambulance</i>	<i>If life in danger</i>	<i>999</i>	
	<i>Routine</i>	<i>111</i>	
<i>HM Coastguard</i>	<i>Emergency</i>	<i>999</i>	
<i>District Council</i>	<i>Emergency Contact</i>		<i>24/7</i>
	<i>Routine</i>		
<i>Environment Agency</i>	<i>Emergency</i>	<i>0800 807060</i>	
	<i>Floodline</i>	<i>0345 988 1188</i>	
<i>Insurance Company</i>			
<i>Electricity provider</i>			
<i>Water Provider or if private servicing engineer</i>			
<i>Sewerage provider</i>			
<i>Gas Provider</i>			
<i>Telephone Provider</i>			

SECTION 7: Flood Warning Information Sign



Flood action!

In the event of a flood warning



Gather your family and leave the caravan



Report to your assembly point at



Do not walk or drive through floodwater

Six inches can knock you off your feet, two feet can float your car



In an emergency call 999

Park/Site manager:

For flood advice phone the Environment Agency's
Floodline **0845 988 1188**

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SECTION 8: Additional information or advice

For help with mapping you could use this site

[Environmental maps - Environment \(devon.gov.uk\)](https://www.devon.gov.uk/environmental-maps)

How to minimise your flood risk

[Camping and caravan sites: minimise your flood risk - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/camping-and-caravan-sites-minimise-your-flood-risk)

Safety advice for camping

[Camping - RoSPA](https://www.rospa.co.uk/camping)