



Aberaeron

Community Emergency Plan

If you are in immediate danger call 999

Plan last updated on: 8th May 2024



1. Plan distribution list

Name	Role
Rhodri Jones	Community Emergency Co-ordinator Document Owner
Denfer Morgan	Deputy Community Emergency Co-ordinator Town Council Clerk
Elizabeth Evans	County Councillor
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Tim Archer	Town Council
Darryl Evans	Town Council

2. Plan amendment list

Date of amendment	Details of changes made	Changed by
14 th Jan 2014	Third Draft	Rhodri Jones
16 th April 2014	Included Community Warden Zones	Rhodri Jones
25 th November 2014	Removed reference to Oxford Street Surgery and added Appendix A	Rhodri Jones
17 th December 2014	Two corrections	Rhodri Jones
12 th February 2015	Updated Warden contact details	Rhodri Jones
21 st April 2015	Added Floodline information as Appendix D	Rhodri Jones
16 th February 2017	Updated contact details	Rhodri Jones
26 th March 2018	Updated Civil Contingencies Officer and other contact details	Rhodri Jones
15 th January 2019	Updated to include reference to spontaneous volunteers and missing persons	Rhodri Jones
9 th March 2021	General update	Rhodri Jones
30 th March 2023	Updated contact details	Rhodri Jones
8 th May 2024	Annual update	Rhodri Jones

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4. Introduction

An emergency can happen anywhere and at any time of day or night. A disaster can occur which may affect many thousands of civilians or just a few dozen, perhaps only one family or individual. A crisis may have ongoing consequences for an entire region or may only concern the smallest community.

Whenever the unthinkable happens in Wales we have come to rely on the expert intervention of the professional emergency and rescue services.

This plan has been written to ensure that the community of Aberaeron are able to 'help' themselves through any emergency which could have an impact on its residents.

5. Local Risk Assessment

Risks	Impact on community	What can the Community Emergency Group do to prepare?
River Aeron (Flooding)	<ul style="list-style-type: none">• Flooding of certain areas• Damage to property	<ul style="list-style-type: none">• Encourage residents to improve home flood defences• Distribution of flood warnings and any evacuation and rest centre establishment required• Find out what flood defences exist or are planned in the area• Offer advice via social media
Coastal Flooding	<ul style="list-style-type: none">• Flooding of certain areas at high tide• Damage to property	<ul style="list-style-type: none">• Encourage residents and businesses to improve home flood defences• Distribution of flood warnings and any evacuation and rest centre establishment required• Find out what flood defences exist or are planned in the area• Offer advice via social media

Bridge collapse (A487 or A482)	<ul style="list-style-type: none"> • Loss of one bridge will have little impact • Loss of both bridges would cause major disruption. 	<ul style="list-style-type: none"> • Reducing obstructions on diversion routes • Offer advice via social media
Prolonged Snow/Icy Conditions	<ul style="list-style-type: none"> • Transportation issues • More potential for falls in Elderly • Unable to get prescriptions • People trapped in Aberaeron unable to get home • Quantity of snow 	<ul style="list-style-type: none"> • Identifying and checking on elderly/vulnerable adults • Delivering food • Delivering medication in conjunction with Doctors/Pharmacies • Offer advice via social media • Establishment of rest centre as required • Clearing snow
Major accident/fire. incident in town centre	<ul style="list-style-type: none"> • Inner cordon affecting community life 	<ul style="list-style-type: none"> • Working with the Police to reduce impact • Establishment of rest centre as required
Widespread prolonged lack of water supply	<ul style="list-style-type: none"> • Unable to wash/flush toilets 	<ul style="list-style-type: none"> • Identifying and checking on elderly/vulnerable adults • Delivering water
Widespread and prolonged lack of electricity supply	<ul style="list-style-type: none"> • Lack of lighting and heating. • Reliance on electricity to cook • Elderly unable to reheat frozen meals on wheels • Will affect cordless telephones 	<ul style="list-style-type: none"> • Identifying and checking on elderly/vulnerable adults • Consider Aberaeron Leisure Centre as rest centre with Local Authority Generator • Creating a mobile heating service based on generator and microwave. • Ensure residents have unpowered landline telephones
Missing persons	<ul style="list-style-type: none"> • Community want to help the search effort 	<ul style="list-style-type: none"> • Search parties in conjunction with the Police

Terrorism	<ul style="list-style-type: none"> • Injuries • Damage to vehicles/buildings • Restricted road access • Crime scenes 	<ul style="list-style-type: none"> • Liaise with local emergency services. • Rest centre provision
Pandemic	<ul style="list-style-type: none"> • People in lockdown unable to get food, prescriptions, and other items 	<ul style="list-style-type: none"> • Providing shopping and collection of prescriptions for vulnerable persons • Welfare checks

6. Local skills and resources assessment



Skill/Resource	Who?	Contact details	Location	When might be available?
Logistics (JCB's, Telehandler, tractors, trailers)	JC Plant	John Lewis 01545 570080	Ffos, Ffosyffin	24hr
Water/food supplies	Costcutters	01545 570279	Market Street	8am-8pm Procedure for calling owners
Fuel	Aeron Coast Filling Station	01545 570649	North Road	7:30am -8pm Procedure for calling owners
Marquees (4) (and personnel)	Town Improvements Committee	Secretary 07721 576662	Sports Club Lockup	24hr

7. Key locations identified with emergency services for use as places of safety

Building	Location	Potential use in an emergency	Contact details of key holder
Aberaeron Leisure Centre	Aberaeron Comprehensive School South Road Aberaeron	Primary Local Authority Rest Centre/safe place [has capability for external electricity generator] Secondary Volunteer Reception Centre	via Local Authority
Aberaeron Memorial Hall	South Road Aberaeron	Primary Volunteer Reception Centre Secondary Rest Centre/safe place	Huw Evans Rhodri Jones Robert Thomas Lona Brierley Caryl Morris
Church Hall	Rear of Holy Trinity Church	Rest Centre/safe place	Vicar

8. Community Emergency Group contact list

These are the members of the steering group

	Name: Elizabeth Evans
	Title: County Councillor, Aberaeron Ward
	24hr telephone contact: 07775 638625
	Email: elizabeth.evans@ceredigion.gov.uk
	Address:
	Name: Rhodri Jones
	Title: Town Councillor, Aberaeron Town Council
	24hr telephone contact: 07721 576662
	Email: rhodri@aberaeron.info
	Address: Gerallt, Bro Allt-y-graig Aberaeron
	Name: Rhys Davies
	Title: Town Councillor, Aberaeron Town Council
	24hr telephone contact: 07880 357180
	Email: rhystd Davies@icloud.com
	Address: Penmaesglas
	Name: Katrina James
	Title: Volunteer
	24hr telephone contact: 07791 556303
	Email: jonjameskj@aol.com
	Address: Aeron View

9. Zone Community Wardens

See Page 15 for zone map

Main contact	Denfer Morgan 07749320915	denfer.morgan@btinternet.com
Zone A South Beach	Huw Evans 07989668181	rozandhuw@tiscali.co.uk
	Nigel Davies 07974277681	nigeldavies1957@outlook.com
	Garry Fryar 07811330021	friz55@icloud.com
Zone B North Beach	Tim Archer 07749152998	danarchersnr@hotmail.com
	Jane Thomas 07779429890	cjambush@aol.com
	David Jones 07930207859	daijones19@gmail.com
Zone C Drefach	Tom Williams 07971402201	Thomas.williams@ceredigion.gov.uk
Zone D Hockey Field	Hywel Jones	hywelx5@hotmail.com
	Meirion Jones	meirion.jones@onetel.com
	Darryl Evans	tynycoed10@btinternet.com

10. List of those that may be helpful in identifying vulnerable people or communities in an emergency

Organisation	Name and role of contact	Phone number
Tanyfron Primary Care	Doctor Vicarage Hill	01545 570271
Allied Pharmacy	Pharmacy 2 Alban Square, Aberaeron	01545 570324
Boots Pharmacy	Pharmacy 5A Bridge Street, Aberaeron	01545 571231

11. Activation triggers

There are three triggers for this plan:

Standby	<p>This phase will be triggered when an advisory, forecast or prediction is issued from an official institution (Flood Guidance Centre, Met Office etc.) in accordance with established notification and alert procedures.</p> <p>Warnings will be issued to those residents in the affected area and Community Wardens will be deployed as required under the direction of the steering group.</p>
Response	<p>This phase will be triggered when an incident occurs which has an impact on the community which requires direct action to be taken.</p> <p>Situation will be monitored at regular intervals and a response may only be required for example over the period of high tide. Community Wardens to monitor to provide support as necessary.</p>
Recovery	<p>This phase which usually follows a response is concerned with post incident/clean-up operation where community help may be required.</p> <p>Co-ordination of unaffiliated volunteers and ensuring that, if required, personal protective equipment (PPE) is used.</p>

12. First steps in an emergency

	Instructions	Tick
1	Call 999 (unless already alerted)	
2	Ensure you are in no immediate danger	
3	Contact the Community Emergency Group to discuss the situation	
4	Community Emergency Group decide on response required	
5		
6		
7		
8		
9		
10		

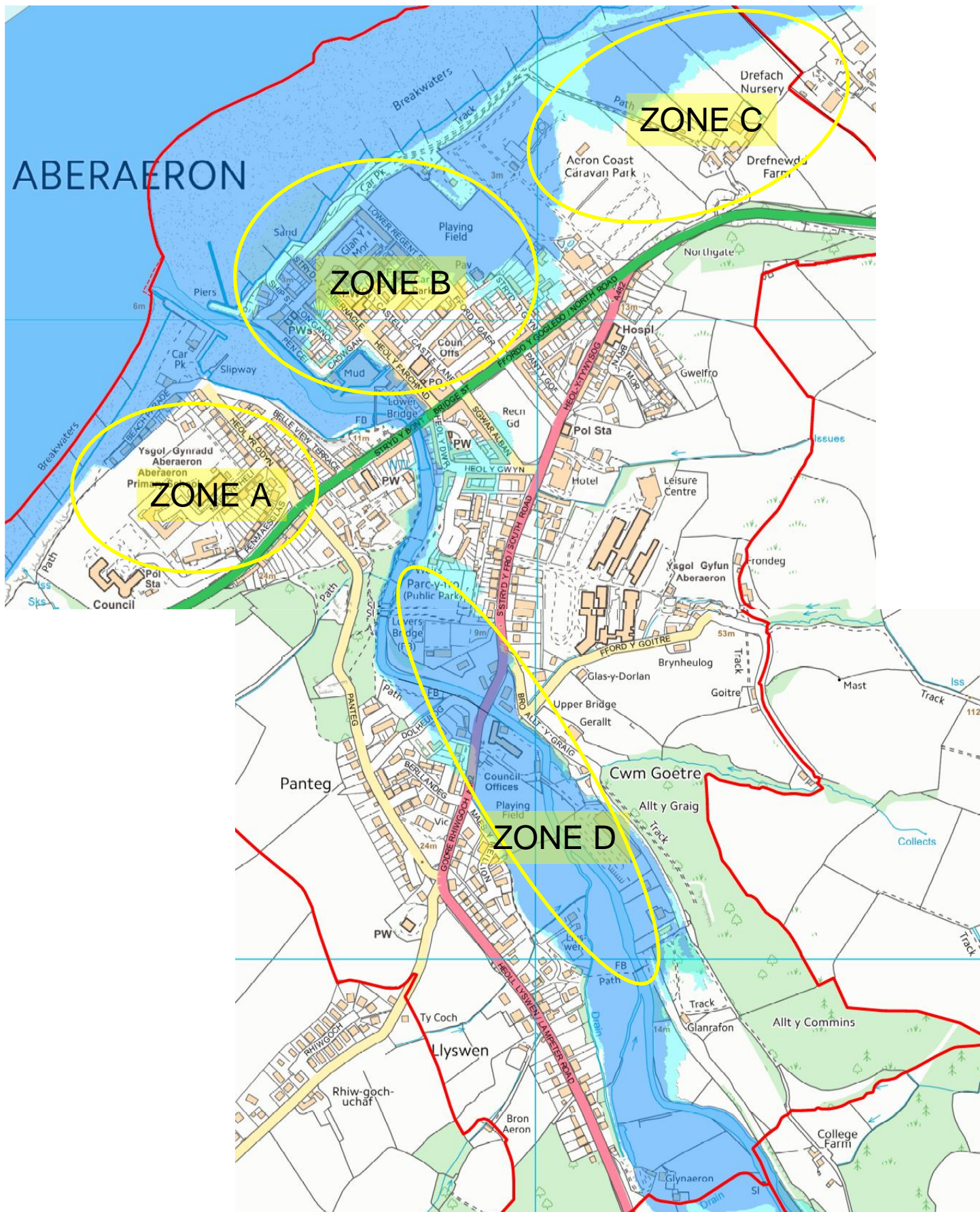
13. Actions agreed with emergency responders in the event of an evacuation

1. Help police/local authority with door knocking.
2. Tell emergency services who might need extra help to leave their home.
3. Provide transport for elderly.
4. Provide refreshments at non local authority rest centre i.e. Memorial Hall or Church Hall.
5. Assist Police with cordon management.

14. Alternative arrangements for staying in contact if usual communications have been disrupted

Communication Type	Name of contact	Location
VHF Radios	Rhodri Jones	Gerallt, Bro-Allt-y-graig, Aberaeron

15. Flood Risk and Zones



16. Spontaneous Volunteers

The spontaneous mobilisation of volunteers in emergencies is an emerging phenomenon often rapidly fueled by social media. For example, in close knit communities when people hear of a missing person many will want to help with the search, particularly where young children are involved.

The co-ordination of any Spontaneous Volunteers in Aberaeron will be coordinated by this group in consultation with the relevant authorities.

The public will be encouraged to report to the Memorial Hall which will act as a Volunteer Reception Centre (unless advised differently) and after registration (See Appendix E) and a briefing, teams will be deployed accordingly.

The Memorial Hall will act as a base for operations where toilets are available and in the case of prolonged requirements, refreshments would be made available.

Depending on the role of the volunteer we need to make sure that they are suitably clothed for the weather conditions, have recently eaten and make sure they have good solid footwear or boots. Tell them not bring young children or people with mobility problems along with them.

Allocated roles could be search parties, manning cordons and administrative tasks within the Reception Centre, welfare of volunteers, preparing and distributing publicity material, amongst others.

(A Spontaneous Volunteer Policy has been approved by the Local Resilience Forum)

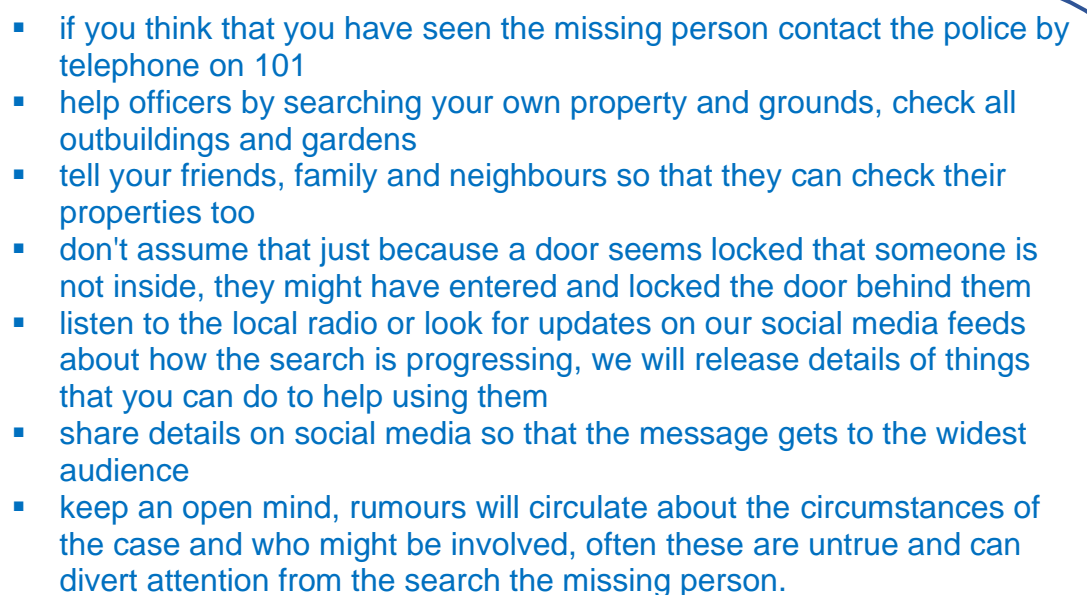
17. Missing persons

People are reported missing for a variety of reasons.

The Association of Police Officers definition of a **missing person** is:

‘anyone whose whereabouts is unknown whatever the circumstances of disappearance. They will be considered missing until located and their well-being or otherwise established.’

What the public should do and what we should be encouraging initially is:

- 
- if you think that you have seen the missing person contact the police by telephone on 101
 - help officers by searching your own property and grounds, check all outbuildings and gardens
 - tell your friends, family and neighbours so that they can check their properties too
 - don't assume that just because a door seems locked that someone is not inside, they might have entered and locked the door behind them
 - listen to the local radio or look for updates on our social media feeds about how the search is progressing, we will release details of things that you can do to help using them
 - share details on social media so that the message gets to the widest audience
 - keep an open mind, rumours will circulate about the circumstances of the case and who might be involved, often these are untrue and can divert attention from the search the missing person.

The public will be advised not to turn up at the police station or in the area asking to get involved in the search, if the police need public help, through this plan we will let them know where and when to meet, by them entering the search area they might be impeding the search or obscuring the missing persons trail.

The co-ordination of any Spontaneous Volunteers for missing persons in Aberaeron will be coordinated by this group in consultation with the Police as per Section 16.

18. Useful telephone numbers

Organisation	Telephone (Office Hours)	Telephone (Out of hours)
Floodline	0345 988 1188	
Natural Resources Wales (NRW)	0300 065 5111	0300 065 5111
NRW Flood Incident Room River	0300 065 5396	0300 065 5396
NRW Flood Incident Room Tidal	0300 065 5397	0300 065 5397
Dyfed Powys Police	101	101
HM Coastguard	01646 690909	01646 690909
Ceredigion County Council	01545 572572	01970 625277
Welsh Water	0800 052 0130	0800 052 0130
Western Power Distribution	0800 052 0400	0800 052 0400

19. Glossary

Community Resilience

Communities and individual harnessing local resources and expertise to help themselves during an emergency, in a way that complements the work of the emergency services.

Community Risk Register

An assessment of local risks that have been identified within a Local Resilience Forum area. It is written, maintained and published by the Local Resilience Forum.

Emergency

An event or situation which threatens serious damage to human welfare in a place in the United Kingdom; the environment of a place in the United Kingdom; or the security of the United Kingdom or of a place in the United Kingdom. Emergencies can also affect you at home, for example house fires, broken down boilers, burst pipes etc.

Local emergency responders

Organisations that respond to emergencies in your area. They include the fire, police and ambulance services, as well as your local authority and other organisations.

Local Resilience Forum (LRF)

A group formed in police area boundaries of England and Wales by key local emergency responders and specific supporting agencies for the purpose of fulfilling their duties under the Civil Contingencies Act 2004.

National Risk Register

A report produced by the Cabinet Office which outlines the Government's assessment of significant potential risks to the United Kingdom.

Rest centre

A building designated by a local authority for the temporary accommodation of evacuees. This may include overnight accommodation.

Risk

A measure of the likelihood and impact of a potential emergency.

Appendix A - Role of Community Wardens

Volunteer Community Wardens provide a vital link between the public and authorities involved in emergency incidents.

The role of a Community Warden is:

In preparation for an emergency	During an emergency
<ul style="list-style-type: none">• Consider those neighbours who are more vulnerable or at risk• Help to prepare those in the local community who are at report any unusual levels or potential danger risk• Help to get messages and information out to people, for example about flood risk, active flood alerts, severe weather or locally concentrated smoke• Help the steering group to update the Community Emergency Plan• Help identify any key skills and equipment the community may have that may be useful• Help provide information on being prepared, for example registering for flood warnings, making a personal Emergency Plan, getting alternative heating, light sources during power cuts	<ul style="list-style-type: none">• To assist members of their community stay safe• To help monitor the situation, for example water levels, report any unusual levels or potential danger risk

If you are interested in becoming a Community Warden please contact a member of the steering group (see Page 9).

Appendix B - Know your flood codes

Natural Resources Wales (NRW) issues three types of warnings that help people prepare for flooding and take action. See Appendix D.

Flood Alert

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 our website.

Flood Warning

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

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 evacuate from your home.

Co-operate with the emergency services.

Call 999 if you are in immediate danger.

Appendix C – Coastal Flooding Road Closures




Experience of significant coastal flooding and considerable numbers of ‘flood tourists’ highlights that road closed signs should be deployed as shown below.



Appendix D – Flood line messages

Flood Warnings

Natural Resources Wales (NRW) is responsible for managing warnings of potential tidal and fluvial flooding. The warning system is based on geographical Flood Warning Areas. Natural Resources Wales use 4 flood codes to indicate the level of predicted risk:

 <p>FLOOD ALERT</p>	<p>“Flooding is possible. Be prepared”</p> <p>NRW issue Flood Alerts for targeted specific locations that are at risk of flooding.</p> <p>It will indicate that flooding is possible and that people should make some low impact preparations (e.g. move small valuable items upstairs, check travel plans) and remain vigilant</p>
 <p>FLOOD WARNING</p>	<p>“Flooding is expected. Immediate action required”</p> <p>NRW mainly target Flood Warnings at specific communities that are at risk from flooding. Some Flood Warnings may apply to stretches of coast and river.</p> <p>It will indicate that flooding is expected and that people should take more direct impact actions e.g. move belongings upstairs.</p>
 <p>SEVERE FLOOD WARNING</p>	<p>“Severe Flooding. Danger to life”</p> <p>All customers who receive a Flood Warning will receive a Severe Flood Warning if conditions are met.</p> <p>It will be used in extreme circumstances to tell people that flooding is posing significant risk to life or significant disruption to communities which could also cause risk to life. Depending on the circumstances it would indicate that people should evacuate the area or take shelter within safe buildings.</p>
<p>Warning No Longer In Force</p>	<p>NRW issues a message to tell people that the flood threat has passed and includes useful advice on what to do next.</p>

Floodline Number 0345 988 1188

Press Option 1

The quickdial numbers are as follows:

- Tidal Area Aberaeron – 603033
- River Aeron at Aberaeron – 603123

NRW incident room contact numbers:

- Tidal – 0300 065 5397
- River – 0300 065 5396

Appendix E – Volunteer Registration Form

Name:		
Address:		
Contact Telephone No.:		
E-mail address:		
Contact details in event of emergency:		
Name:		
Contact number:		
Offer of help (please outline what you can offer and also include anything that you are unable or would prefer not to do):		
Accepted as volunteer	YES / NO	Reason declined (if applicable)
<p>Please inform us of any concerns that might affect your ability to carry out certain activities. Do you have any medical, psychological or mental health issues or are there any other factors (including criminal convictions) that are relevant to your potential involvement as a volunteer? If you are unsure, please ask your Interviewer.</p> <p>YES / NO</p> <p>If YES, please declare condition:</p> <p><i>Volunteer Health Form completed? Yes/No</i></p>		
<p>Do you have a disability which could prevent you from carrying out a task? YES / NO</p> <p>If YES, please declare condition:</p> <p><i>Volunteer Health Form completed? Yes/No</i></p>		
<p>Do you agree that photographs, video or audio files may be taken of you and used for publicity purposes by the local authority or third parties?</p> <p>YES / NO</p>		