

**Resilient  
Communities  
Wiltshire**



**Ludgershall and  
Faberstown  
Community  
Emergency Plan**

**Plan Completion Date**  
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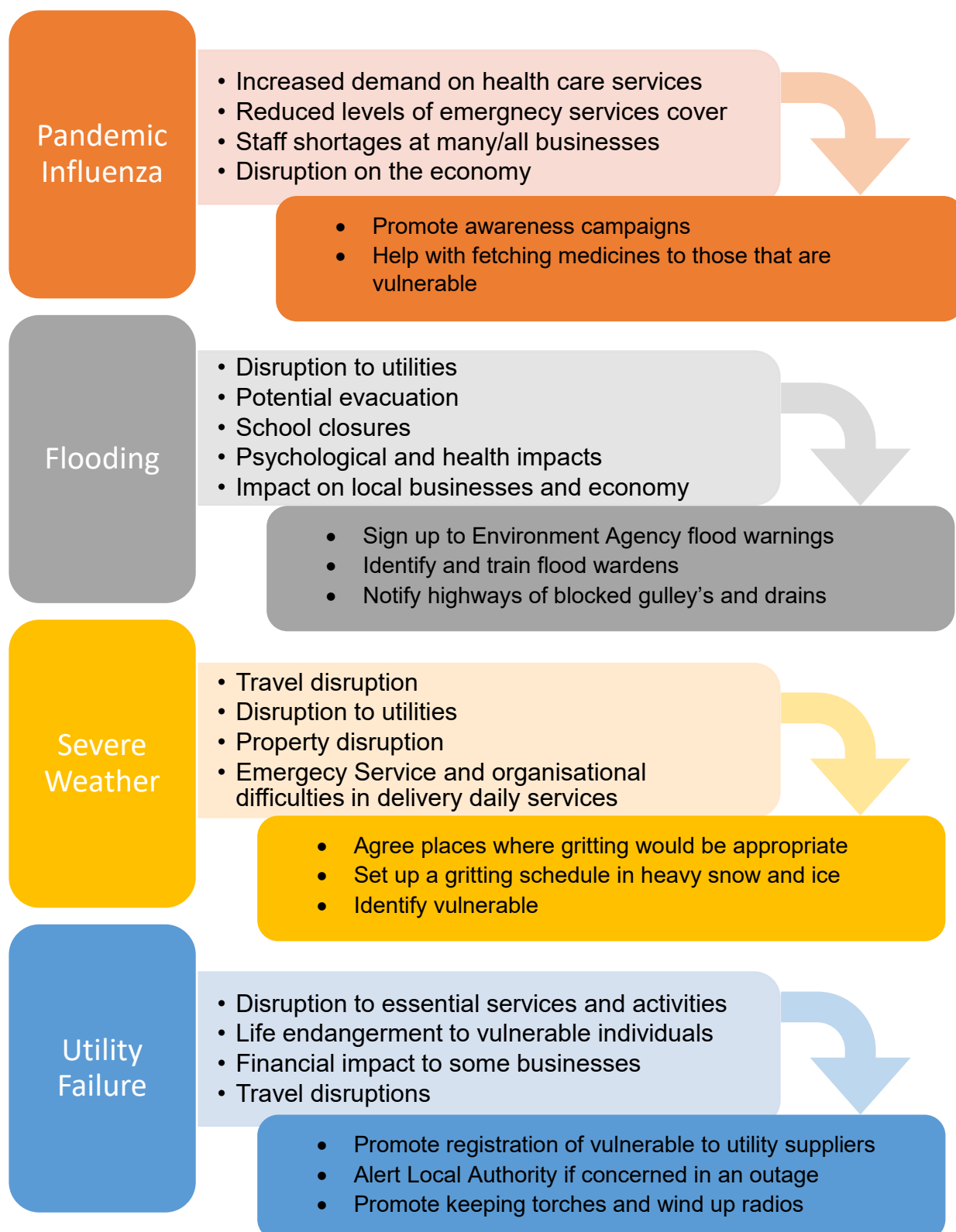
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## 1. Be Informed

### 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. Below we have highlighted our highest risks in Wiltshire, some of the potential consequences and how the community can help. For Risks, Mitigations and Actions specific to Ludgershall refer to Section 2. of this plan.



## 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?

### 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. Please do not put yourself or others at risk when preparing or using your plan.

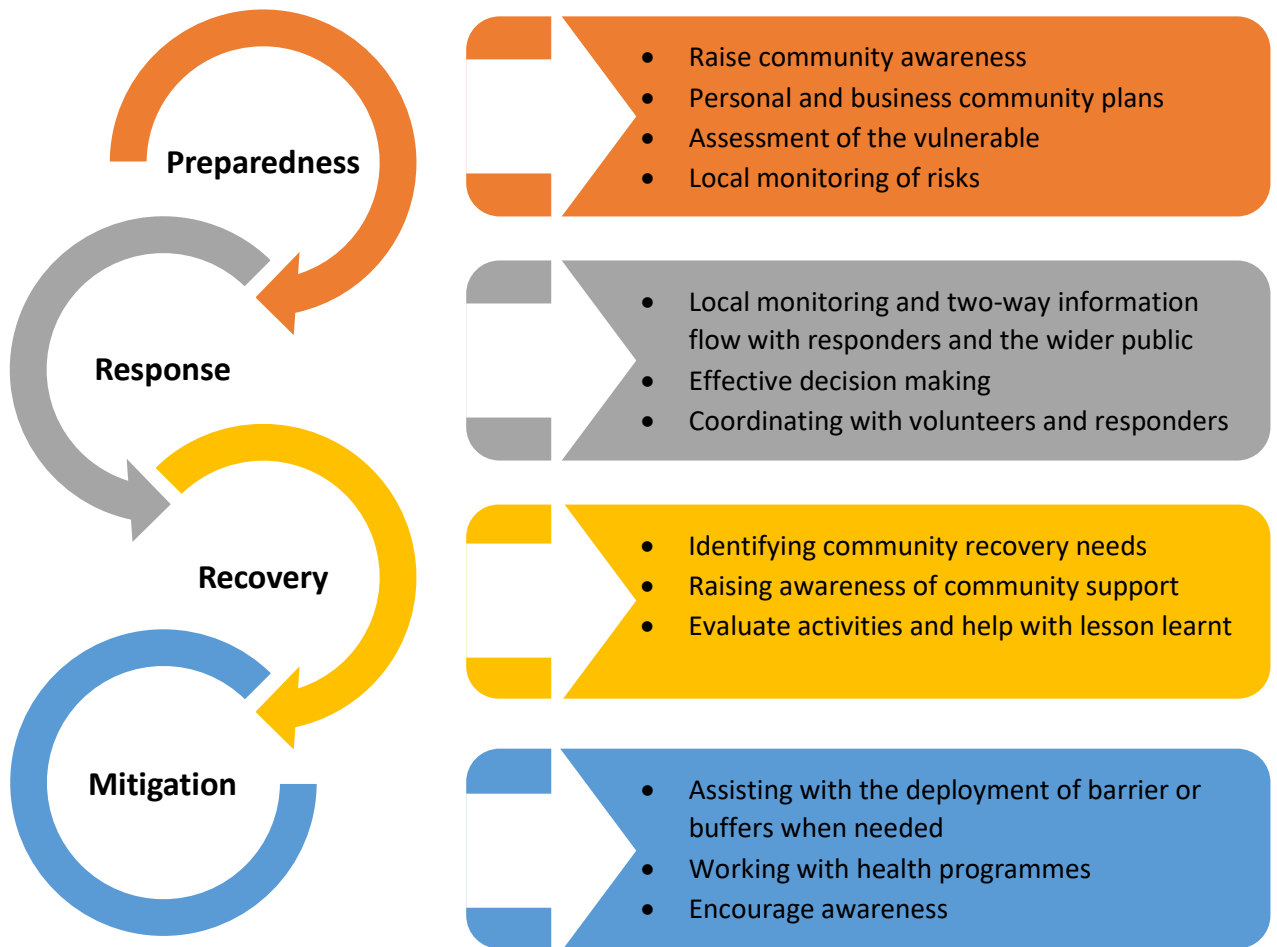
### Data Protection

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. Any emergency plans sent to the council will be stripped of all contact details (other than that of the coordinator).

For further information see: [www.ico.org.uk/for-organisations/guide-to-data-protection](http://www.ico.org.uk/for-organisations/guide-to-data-protection)

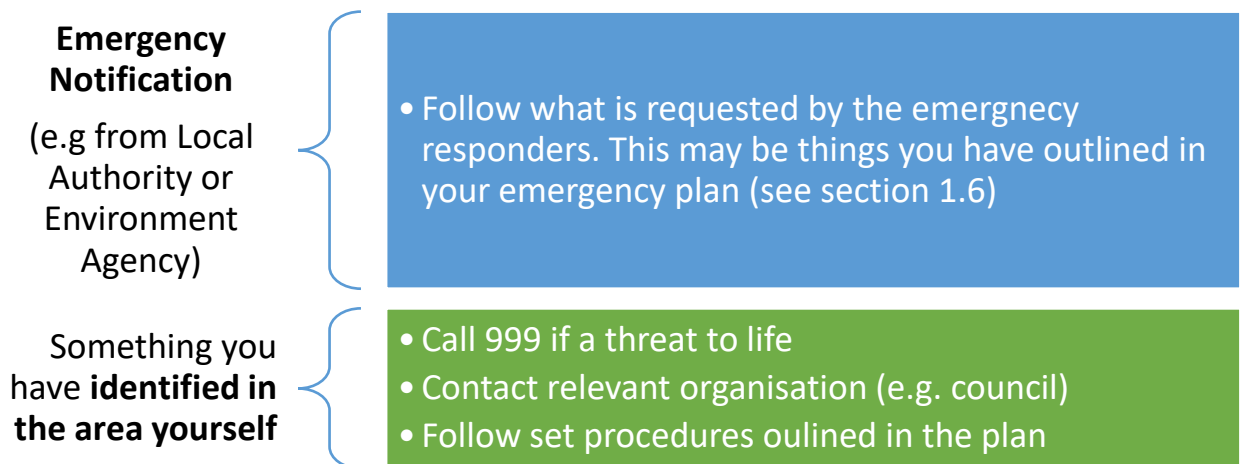
### 1.4 Communities Role in an Emergency?

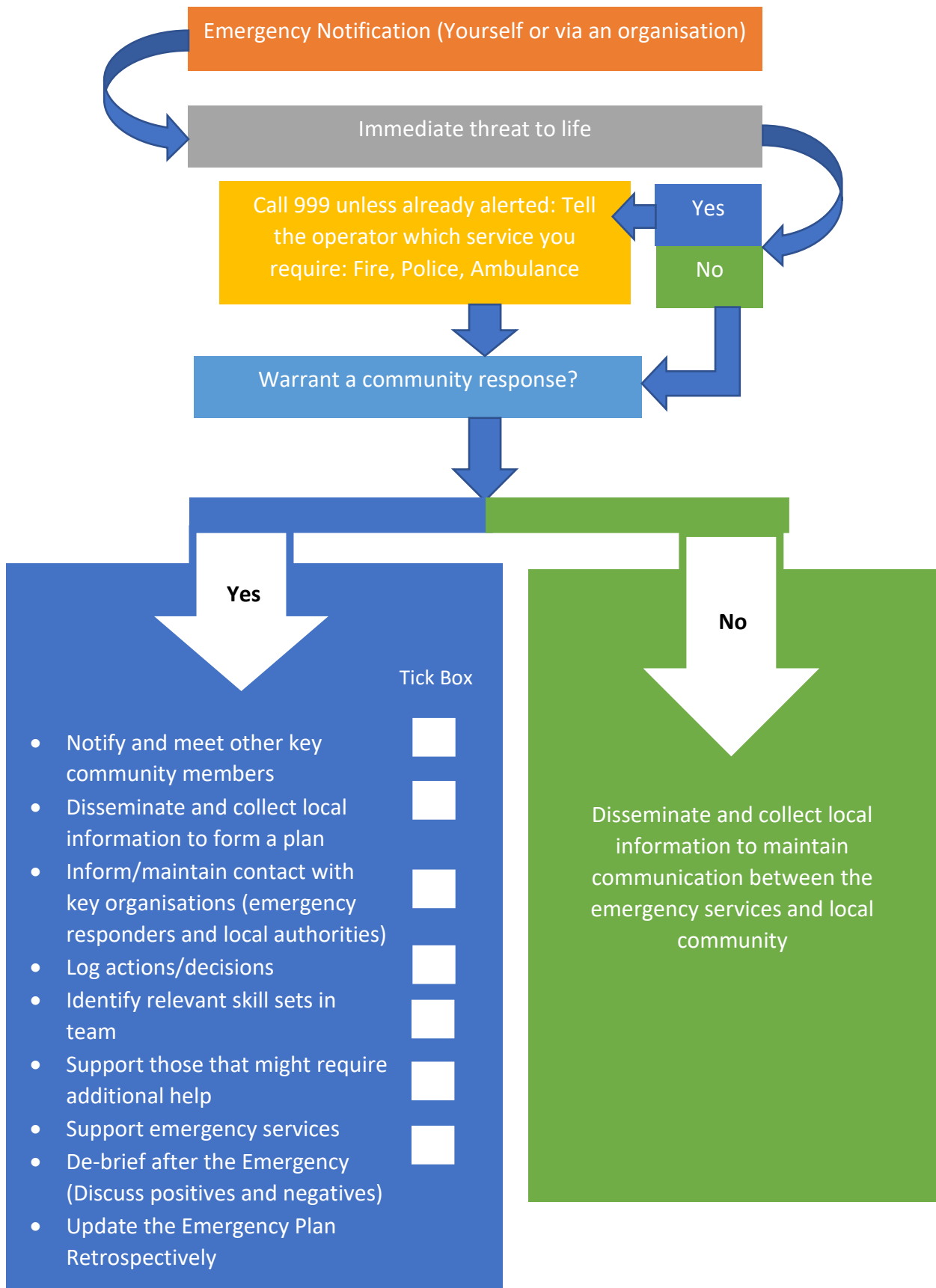
Communities have a role to play in all type of emergency and can be involved at every stage.



### 1.5 Activation

Activation may come from one of two different ways:





## 1.6 Local Emergency Responders and Contacts

| 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> </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> </ul>  |
| <b>Fire</b>                     | <ul style="list-style-type: none"> <li>Dial 999 in an emergency</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> </ul>   | <ul style="list-style-type: none"> <li>Responding to incidents</li> <li>Identify &amp; alert the receiving hospitals</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>Ludgershall Town Council</b> | <ul style="list-style-type: none"> <li>In and out of hours refer to Key Contacts (Page 3)</li> <li>You may use: <a href="https://ludgershall-tc.gov.uk/contact-us/">https://ludgershall-tc.gov.uk/contact-us/</a></li> </ul>  | <ul style="list-style-type: none"> <li>As per Wiltshire Council above but will provide in-depth local knowledge and expertise.</li> <li>Invoke this Emergency Plan</li> </ul>  |
| <b>Castledown FM</b>            | <ul style="list-style-type: none"> <li>Dial 01264 405060</li> </ul>   | <ul style="list-style-type: none"> <li>Support the Community Emergency Group and with "Listen Live" updates broadcast over the radio.</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>Deal with emergency repairs and blockages on main rivers and own structures</li> </ul>   |
| <b>Met Office</b>               | <ul style="list-style-type: none"> <li>Dial 0370 900 0100</li> <li>On-Line Weather forecast</li> </ul>  | <ul style="list-style-type: none"> <li>Issue critical weather warnings (Yellow, Amber, Red) to make better decisions</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 8001217667</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.

## 2. Get Involved

### 2.1 Scope

What are you trying to achieve with your community plan? What areas are you covering (whole village/town/certain communities. Make sure your scope is Specific, Measurable, Agreed, Realistic, e.g.

This plan is aimed at restoring Ludgershall to normal functioning as quickly as possible following a local minor emergency.

The random place community plan aims to provide Ludgershall with a good level of resilience that will enable us to complement the emergency services alongside coping with small scale issues, either on our own or before the relevant services arrive. is aimed at restoring Ludgershall to normal functioning as quickly as possible following a local emergency.

### 2.2 Preparation and Triggers

Think about your local risks and what causes you to react to them – whether that is a flood warning to a news/weather report. Once that trigger has occurred you then need to decide on what your next actions are. For some incidents such as flooding you may choose to have a separate annex going into flooding in more detail. Remember in section 1.1 there are some preparatory actions for key incidents outlined.

| Incident                         | Preparation   | Trigger  | Action   |
|----------------------------------|---|--|--|
| <i>Example: Ice</i>              | <ul style="list-style-type: none"> <li>Identify routes to grit</li> <li>Arrange grit delivery each year</li> </ul>  | <i>Local weather predicts freezing temperature</i>   | <ul style="list-style-type: none"> <li>Grit local frequently used paths</li> <li>Check if vulnerable community needs help getting medication/food</li> </ul>   |
| <b>Severe Weather – Snow/Ice</b> | <ul style="list-style-type: none"> <li>Establish a team of Snow Warden Volunteers</li> <li>Farmers with gritting equipment and snow ploughs</li> <li>Wiltshire Council Severe Weather Team – LTC is registered</li> </ul> | <p>Any of the following:</p> <ul style="list-style-type: none"> <li>Local weather predicts heavy snowfall and freezing temperature, persistent ice on roads and pavements.</li> <li>Temperatures are -3°C or less for seven consecutive days.</li> </ul> | <ul style="list-style-type: none"> <li>Check on the vulnerable/live alone who might trip/fall and struggle to access services/ medication/food.</li> <li>Using volunteers grit local frequently used paths. Refer to Wiltshire Council web page <a href="https://www.wiltshire.gov.uk/article/1264/Gritting-and-snow-clearance">https://www.wiltshire.gov.uk/article/1264/Gritting-and-snow-clearance</a></li> </ul> |

|  |   |  |   |
|--|---|--|---|
|  | <ul style="list-style-type: none"> <li>• Obtain latest Primary and Secondary Salting Routes</li> <li>• 4 x 4 drivers</li> <li>• Voluntary groups (i.e. Friends of Ludgershall) that are in contact with vulnerable people</li> </ul>  | <ul style="list-style-type: none"> <li>• Met Office issues Amber (monitor situation)/Red (invoke plan) Warnings.</li> <li>• Alert from Wiltshire Council Severe Weather Officer.</li> </ul>  | <p>for up-to-date information and Primary and Secondary Salting Route.</p> <ul style="list-style-type: none"> <li>• See page 13 of this plan for location of the 8 Grit/Salt bins.</li> <li>• Place Warnings/info on LTC Website.</li> <li>• Set up a warm/rest area for the vulnerable and offer hot drinks.</li> <li>• Castledown FM provides updates at regular intervals. Advice is GO IN, STAY IN, TUNE IN</li> <li>• Restock grit bins from 1 Tonne Salt Scheme</li> <li>• Wiltshire Council has a Warm and Safe service, which you can contact by phone on 0800 038 5722 or visiting <a href="https://adults.wiltshire.gov.uk/Services/1219/Warm-Safe-Wiltshir">https://adults.wiltshire.gov.uk/Services/1219/Warm-Safe-Wiltshir</a></li> </ul>  |
| <p style="text-align: center;"><b>Severe Weather – Prolonged Hot</b></p> | <ul style="list-style-type: none"> <li>• Voluntary groups (i.e. Friends of Ludgershall) that are in contact with vulnerable people.</li> <li>• Further information is available via NHS website. <a href="https://www.nhs.uk/live-well/seasonal-health/">https://www.nhs.uk/live-well/seasonal-health/</a></li> </ul> | <p>Any of the following:</p> <ul style="list-style-type: none"> <li>• Local weather predicts prolonged hot temperatures of at least three consecutive days exceeding 27°C.</li> <li>• Met Office issues Amber (monitor situation)/Red (invoke plan) Warnings</li> <li>• Alert from Wiltshire Council Severe Weather Officer</li> </ul> | <ul style="list-style-type: none"> <li>• Check on the vulnerable/live alone who might struggle to access services/ medication/food/drinking water.</li> <li>• Check that services such as power, water supplies and transport are likely to be affected.</li> <li>• Castledown FM provides updates at regular intervals. Advice is GO IN, STAY IN, TUNE IN</li> <li>• Set up a cool/rest area for the vulnerable and offer cold drinks.</li> <li>• Engage with organisers of any outdoor events taking place in Ludgershall. This may require review of provisions and risk assessments.</li> <li>• Place Warnings/info on LTC Website with links to NHS guidance and Wiltshire Council web site <a href="https://www.wiltshire.gov.uk/article/6484/Hot-weather-advice">https://www.wiltshire.gov.uk/article/6484/Hot-weather-advice</a></li> </ul> |

|  |   |   |   |
|--|---|---|---|
| <p><b>Major Road Accident</b></p>                  | <ul style="list-style-type: none"> <li>• Establish a team of Road Accident Volunteers; first aiders and barriers/signs for diversions/clear up.</li> <li>• Plan possible route diversions and clear access for Emergency Responders</li> </ul>  | <ul style="list-style-type: none"> <li>• Major Accident on either the A342 (Andover Road) or A3026 (Ludgershall Road) involving multiple cars or HGV/fuel tankers.</li> <li>• Multiple injuries/deaths following a road accident.</li> <li>• Emergency Services advice/declaration</li> </ul> | <ul style="list-style-type: none"> <li>• Call 999 if not already undertaken.</li> <li>• Prolonged disruption to travel - Liaise with emergency services and or Wiltshire Council.</li> <li>• Volunteers to help with traffic diversions to avoid blocked traffic routes.</li> <li>• Castledown FM provides updates at regular intervals. Advice is area(s) to avoid.</li> <li>• Liaise with NHS/Castle Practice</li> <li>• If fuel/chemical spillage from tanker(s) contact the Environment Agency</li> <li>• Set up a place of safety/rest for those not seriously hurt</li> <li>• Volunteers assist with clear up.</li> </ul> |
| <p><b>Loss of Utilities (on a major scale)</b></p> | <ul style="list-style-type: none"> <li>• Identify vulnerable/live alone people who do not have access to heat, light or hot water. In some cases unable to cook food or keep fridges defrosting for medication.</li> <li>• Promote registration with SSE as vulnerable customers – SSE can provide small generators.</li> <li>• Identify local generators that could be used in rest centre/safe area.</li> <li>• Identify volunteers in areas of Ludgershall area who can door knock in an emergency and liaise with SSE.</li> <li>• Download 'Power Track' App for smartphones (shows electricity outages on a map).</li> </ul> | <ul style="list-style-type: none"> <li>• People without power/utilities for lengthy period.</li> <li>• Impact on access to amenities after dark.</li> <li>• Major Loss of amenities/services.</li> </ul>  | <ul style="list-style-type: none"> <li>• Provide Rest Centre/Safe Place for displaced people. Offer drinks.</li> <li>• Volunteers to help with food &amp; warmth for vulnerable/live alone people.</li> <li>• Volunteers to help with distribution of warning/diversion signs.</li> <li>• Distribution of bottled water or bowser supply</li> <li>• Liaise with utility companies and statutory authorities.</li> <li>• Place Warnings/info on LTC Website and Social Media.</li> <li>• Castledown FM provides updates at regular intervals.</li> </ul>   |

|                            |   |   |  |
|----------------------------|---|---|--|
|                            | <ul style="list-style-type: none"> <li>• Advise vulnerable residents to join Wessex Water 'Customer Care Plus Scheme' 0345 6003 600</li> <li>• Advise vulnerable residents to join Scottish and Southern Energy Power Distribution 'Priority Services' scheme 0800 294 3259 <a href="http://www.ssen.co.uk/priorityservices">www.ssen.co.uk/priorityservices</a></li> <li>• Provide details of where to obtain essential resources, and how to contact utility Companies (See table 1.6).</li> </ul>  |   |  |
| <p><b>Pandemic Flu</b></p> | <ul style="list-style-type: none"> <li>• Voluntary groups (i.e. Friends of Ludgershall) that are in contact with vulnerable people.</li> <li>• Set up a team of volunteers for people who need transport to get to an appointment for their flu vaccine</li> <li>• Liaise with NHS/Castle Practice for arrangements to establish a Flu Vaccine Centre (i.e. Memorial Hall)</li> <li>• identify people at risk</li> <li>• Identify organisers of any indoor/outdoor social events to be held in Ludgershall.</li> <li>• Further information is available via NHS website.</li> <li>• Set up lines of communications for Community Emergency Group (such as Microsoft Teams)</li> </ul> | <ul style="list-style-type: none"> <li>• WHO and or NHS Advice Note; A flu pandemic occurs in waves, possibly weeks or months apart. Each wave may last 15 weeks and up to half the town could be directly affected.</li> </ul> | <ul style="list-style-type: none"> <li>• Use volunteers to transport vulnerable/live alone people to get their flu vaccines.</li> <li>• Liaise with NHS/Castle Practice setting up a vaccination centre in the Memorial Hall</li> <li>• Castledown FM provides updates at regular intervals. Advice is GO IN, STAY IN, TUNE IN</li> <li>• Engage with organisers of any indoor and outdoor events taking place in Ludgershall. This may require review of provisions and risk assessments and possible cancellations.</li> <li>• Place information on LTC website and social media</li> <li>• For latest advice liaise with Wiltshire Council's Wellbeing Hub <a href="mailto:wellbeinghub@wiltshire.gov.uk">wellbeinghub@wiltshire.gov.uk</a></li> <li>• Set up Emergency meetings using Teams or other means of communications.</li> </ul> |

|                              |  |  |   |
|------------------------------|--|--|---|
| <p><b>Animal Disease</b></p> | <ul style="list-style-type: none"> <li>• Liaise with local veterinary surgeries.</li> <li>• Liaise with local farming community local who have knowledge and expertise.</li> <li>• Identify potential isolation of certain areas/footpaths around Ludgershall and Faberstown.</li> </ul>   | <ul style="list-style-type: none"> <li>• Government or local authority declaration.</li> <li>• Local veterinary advice.</li> </ul>   | <ul style="list-style-type: none"> <li>• If a notifiable disease is identified it should immediately be reported to the Animal and Plant Health Agency – APHA (England) - Tel: 03000 200 301</li> <li>• Take instructions from Dept. for Environment, Animal &amp; Plant Health Agency, and Wiltshire Council.</li> <li>• Place Warnings/info on LTC Website and Social Media.</li> </ul>   |
| <p><b>Major Fire</b></p>     | <ul style="list-style-type: none"> <li>• Identify any vulnerable properties, displaced people and contamination of surrounding area.</li> <li>• Liaise with local fire service with regard to fire risks and ensure that residents and visitors are informed about risks and what to do in the case of a fire breaking out locally.</li> </ul> | <ul style="list-style-type: none"> <li>• Emergency Services advice/declaration</li> </ul>  | <ul style="list-style-type: none"> <li>• Call 999 if not already undertaken.</li> <li>• Assist with Emergency Services</li> <li>• Call on first aiders</li> <li>• Volunteers to help with distribution of warning/diversion signs.</li> <li>• Help evacuate other surrounding properties</li> <li>• Provide rest centre/safe areas for people.</li> <li>• Castledown FM provides updates at regular intervals. Advice is GO IN, STAY IN, TUNE IN</li> <li>• Volunteers to assist with clear up.</li> <li>• Provide support community/counselling</li> </ul> |
| <p><b>Flood</b></p>          | <ul style="list-style-type: none"> <li>• Identify any areas with potential for flooding of local streets/car parks.</li> <li>• Sign up to Environment Agency Flood alerts</li> </ul>   | <p>Note; Unlikely for Ludgershall and Faberstown, however included for completeness</p> <ul style="list-style-type: none"> <li>• Extreme rainfall over a prolonged period.</li> <li>• Met Office issues Amber (monitor situation)/Red (invoke plan) Warnings.</li> </ul> | <ul style="list-style-type: none"> <li>• Identify vulnerable properties &amp; advise residents to improve home flood defences.</li> <li>• Assist in distribution of warning signs</li> <li>• Prepare rest centre/safety area for evacuees.</li> <li>• Dial Floodline on 0845 988 1188 or look on the Environment Agency website</li> <li>• Report flooding details to Wiltshire Council via MyWilts online reporting or 0300 4560105</li> </ul>   |

## 2.3 Key Local Skills

This is a good way of highlighting what key skills you might need alongside those that provide them. You may add as many as you like below.

| Skill/Resource            | Who?   | Contact Details | Location                   | When might not be available      |
|---------------------------|--|-----------------|----------------------------|----------------------------------|
| Trained First Aider       |  |                 | Council Offices            | Anytime                          |
|                           |  |                 |                            | Anytime                          |
|                           |  |                 |                            | Anytime                          |
| 4x4 Owners                | Wessex 4x4 Response Region: South West ID: WE Areas: Avon & Somerset, South Gloucestershire, Wiltshire, Swindon, Dorset Links: |                 |                            | Anytime                          |
|                           |  |                 |                            |                                  |
| Water/food supplies       | Co-op  |                 | Andover Road               |                                  |
|                           | Tesco  |                 | Andover Road               |                                  |
|                           | Spar   |                 | High Street                |                                  |
|                           | The Queens Head  | 01264 790334    | High Street                |                                  |
| Doctor (Medical Supplies) | Castle Practice  | 01264 790356    | Central St, Ludgershall    | Daytime<br>Out of Hours call 111 |
|                           | The Pharmacy   | 01264 790305    | Central St, Ludgershall    | Anytime                          |
| Fire Station              | Retained Fireman   | 999             | Castle Street, Ludgershall | Anytime                          |
| Chainsaw Owner            | Fire Department  | 999             | Castle Street, Ludgershall | Anytime                          |
| Other                     |  |                 |                            |                                  |

## 2.4 Places of Safety

A place of safety can be anything from a shelter for a few hours to overnight stays (so therefore a church, pub or village hall would all be good options)

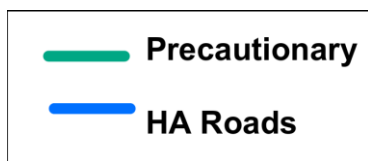
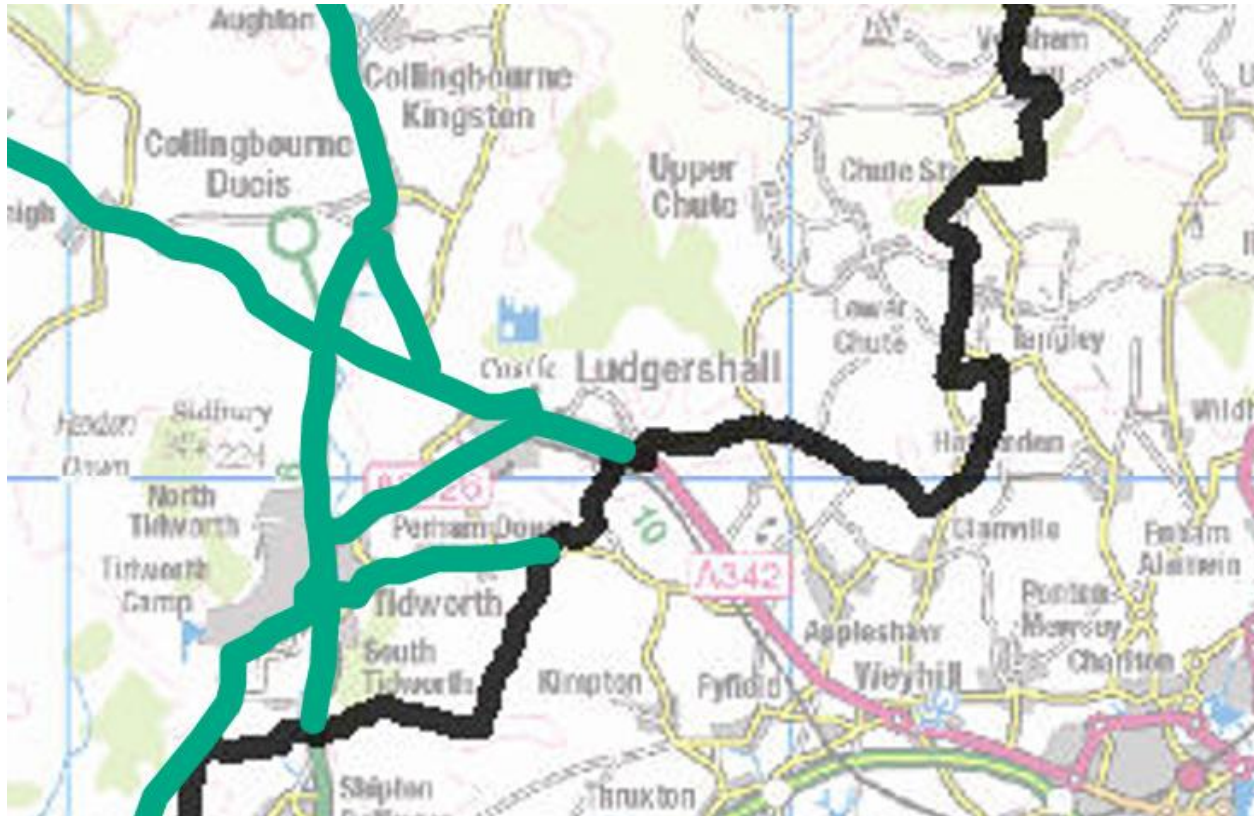
| Building | Location | Contact Details (Name, phone) | Capacity | Resources (kitchen, showers?) |
|----------|----------|-------------------------------|----------|-------------------------------|
|----------|----------|-------------------------------|----------|-------------------------------|

|  |                                     |                                    |     |   |
|--|-------------------------------------|------------------------------------|-----|---|
| <b>Council Office</b>                    | <i>High Street,<br/>Ludgershall</i> | Karen Allingham<br>01264 391629    | 70  | Rest Centre/Safe Place, First Aid Kits – Hot Drinks   |
| <b>Memorial Hall</b>                     | Andover Road,<br>Ludgershall        | Deirdre Lillywhite<br>07875 016702 | 250 | Rest Centre/NHS Pandemic Centre, Safe Place, First Aid Kits & Defibrillator – Kitchen (Hot Drinks, small ovens, fridge) |
| <b>Church Hall</b>                       | St James Street,<br>Ludgershall     | 01264 790448                       |     | Rest Centre/Safe Place – Small Kitchen (Hot Drinks, small oven, fridge)   |
| <b>Scout Hall</b>                        | Chapel Lane,<br>Ludgershall         | Martin Howard<br>[REDACTED]        |     | Rest Centre/Safe Place, facilities  |
| <b>Mission Hall</b>                      | Andover Road,<br>Ludgershall        | 01264 398169                       |     | Rest Centre/Safe Place, facilities  |
| <b>Wellington Academy</b>                | Tidworth Rd,<br>Ludgershall         | 01264 405060                       |     | Large Rest Centre/Safe Place, extensive parking, facilities   |
| <b>Wellington Eagles Primary Academy</b> | Corona Estate,<br>Ludgershall       | 01264 316400                       |     | Rest Centre/Safe Place, facilities  |
| <b>Castle Primary School</b>             | Short Street,<br>Ludgershall        | 01264 790375                       |     | Rest Centre/Safe Place, facilities  |
| <b>The Queens Head</b>                   | High Street,<br>Ludgershall         |                                    |     | Rest Centre/Safe Place, kitchens (hot & cold food)  |
| <b>The Crown Inn</b>                     | High Street,<br>Ludgershall         | NK                                 |     | Rest Centre/Safe Place, facilities  |

## 2.5 Map of Local Risks

Below you can input a map of your local risks and resources. This could include, places that suffer from flooding, known areas you want to grit, the location of your places of safety and anything you feel relevant. Remember not all risks are mappable.

### Wiltshire Council Gritting Route Map, Ludgershall Area (for flooding risk maps see Appendix 1)

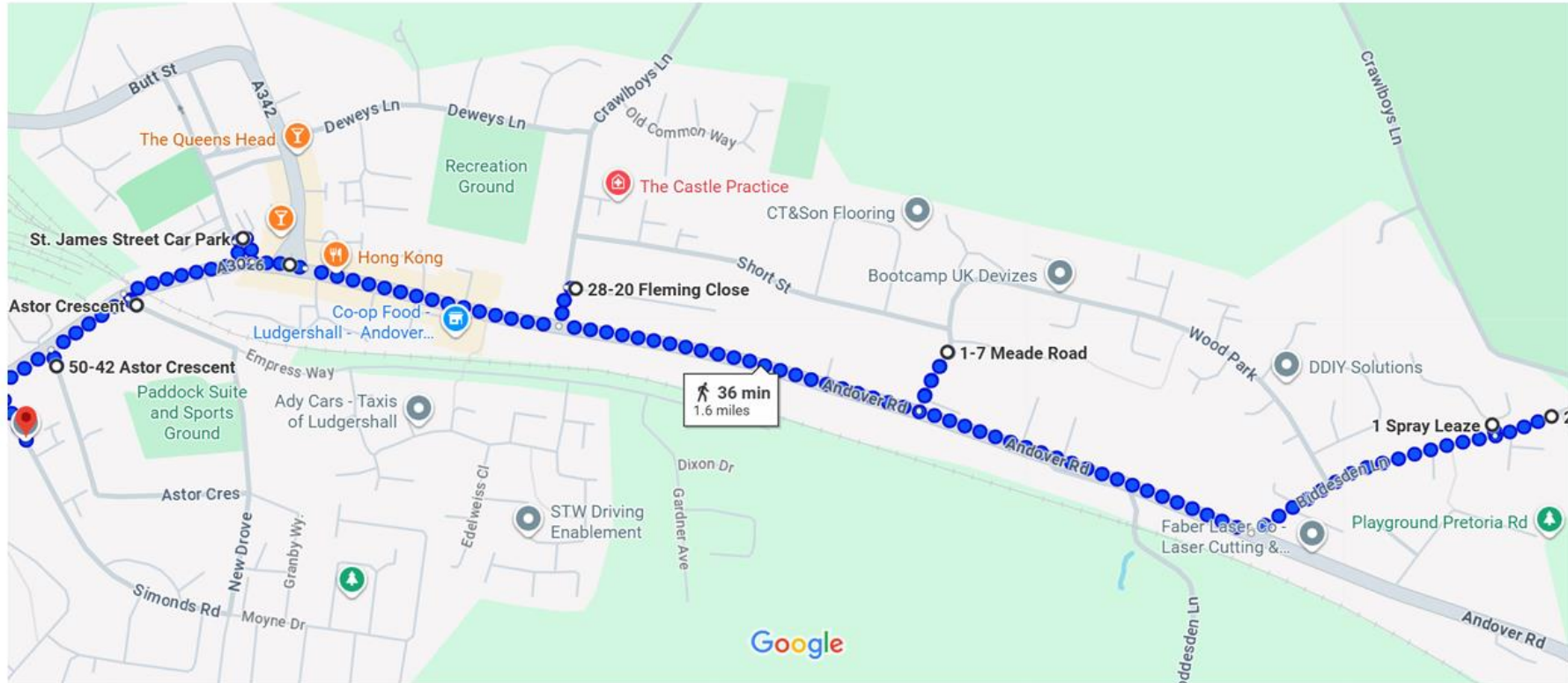


25 Biddesden Ln, Ludgershall, Andover SP11 9PJ to 14-2 Simonds Rd, Ludgershall, Andover

Walk 1.6 miles, 36 min



Location of Ludgershall Grit Bins 2025



Map data ©2025 100 m

Map showing location of the eight Wiltshire Council Grit Bins



Map of Central Ludgershall

## 2.6 Setting Up a Community Group

Many communities find the best way to start a resilient programme is to form a community group. Below is basis idea of how you could set one up. The roles and names of individuals can then be input into this plan.

### Parish Council/ Community Group

- Community plans often start off well through the Parish Council, this enables a good link with Wiltshire Council and ensures it also covers the whole community.
- However it is possible to have a community plan without the Parish Council involvement if that works better for your area.

### Community Emergency Volunteer Coordinator

- Each community group works best with an overall coordinator, this means that in an emergency you have a dedicated person to manage the whole situation and ensure everyone is staying on task and safe.
- You may have several coordinators as you can't guarantee that the main coordinator will be around when the incident happens

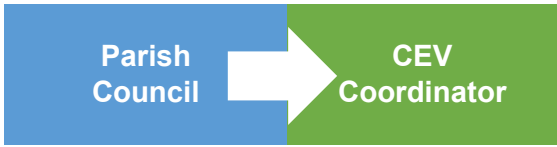
### Deputy CEV Coordinator


- Deputy coordinators are there to assist in large incidents and also over if the main coordinators are 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.
- You may have as many volunteers as you feel necessary. Local people with useful or specialist skills e.g. farmers, contractors, health professionals, First responders, search and rescue team members
- You might want some extra specific volunteers if your community suffers from specific events e.g. Flood Wardens - these could be considered in a separate Flood annex

## 2.7 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   |   |
| <ol style="list-style-type: none"> <li>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</li> <li>2. Continually liaise with the emergency services/LRF members</li> <li>3. Coordinate the organisation of the community volunteers</li> <li>4. Keep an eye on Health and Safety of the volunteers</li> <li>5. Record all decisions and actions of the community</li> <li>6. Coordinate the requests for extra resources – in liaison with the council</li> </ol> |   |

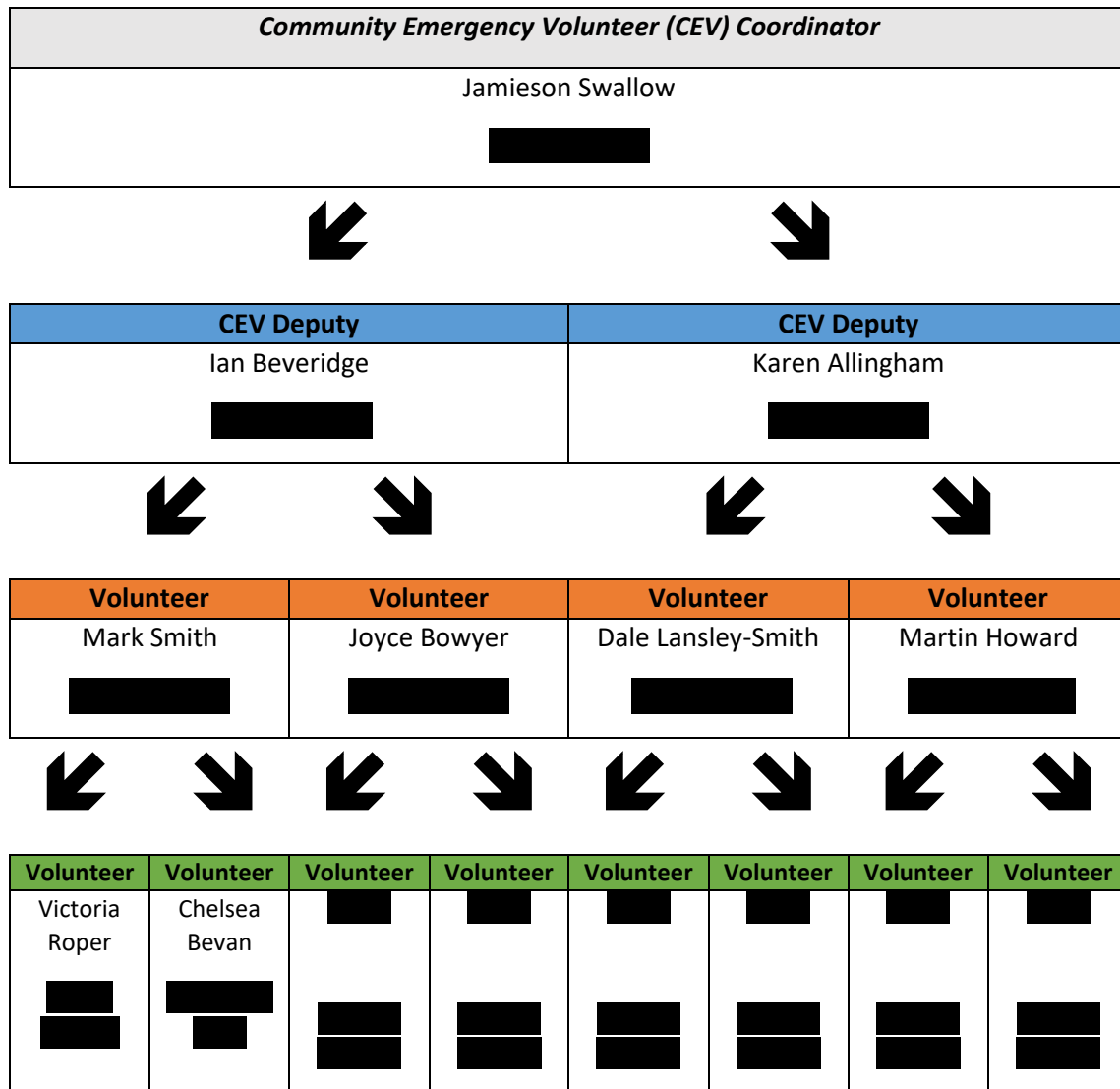
| Community Volunteers  |  |
|---|--|
| Activation  | Key Responsibilities   |
|    | <ul style="list-style-type: none"> <li>Help with community tasks</li> <li>Collect community information</li> <li>Help disseminate information</li> <li>Assist in incident response (sand bagging, flood monitoring etc)</li> </ul> |
| Actions   |  |
| <ol style="list-style-type: none"> <li>1. Only carry out tasks you are comfortable with or trained to do (entering running or deep water is not permitted)</li> <li>2. Follow the direction of the CEV Coordinator</li> <li>3. Help collect information or disseminate to the local residents/community members</li> <li>4. Help identify those vulnerable in certain incidents alongside potentially checking on them.</li> <li>5. Monitor at risk areas (particularly seasonal risks)</li> <li>6. Help with the clearing of paths in Icy or snow conditions</li> <li>7. Identify areas where gully or drain clearance needs to be done (report to Wiltshire Council via the app)</li> </ol> |  |

## 2.8 Community Emergency Group Meeting Agenda

Suggest 4 hours for first meeting, then 2 hours there afterwards

|   |  |  |
|---|--|--|
| Date  |  |  |
| Time  |  |  |
| Location  |  |  |
| Attendees   | Chair:   |  |
|   | Secretary:   |  |
|   | Others:  |  |
| 1. Introductions  | Everyone; name, role, any experience in Emergency planning/response/management |  |
| 2. Chair overview (why we are here)   | What is a Community Emergency Plan?  |  |
|   | Why do we have a Community Emergency Plan?                                     |  |
|   | Main Risks to Ludgershall  |  |
| 3. What are our local; skills, knowledge, physical resources and support organisations that can be mobilised during an emergency? |  |  |
| 4. What is the current situation?   | - Type(s) of emergency   |  |
|   | - Is there a threat to life  |  |
|   | - Is the emergency near a school; a vulnerable area; a main access route       |  |
|   | - Has electricity, gas, or water been affected?                                |  |
| 5. Are there any vulnerable people involved?  | - Elderly  |  |
|   | - Families with children   |  |
|   | - Non-English speaking people  |  |
| 6. What resources do we have?   | - Food and drink   |  |
|   | - Tools and Machinery  |  |
|   | - Vehicles   |  |
|   | - Barriers/Signs for cordons/exclusion zones                                   |  |
|   | - Blankets   |  |
|   | - Shelter  |  |
|   | 7. How will we communicate – Telephones, mobiles, social media?                |  |
|   | 8. What is the effect on our community?  |  |
| 9. Establishing contact with the emergency services   |  |  |
| 10. How can we support the Emergency Services?  |  |  |
| 11. What actions can be safely taken?   |  |  |
| 12. Action Management – Agree; Who is going to take the lead and Timescales for completion?                                       |  |  |
| 13. Arrangements for future meetings?   |  |  |
| 14. Any other issues?   |  |  |

## 2.9 Telephone Tree



## 2.10 Contact Details

Authors Note; this section to be completed at First Community Meeting

|                          |        |      |        |
|--------------------------|--------|------|--------|
| Name                     |        |      |        |
| Job Role (e.g Volunteer) |        |      |        |
| Telephone Number         | Mobile | Home | Email  |
|                          |        |      |        |
| Address                  |        |      | Skills |
|                          |        |      |        |

|                                   |        |      |        |
|-----------------------------------|--------|------|--------|
| Name                              |        |      |        |
| Job Role ( <i>e.g Volunteer</i> ) |        |      |        |
| Telephone Number                  | Mobile | Home | Email  |
|                                   |        |      |        |
| Address                           |        |      | Skills |
|                                   |        |      |        |

|                                   |        |      |        |
|-----------------------------------|--------|------|--------|
| Name                              |        |      |        |
| Job Role ( <i>e.g Volunteer</i> ) |        |      |        |
| Telephone Number                  | Mobile | Home | Email  |
|                                   |        |      |        |
| Address                           |        |      | Skills |
|                                   |        |      |        |

|                                   |        |      |        |
|-----------------------------------|--------|------|--------|
| Name                              |        |      |        |
| Job Role ( <i>e.g Volunteer</i> ) |        |      |        |
| Telephone Number                  | Mobile | Home | Email  |
|                                   |        |      |        |
| Address                           |        |      | Skills |
|                                   |        |      |        |

|                                   |        |      |        |
|-----------------------------------|--------|------|--------|
| Name                              |        |      |        |
| Job Role ( <i>e.g Volunteer</i> ) |        |      |        |
| Telephone Number                  | Mobile | Home | Email  |
|                                   |        |      |        |
| Address                           |        |      | Skills |
|                                   |        |      |        |

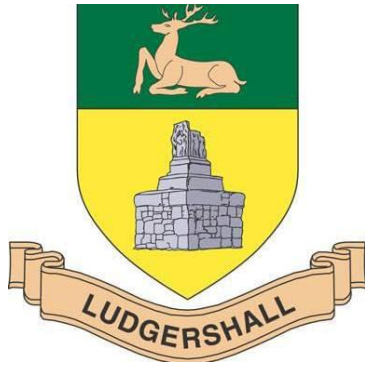
|                                   |  |  |  |
|-----------------------------------|--|--|--|
| Name                              |  |  |  |
| Job Role ( <i>e.g Volunteer</i> ) |  |  |  |

|                  |        |      |        |
|------------------|--------|------|--------|
| Telephone Number | Mobile | Home | Email  |
|                  |        |      |        |
| Address          |        |      | Skills |
|                  |        |      |        |

|                                   |        |      |        |
|-----------------------------------|--------|------|--------|
| Name                              |        |      |        |
| Job Role ( <i>e.g Volunteer</i> ) |        |      |        |
| Telephone Number                  | Mobile | Home | Email  |
|                                   |        |      |        |
| Address                           |        |      | Skills |
|                                   |        |      |        |

|                                   |        |      |        |
|-----------------------------------|--------|------|--------|
| Name                              |        |      |        |
| Job Role ( <i>e.g Volunteer</i> ) |        |      |        |
| Telephone Number                  | Mobile | Home | Email  |
|                                   |        |      |        |
| Address                           |        |      | Skills |
|                                   |        |      |        |

# Appendix 1: Ludgershall Town Council Community Flood Plan



# Ludgershall Town Council Community Flood Plan

Plan last updated on: 10/12/2024

# Contents

| Content  | Page   |
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| Key Personnel  | 2      |
| Assessing the Risk and Flood Maps  | 3 to 5 |
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| Local skills and resources assessment  | 8      |
| Key locations identified with emergency services for use as places of safety | 9 &10  |
| List of community organisations that may be helpful in time of emergency     | 10     |
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## Introduction

Wiltshire Council is the Lead Local Flood Authority for the county and sets out has prepared a Local Flood Risk Management Strategy to describe its approach to flooding and how it will work with other organisations.

This strategy includes guidance for towns, businesses and homeowners that can be viewed Wiltshire Council Website Link

<https://www.wiltshire.gov.uk/article/10593/Flood-risk-maps-and-warnings>.

This document has been written to comply with Wiltshire Council guidance for Town Councils to produce and maintain a community flood plan.

Note: This report does not cover guidance for local businesses and homeowners. This can be found at Ludgershall Town Council website [*Insert Link to LTC web page Flooding*].

This Plan is split into two parts and a series of maps. First part of this report includes an overview of the issues and second part is the Flood Plan that sets out our approach to manage the risk of flooding across Ludgershall and the surrounding area.

Ludgershall does not lie close to a river, however in times of persistent rain, be affected by infusion of groundwater and/or increased surface water.

**Locations of properties and businesses that might be at risk, but are not limited to;**

- High Street
- Church Lane, Chapel Lane, Crown Lane, St James St, School House Drive
- St James Church and Cemetery
- Williamson Close
- Deweys Lane
- Levell Court, Roy's Close
- Rawlings Court
- Central Street, Fleming Close
- All businesses located within Castledown Business Park
- Astor Crescent
- Andover Road (A342) from Pearl House to War Memorial
- Crawlboys Lane

This Flood Plan is intended to provide assistance in the event of flooding, contact details of key personnel and recommendations on the procedures to follow, in the event of a flood warning.

## REMEMBER!

It is the responsibility of the business owner and house-holder to protect their own property prior to a flood event occurring. They should make themselves aware of the current situation, including signing up for flood warning alerts.

## Key Personnel

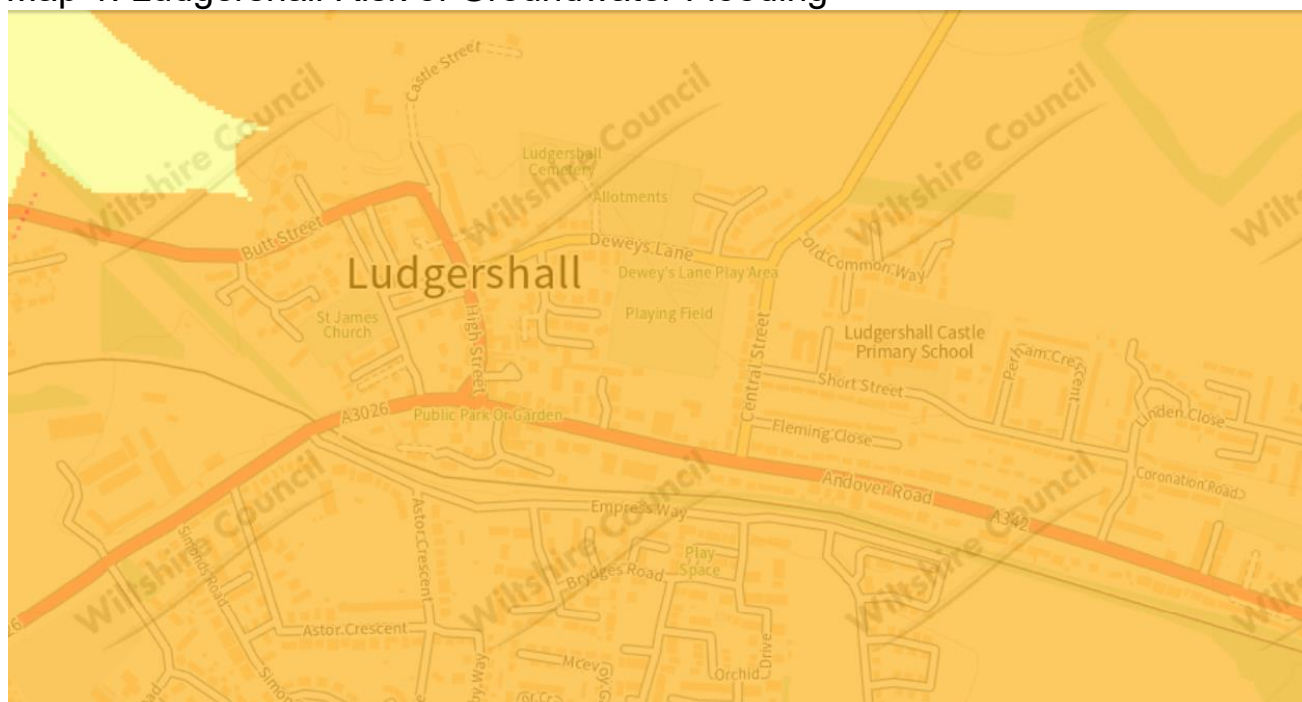
Names and contact details of key personnel are as follows;

| Appointment  | Contact                    |
|--|----------------------------|
| <b>Ludgershall Town Council Clerk</b>  | 07340 325589/ 07858 141178 |
| <b>Ludgershall Town Council Office Staff</b>   | 07340 325589/ 07858 141178 |
| LTC Office hours are 9:30am -2:30pm Mon-Fri, outside these hours, or if unavailable please contact a Town Councillor (details on website). |                            |
| <b>Wiltshire Council emergency line</b>  | 0300 456 0105              |
| <b>Environment Agency (Floodline)</b>  | 0845 988 1188              |
| <b>Environment Agency</b>  | 01258 483359               |
| <b>Southern Water emergency line</b>   | 0800 820 999 (24 hours)    |

## Assessing the risk

The following 4 maps are extracted from Wiltshire Council Website <https://wiltscouncil.maps.arcgis.com/> that show the areas within Ludgershall that are most at risk of flooding. A key for Risk of Surface Water Flooding is provided at end of this section.

Map 1: Ludgershall Risk of Groundwater Flooding

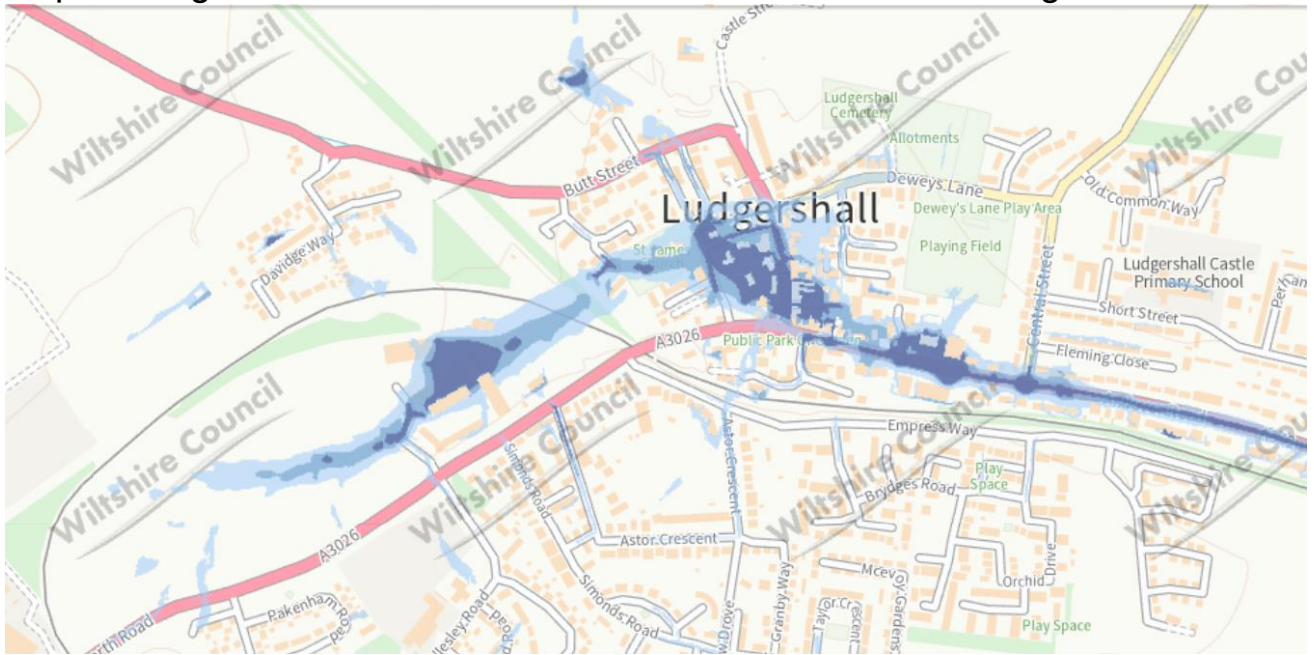


Supplied by Wiltshire Council Groundwater Flood Hazard Classification supplied SFRA 2019, Map 1 illustrates Ludgershall predominantly has Groundwater Levels between 0.025m and 0.5m below the ground surface in the 100-year return period flood event.

Within this Grid 3 zone there is a risk of groundwater flooding to surface and subsurface assets. There is the possibility of groundwater emerging at the surface locally.

Note; SFRA 2019 has introduced 5 levels of Grid Zone Risk. The highest-level risk being Grid Zone 4, lowest level is Grid Zone 0.

Map 2: Ludgershall Town West - Risk of Surface Water Flooding



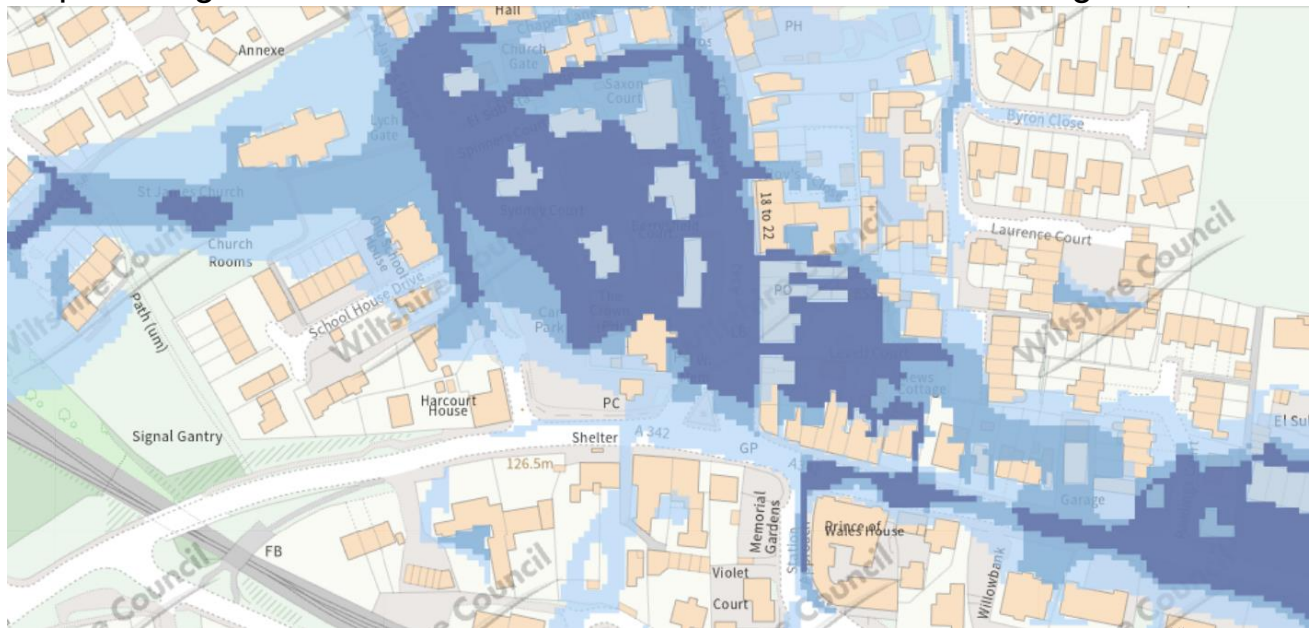
Map 2 illustrates Risk of Water Flooding covering the Ludgershall Town and surrounding area West.

Map 3: Ludgershall Town East - Risk of Surface Water Flooding



Map 3 illustrates Risk of Water Flooding covering the Ludgershall Town and surrounding area East.

## Map 4: Ludgershall Town Center - Risk of Surface Water Flooding



Map 4 illustrates Risk of Water Flooding covering the Ludgershall Town Center in more detail.

### Key for Risk of Surface Water Flooding (maps 2, 3 and 4)

#### Risk of Surface Water Flooding 1 in 30 (EA)

Risk of Flooding from Surface Water Extent 3.3 percent annual chance

■ uFMfSW 1 in 30 flood extent

#### Risk of Surface Water Flooding 1 in 100 (EA)

Risk of Flooding from Surface Water Extent 1.0 percent annual chance

■ uFMfSW 1 in 100 flood extent

#### Risk of Surface Water Flooding 1 in 1000 (EA)

Risk of Flooding from Surface Water Extent 0.1 percent annual chance

■ uFMfSW 1 in 1000 flood extent




# Action Plan


This section should be read in conjunction with the Ludgershall and Faberstown Community Emergency Plan which covers flooding and other key emergency incidents such as severe weather and major traffic accident.

Picture 1 below provides general guidance for the UK which can be read in conjunction with weather reports issued by the Met Office. Note that Trigger Level 2 recommends activating this local Flood Plan.

The forwarding table is tailored to local response from within the Ludgershall Community.

**Picture 1 Environment Agency Trigger Alert for Action**

| Trigger 1   | Trigger 2   | Trigger 3   |
|---|---|---|
|  <p><b>What to do at this stage</b></p> <p><b>Flooding is possible. Stay vigilant and make early preparations for a potential flood.</b></p> <ul style="list-style-type: none"> <li>• Monitor the situation through forecasts, local radio stations and monitoring stations.</li> <li>• Send a communication out that a flood alert/Met Office Yellow Warning has been issued.</li> </ul> |  <p><b>What to do at this stage</b></p> <p><b>Flooding is expected. Immediate action is required to protect yourself and your property.</b></p> <ul style="list-style-type: none"> <li>• Continue to monitor the situation.</li> <li>• Warn and inform the community that flooding is expected and to deploy any PFR.</li> <li>• Activate community flood plan.</li> </ul> |  <p><b>What to do at this stage</b></p> <p><b>Severe flooding is expected and is likely to cause significant risk to life and destruction of property.</b></p> <ul style="list-style-type: none"> <li>• Send out a communication that evacuations are taking place and provide the address of the evacuation centre.</li> <li>• Prepare to evacuate and cooperate with the emergency services.</li> </ul> |
| <p><b>Community flood group actions</b></p> <ul style="list-style-type: none"> <li>• Monitor the situation through forecasts, local radio stations and monitoring stations.</li> <li>• Check that any community level defences are ready to go and available to deploy if required.</li> <li>• Contact all flood wardens and the flood group to be on standby.</li> </ul>   | <p><b>Community flood group actions</b></p> <ul style="list-style-type: none"> <li>• Contact the community to notify them that a warning has been issued.</li> <li>• Deploy flood wardens and community flood defences.</li> <li>• Wardens should help the vulnerable to deploy their PFR and prepare for a flood.</li> </ul>   | <p><b>Community flood group actions</b></p> <ul style="list-style-type: none"> <li>• Ensure residents are safe.</li> <li>• Help vulnerable residents to evacuate.</li> <li>• Complete evacuation checklist and give to emergency services.</li> </ul>   |





your community is our business

This resource has been produced by Newground who work in partnership with the Environment Agency

For further information on being prepared, please visit The Flood Hub website: [www.thefloodhub.co.uk](http://www.thefloodhub.co.uk)

To sign up for flood warnings visit: <https://flood-warning-information.service.gov.uk/warnings>

Last reviewed: May 2021  
For more information visit: [www.thefloodhub.co.uk](http://www.thefloodhub.co.uk)  
  @TheFloodHub

| Risks                              | Impact on community  | What can the Community Emergency Group do to prepare?   | Lead             |
|------------------------------------|--|---|------------------|
| Preparedness                       | <b>MODERATE</b><br>Lack of resilience in times of civil emergency<br><br>Lack of available resources when needed | <ul style="list-style-type: none"> <li>Adopt civil resilience plans</li> <li>Hold regular meeting of the Ludgershall Community Emergency to identify and resolve local issues</li> <li>Recruit and train community resilience volunteers</li> <li>Run an emergency exercise</li> <li>Create an inventory of community assets</li> </ul>   | <b>LTC</b>       |
| Carriageway flooding               | <b>MODERATE</b><br>Danger to motorists<br><br>Inconvenience for pedestrians                                      | <ul style="list-style-type: none"> <li>Monitor drains, ditches and gullies</li> <li>Request gully clearance and drain jetting from Wiltshire Council</li> <li>Request removal of leaves, silt and debris from carriageways</li> <li>If carriageway floods deploy Road Closed signs and barriers (available from Iso-container)</li> </ul> | <b>WTC/WC</b>    |
| Blocked ditches and drains         | <b>MODERATE</b><br>Increased flood risk for property holders<br><br>Increased risk of farm land floods           | <ul style="list-style-type: none"> <li>Monitor drains, ditches and gullies.</li> <li>Identify and promote remedial actions</li> <li>Volunteers liaise with affected properties</li> <li>If drains and ditches block request WC and/or EA support to clear</li> </ul>  | <b>WTC/WC/EA</b> |
| Rising groundwater warnings issued | <b>MODERATE</b><br>Increased anxiety for those likely to be impacted   | <ul style="list-style-type: none"> <li>Initiate this plan</li> <li>Request sandbags from Wiltshire Council on 0300 456 0105</li> <li>Request EA advice/support</li> <li>Issue information to local flood plan stakeholders</li> <li>Volunteers liaise with affected properties</li> </ul>   | <b>WTC/WC</b>    |

|                               |  |   |  |
|-------------------------------|--|---|--|
| Imminent flood warning issued | <b>HIGH</b><br>Demand WC provide sandbags<br><br>Put in place home protection measures                                       | <ul style="list-style-type: none"> <li>• Cascade flood warning alerts</li> <li>• Deploy barrier - procedure</li> <li>• Initiate sandbag distribution</li> <li>• Warnings issued to 'at risk' properties</li> <li>• Safety Location put on notice</li> </ul>                 | <b>WTC/WC</b>  |
| Flood events                  | <b>SEVERE</b><br>Properties flooded<br><br>Roads blocked<br><br>Access to emergency services restricted<br><br>Lives at risk | <ul style="list-style-type: none"> <li>• Initiate civil emergency plan</li> <li>• Liaise with EC/EA and civil emergency agencies</li> <li>• Evacuate affected householders to Safety Location</li> <li>• Maintain communications with residents and stakeholders</li> </ul> | <b>LTCWC/EA</b><br><br><b>Civil Emergency Services</b> |

## Local skills and resources assessment

For Local Skills and Resources refer to main body of report, Section 2.3 Key Local Skills.

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

For Key Locations refer to main body of report, Section 2.4 Places of Safety

## List of community organisations that may be helpful in time of emergency

For a list of community organisations refer to main body of report, Section 1.6 Local Emergency Responders and Contacts

## Being prepared

### Useful Environment Agency links

- [Register for free flood warnings](#)
- [Environment Agency - Live flood warnings](#)

Should bus routes/timetables, such as Active 8, be changed as a result of flooding, details can be found at:

**Salisbury Reds**

[www.salisburyreds.co.uk](http://www.salisburyreds.co.uk),

0845 0727093 8.30am to 6.30pm Monday to Friday,

[talk2us@salisburyreds.co.uk](mailto:talk2us@salisburyreds.co.uk)

## Review

This plan will be reviewed annually by the Ludgershall Town Council with support from the the partner agencies involved.

***End of Report***