



**Cheshire Community
Resilience Network**

Help your community to be prepared



**Cheshire West
and Chester**

Tattenhall & District Parish Council



Community Emergency Plan

COMMUNITY EMERGENCY PLAN

is to formulate a way of coping with an event or events that might put people in a vulnerable situation.

Remember, it is vital that in the event of an
EMERGENCY SITUATION
the initial action is to call

999

PLAN UPDATED

March 2025

To be reviewed annually at May meeting of Parish Council

Controller of emergency plan... *J. Kershaw*...17/03/2025

PLAN DISTRIBUTION LIST

Organization	Name and Address	Issued on
Parish Council Chairman & Emergency Controller	jonny.kershaw@tattenhallpc.co.uk 0782 157 6367	
Deputy Controllers	neilmatthews@btinternet.com 0782 595 9248 robert.smith@tattenhallpc.co.uk 07463 772 902	
Clerk to the Parish Council	clerk@tattenhallpc.co.uk 01948 861 035	
CWaC Ward Councillor	mike.jones@cheshirewestandchester.gov.uk	
Tattenhall Community Ass.	info@barbourinstitute.com 01829 771649	
Police 999	PC Gardner stephen.gardner@cheshire.pnn.police.uk PCSO rachael.mckevitt@cheshire.pnn.police.uk	
Cheshire Fire and Rescue Service	Winsford H.Q. 01606 868700 Malpas , 01606 868911 Tarporley 01606 868910 cwacadminhub@cheshirefire.gov.uk	
North West Ambulance Service	North West Ambulance Service, Ladybridge Hall HQ, Chorley New Road, Bolton, BL1 5DD 0345 112 0999	
Joint Cheshire Emergency Planning Team	emergencyplanningteam@cheshireservices.gov.uk	
Tattenhall First Responders	First Responders to be accessed via 999 only. Peter Radley peter@albany0.demon.co.uk	
The Village Surgery Group,	Chester Road, Tattenhall 01829 771588	
St Alban's Church Rector Church Warden	The Rectory Chester Rd 01829 770245 lameckmutete@yahoo.co.uk 07903 951 541 gwrnelius@hotmail.com 01829 770482 ruthemorgan92@gmail.com 01829 771841	
Tattenhall Recreation Club	Arran Harrison (Chair) 07383 013897 chair@sporttattenhall.co.uk Alternative Email: admin@sporttattenhall.co.uk	
The Park Primary School	Nicky Bolton (Headteacher) - head@tattenhallpark.cheshire.sch.uk School Office - admin@tattenhallpark.cheshire.sch.uk School telephone number : 01244 667500	
Conway Centre, Tattenhall	Centre Managers Beth Copper Weston – 07710707125 Carl Sutton - 07710706177	
Well Pharmacy	01829 771 294	
Cheshire West & Chester Council	General Enquiries 0300 123 8123 Out of Hours 0300 123 7035 (Emergency Only) Emergency Planning Team Emergencyplanningteam@cheshireservices.gov.uk	
P.C. Insurance Company	Aviva via Clear Councils 0330 013 0036	
Your Housing	0345 345 0272 general@yourhousinggroup.co.uk	
Sanctuary Housing	0808 168 3473 contactus@sanctuary-housing.co.uk	

PLAN AMENDMENT LIST

Plan made	January 2015	Bob Blackhurst	Approved by Ruth Stevens
Volunteers updated	June 2017	Bob Blackhurst	
Volunteers updated	June 2018	Carol Weaver	
Plan reviewed and updated	February 2020	Georgina Blackhurst	
Plan Reviewed	February 2021	Ruth Stevens	
Volunteers & contacts updated	March 2025	Ann Wright (Clerk)	

INTRODUCTION

Local emergency services will always have to prioritize those in greatest needs during an emergency, especially where life is in danger. There will be times when you may be affected by an emergency, but your life is not in immediate danger. During this time, individuals and communities may need to rely on their own resources to ensure they are able to cope with the consequences of the emergency. Many communities already spontaneously help each other in times of need, but previous experience has shown that those who have spent time planning and preparing for emergencies are better able to cope and recover more quickly.

Tattenhall and District Parish Council will have an important role in both the response to and recovery from an emergency. It will be able to act faster than many of the responding organizations and have an in-depth local knowledge that will be invaluable. Tattenhall's plan will put arrangements in place to mobilize resources that are already in our community to support residents during an emergency. This plan sits below the local authority's plan. During a major emergency or incident Tattenhall's advanced planning will provide key assistance coordinating local response activities.

AIMS

The aim of this community plan is to increase the short-term resilience in the event of an emergency occurring in the Tattenhall and District Area.

OBJECTIVES

- To enable the community to respond to an emergency that occurs in, or very close to, the parish of Tattenhall and District.
- To identify resources within the community that can assist the emergency services and CW&C in the response to an emergency.
- To identify and compile a list prior to the incident of key contacts within and outside the community who can assist in response to an emergency.
- To identify hazards and possible mitigation measures within the community.
- To identify the vulnerable and those made vulnerable by a major incident. To compile a plan to deal with the problem.

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IMPORTANT CONTACTS

ENVIRONMENT AGENCY		
Floodline 24 hours	0345 988 1188	
Textphone	0345 602 6340	
Environment Agency		
Incident Hot Line (24hrs)	0800 80 70 60	
CW&C Flood contact	0300 123 7 036	
WEATHER WARNINGS https://www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings		

LOCAL RISK ASSESSMENT

Risks	Impact on community	What can the Community Emergency Group do to prepare?
Overflow/Collapse of Mill Pond retaining wall Rivers through village can flood	Flooding of housing below Mill Pond Damage to property Potential Homelessness Flooding of local streets Blocked access to village hall (Barbour Institute) KEY LEARNING FROM FLOODING IN JAN 2021	Encourage residents to improve home flood defences Work with local emergency responders to prepare for evacuation to rest centre Work with local emergency responders to see if they can help with distribution of flood warnings Find out what flood defences exist or are planned in the area Work with Local authority and land owners on regular maintenance programme for drains and ditches Identify Community Resources, Key locations and Contacts (See pages 7,8,9,10) See Important Contacts Page 4
Extreme Weather, in particular Severe Snow and Ice	Blocked access to village Housebound and vulnerable residents unable to obtain supplies Access to village via road/ rail system Residents unable to get to/from work/school.	Identify housing occupied by vulnerable residents Prepare a list of voluntary agencies and individuals to deliver essential services In extreme heat; Bottled water Cooling fans See Important Contacts Page 4
High winds	Structural damage to buildings and residential properties Power lines/ supply affected Fallen trees Blocked access to village rural roads Potential temporary evacuation of residents Potential Homelessness Escape of animals Urgent need to secure property and make safe	List of premises suitable for a rest centre if required by the Joint Cheshire Emergency Planning Team. Identify source of blankets/bedding/food/drink/ generator/gas bottles Prepare list of local building contractors and tree fellers see page 7 & 8 See Important Contacts Page 4

Risks	Impact on community	What can the Community Emergency Group do to prepare?
Power Failure Loss of electricity supply through another risk Loss of gas supply	No heating in houses No light in houses Businesses affected Farms affected No street lighting	Identify vulnerable people who may need assistance Identify a rest centre with power supply Provide blankets, food, drink, heat, light (torches/candles) Utility provider website/social media
Water Failure	Loss of drinking water Medical requirements Toxic pollution	Identify sources of bottled water and wells/springs providing clean water Set up network to provide drinking water to vulnerable people Plan for providing grey water for toilet flushing – if problem persists
Transport Crash Road/Plane /Rail	Potential loss of life Temporary evacuation of residents Potential road closures Fire Potential toxic pollution Damage to property Escape of livestock	List of premises suitable for a rest centre if required by the Joint Cheshire Emergency Planning Team. Identify local source of road closure signs if required Identify source of blankets/bedding/food/drink/generator/gas bottles Identify first aiders Follow Council/Police/Fire social media for updates
Disease/Epidemic	Loss of life Injury Isolation Care of Vulnerable residents Overstretched services Introduce Tattenhall Help Line	Encourage vaccination programmes Ensure clean water supply Ensure Safe Sewage Disposal Liaise with emergency responders and the Joint Cheshire Emergency Planning Team Keep up to date with Public Health England and NHS advice. Follow National Guidance Reintroduce Tattenhall HelpLine 07595 613668 As used in COVID Pandemic

LOCAL SKILLS AND RESOURCES

	Address &Contact Details	
Doctors		
Village Surgery	Chester Road, Tattenhall	01829 771588
Farming Community		
Neil Matthews	Poplar Hall Farm, Gatesheath 07825 959248	
James Harrison	Wood Lake Farm Bolesworth Rd 01829 770198	
Robin Langford	Whitehead Farm, Burwardsley Road 01829 770857	
Andrew Miller	Broad Oak Farm 01829 770325 or 772698	
Bolesworth Estate	01829 782210 Vicki Ball 07576 725 272	
Builders		
Tim Charmley	07980 696999	
Groundwork		
Martin Chalk	01829 771215 07890 102 227	
PJ Hellmers Ltd	Paul Hellmers 07519 081 102 paul@pjhellmersltd.co.uk James Hellmers 07860 126 533	
Mo Moulton	01829 770980 07866 486 669	
Marv Roden	01829 770761 07702 119645	
Tree Surgeons		
PJ Hellmers Ltd	Paul Hellmers 07519 081 102 paul@pjhellmersltd.co.uk James Hellmers 07860 126 533	
Amenity Tree Care	01829 770075	
Upper Cut	07738 298890	
Tree Fellers	01244 322328 info@treefellers.co.uk	
Electricians		
Andy Williams	07815 822560 andywilliams470@btinternet.com	
Plumbers		
Building Supplies		
Tudor Griffiths	Newton-by-Tattenhall 01829 770421	

Builders	
Huws & Grey	Whitchurch 01948 258 303
Travis Perkins	Whitchurch 01948 662 123

Bed & Breakfast Accommodation/Camp Sites

Bickerton Poacher	info@bickertonpoacher.co.uk 01829 720226
Pitch and Canvas	Suzanne Miller, Broad Oak Farm info@pitchandcanvas.co.uk 01829 770325 or 772698
Cheshire Farm Yurts	Anna Roden, The Croft 07984 470333 anna@cheshirefarmyurts.co.uk
The Pheasant	01829 770434 info@thepheasantinn.co.uk

Veterinary Surgeons

Tattenhall Vets	01829 377 988
Birch Heath Vets Tarporely	01829 733777
The Firs Veterinary Surgery Kelsall	01829 751500
Hampton Veterinary Centre (Willows Group)	01948 820345

Taxi

Apollo Travel Tarporely	Tarporely 07922 442256
Billinge Travel	Tarporely 01829 732036 07773 119 631
Pegasus Private Hire	Tarporely 07576 661008
King Kab	Chester 01244 343434
Village Cars	Holt 01829 301301

Food &/or Water Supply

SPAR, Country Store	Thom Morton, tom@tmorton.myzen.co.uk 01829 770302 07545 980083
Alison's Country Kitchen	High Street Tattenhall alisonpritchard10@gmail.com 07711 464338 01829 771330
Gifford Lea	The Grange, Frog Lane, Tattenhall CH3 9FQ 01829 289124

KEY LOCATIONS FOR USE AS PLACES OF SAFETY

	Location	Emergency Use	Key Holder
Barbour Institute	High St Tattenhall CH3 9PX	Command Centre Evacuation Centre	Graham Marsden 01829 771641 07928 526655(Pam)
The Park School	Chester Road CH3 9AH	Evacuation Centre Kitchen	Nicky Bolton (Headteacher) - head@tattenhallpark.cheshire.sch.uk admin@tattenhallpark.cheshire.sch.uk School telephone number: 01244 667500
Flacca Pavilion	Field Lane CH3 9QF	Evacuation Centre Kitchen Toilets & Showers	Arran Harrison (Chair) 07383 013897 chair@sporttattenhall.co.uk Alternative Email: admin@sporttattenhall.co.uk
Conway Centre	High Street CH3 9PX	Evacuation Centre Kitchen Toilets & Showers	Centre Managers Beth Cooper Weston – 07710707125 Carl Sutton - 07710706177
St Albans Church	Church Bank CH3 9AH or CH3 9QE	Shelter Counselling	Rector 07903 951 541 lameckmutete@yahoo.co.uk

EMERGENCY CONTACT LIST

EMERGENCY SERVICES 999		
Emergency Controller	Jonny Kershaw	jonny.kershaw@tattenhallpc.co.uk 0782 157 6367
Deputy Emergency Controllers	Neil Matthews Robert Smith	neilmatthews@btinternet.com 0782 595 9248 robert.smith@tattenhallpc.co.uk 07463 772 902
Police HQ	Emergency 999 Non-emergency 101	https://www.cheshire.police.uk
Fire Service HQ	01606 868 700	https://www.cheshirefire.gov.uk/
North West Ambulance Services	0345 112 0999	https://www.nwas.nhs.uk
Cheshire West & Chester Council	General Enquiries 0300 123 8123 Out of Hours 0300 123 7035 (Emergency Only) Emergency Planning Team	Emergencyplanningteam@cheshires-haredservices.gov.uk
NHS Direct	111	https://www.nhs.uk

ENVIRONMENT AGENCY

Floodline 24 hours	0345 988 1188	enquiries@environment-agency.gov.uk
Textphone	0345 602 6340	
Incident Hot Line (24hrs)	0800 80 70 60	
CW&C Flood Contact	0300 123 7 036	

WEATHER WARNINGS www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings

NEIGHBOURING PARISH COUNCILS

Handley P.C. (Ruth Shackleton)	01948 770 678	handleyipc@live.co.uk
Broxton & District P.C. (Muna Clough)	07546 405 090	clerk@broxtonparishcouncil.org.uk
Burwardsley P.C.		burwardsley.parishcouncil@gmail.com
Beeston P.C. (Helen Exley)	07855 023657	clerk@beestonparishcouncil.co.uk
Huxley & Hargrave P.C (Trudy Ryall-Harvey)	07784 486 767	clerk.huxleyhargraveipc@gmail.com
Tiverton/Tilstone Fearnall P.C. (Carol Spencer)	07730 405913	parishclerk@tiverton-cheshire.org.uk
Waverton P.C. (Jill Windsor)	01244 332295	jill.windsor@btinternet.com

PUBLIC INFORMATION & ADVICE

Tattenhall Online		editor@tattenhall.org
Parish Council FACEBOOK	Ann Wright	01948 861035
Chester's Radio Dee 106.3FM DAB Online Capital, Heart & Smooth	01244 391000	news@dee1063.com

UTILITIES

BT Open Reach	0800 023 2023	
British Gas	0800 111 999	
Electricity Emergency	0800 40 40 90	
United Utilities, Water	0345 672 3723	
Welsh Water Sewerage	0800 052 0130	
CW&C Highways	0300 123 8123 out of hours 0300 123 7035	highways@cheshirewestandchester.gov.uk

HOUSING GROUPS

Sanctuary Housing	0808 168 3473	contactus@sanctuary-housing.co.uk
Your Housing	0345 345 0272	response@yourhousinggroup.co.uk general@yourhousinggroup.co.uk
Flacca Court Manager	01829 771410	Flacca Court Manager 07384 112 869
Bolesworth Estate	01829 782210	Vicki Ball 07576 725 272

OTHER LOCAL ASSISTANCE

Doctors Surgery	01829 771 588	
Post Office	01829 770 433	
St Alban's Church	01829 770245	lameckmutete@yahoo.co.uk 07903 951 541

COMMUNITY EMERGENCY CONTROL

Control Centre
Barbour Institute
Key Holders – G. Marsden,
Caroline Artingstall, Pat
Black, Clerk.

OR

Control Centre (Alternative)
The Vault @ St. Alban's
Key Holders – Rector,
Churchwardens,
Ruth Morgan or George Richards

An emergency bag (bright blue holdall, labelled) is stored in each location
B.I – in store cupboard next to the lift (above the lift control box)
The Vault – top cupboard

Emergency Controller
Chair of PC

Deputy Controllers
Vice Chairs of PC.

Administration
Team Leader
Parish Clerk

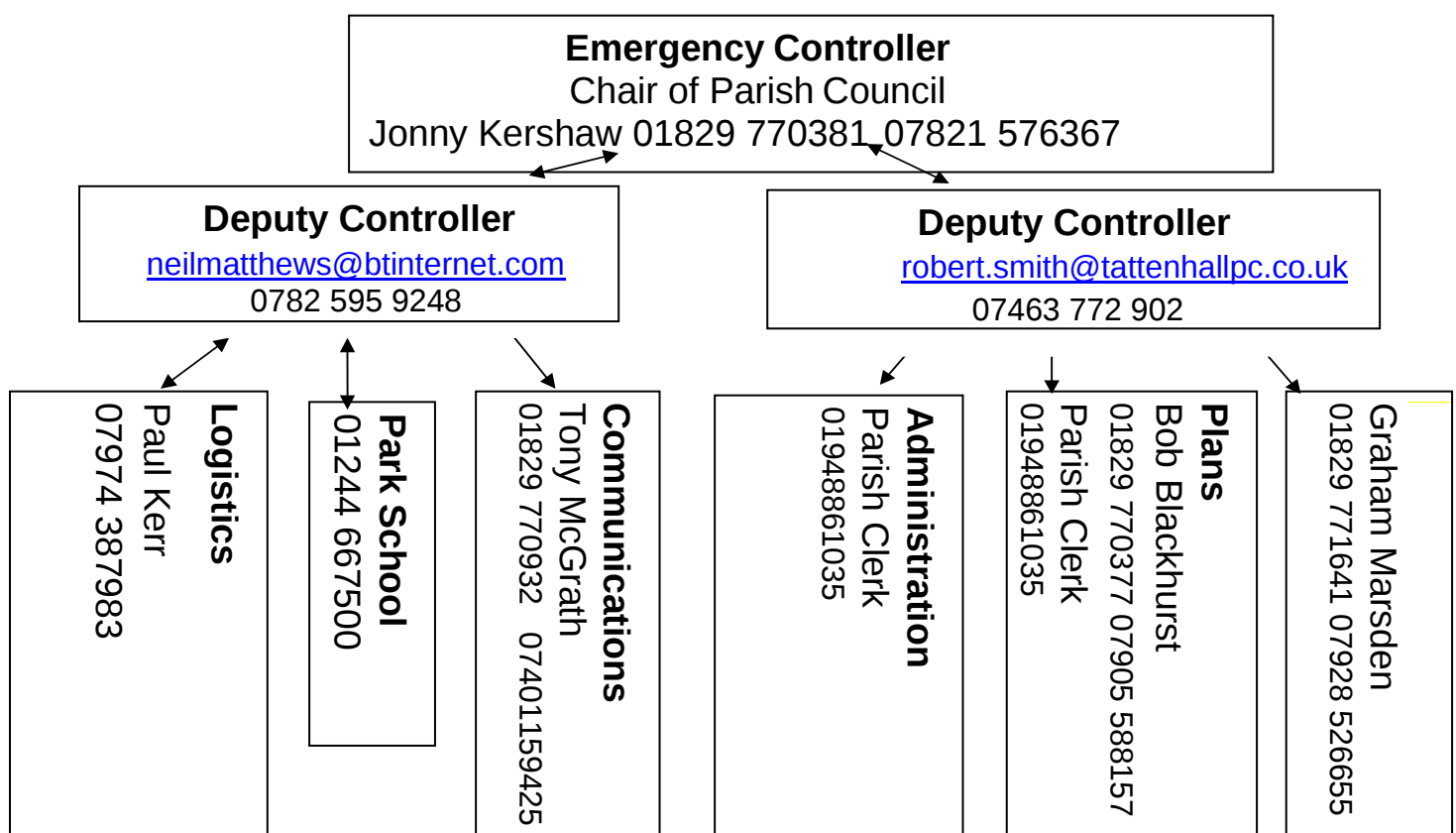
Logistic
Team Leader
Vice Chairs of PC

Communications
Team Leader
Tony McGrath

Plans
Team Leader
Bob Blackhurst
Clerk

TELEPHONE TREE

The phone tree works as a pyramid, with the coordinator at the top making the first call to two or more people. In turn, they call an assigned set of people and so on until the tree is complete. In the event of a breakdown in communication using this cascade, the Home Watch Coordinator is the nominated person assigned to ensure that all necessary information is passed on, and the cascade completed. In his absence one of the Deputy Controllers shall be the responsible officer.



JOB DESCRIPTIONS

- **Emergency Controller**
Controls incident & is a SPOC. (SPOC single point of contact)
- **Communications Team Leader**
Co-ordinates all links with Media
- **Logistic Team Leader**
Co-ordinates all requests for logistic support
- **Administration Team Leader**
Records who is attending or doing what actions
- **Plans Team Leader**
Future planning for next 12-24hrs.

MANAGEMENT TEAM

The following people should be appointed on an annual basis

Post	Name	Contact Details
Emergency Controller	Chair of Parish Council	jonny.kershaw@tattenhallpc.co.uk 0782 157 6367
Deputy Controller	Vice Chairs of Parish Council	neilmatthews@btinternet.com 0782 595 9248 robert.smith@tattenhallpc.co.uk 07463 772 902
Logistics Team Leader	Paul Kerr	07974 387983
Admin. Team Leader	Parish Clerk	01948 861035 07584 058707
Communications Team Leader	Tony McGrath	01829 770932 07401 159425
Police Representative	Dragon Hall Police Station	999 or 101
Plans Team Leader	Bob Blackhurst Parish Clerk	01829 770377 07905 588157 01948 861035

LIST OF ORGANISATIONS TO PROVIDE HELP AND SUPPORT

In Emergency Call 999

Community Organisation	Name of Contact Location	Contact Details
Police	PC Gardner PCSO Rachael McKevitt	stephen.gardner@cheshire.pnn.police.uk rachael.mckevitt@cheshire.pnn.police.uk
Fire Brigade	Winsford H.Q Malpas Tarporey	01606 868700 01606 868911 01606 868910 cwacadminhub@cheshirefire.gov.uk
Ambulance Service		0345 112 0999 https://www.nwas.nhs.uk
CW&C	General Enquiries Out of Hours Emergency Planning Team CW&C Flood Contact	0300 123 8123 0300 123 7035 (Emergency Only) Emergencyplanningteam@cheshiresharedservices.gov.uk 0300 123 7 036
Environment Agency	Floodline (24hrs) Textphone Incident Hot Line (24hrs)	0345 988 1188 0345 602 6340 0800 807 060
Your Housing		0345 345 0272
Sanctuary Housing Group		0808 168 3473
BT Open Reach		0800 023 2023
British Gas		0800 111 999
Electricity Emergency		0800 40 40 90
Tattenhall Local Care		01829 770012 office@tattenhalllocalcare.co.uk
Parish Councillors	Ann Wright clerk@tattenhallpc.co.uk	01948 861035 07584 058 707
Scouts		0330 330 9689
Doctor	Village Surgery	01829 771 588
Bolesworth Estate		01829 782210 07576 725 272 vicki.ball@bolesworth.com
Rector	Lameck Mutete	01829 770245 07903 951 541 lameckmutete@yahoo.co.uk
Tattenhall Business Alliance	Rob Dancy	07789 176 045
Tattenhall Sport	Arran Harrison (Chair) Alternative Email:	07383 013897 chair@sporttattenhall.co.uk admin@sporttattenhall.co.uk

LIST OF COMMUNITY ORGANISATIONS

that may be helpful in identifying vulnerable people

COMMUNITY ORGANISATION	CONTACT	PHONE NUMBER
Your Housing		0345 345 0272
Bolesworth Estate	Vicki Ball	01829 782210 07576 725 272 vicki.ball@bolesworth.com
Tattenhall Local Care.		01829 770012 office@tattenhalllocalcare.co.uk
Sanctuary Housing		0808 168 3473
OPAL	Alison Shackleton Alice Leech	07851 104210 07512 632515 contactus@opalservices.org.uk
Tattenhall Over Fifties	Carol W. Spencer Noel Atkinson	07730 405913 01829 770 808
Village Surgery		01829 771588
Church	Lameck Mutete	01829 770245 07903 951 541 lameckmutete@yahoo.co.uk

ACTIVATION TRIGGERS

[Use this space to record details of how your plan will be activated. You should include details of how the plan will be activated as a result of a call from the emergency services, and also how your community will decide to activate the plan yourselves, if the emergency services are unavailable]

Source	Action to be taken
1 A telephone call from any of the emergency services or the Joint Cheshire Emergency Planning Team to Tattenhall Parish Council or to the Emergency Coordinator or their Deputies.	(1) Take a detailed note of the nature of the emergency and any request for immediate assistance. (2) Make sure you make a note of a direct telephone number of the caller. (3) Convey this information to the Emergency Controller who shall, at their discretion activate the "telephone tree". (4) Emergency Controller to set up a command post at the Barbour Institute or, if that is not safe, at The Vault @ St Alban's. (5) Inform emergency services and Emergency Planning Officers of the location and contact numbers of the Tattenhall command post. (6) Take appropriate action as requested by the Emergency Services and Joint Cheshire Emergency Planning Team Officers

2 A telephone call from a member of the public direct to the Tattenhall Parish Council	(1) Take a detailed note of the incident and the name, telephone number and address of the caller (2) Dial 999 and inform the Police of as much detail as possible of the incident. (3) Proceed as indicated above in 1 (3) onwards.
3 A telephone call from a member of the public direct to Tattenhall Parish Council but no communication possible with emergency services or Joint Cheshire Emergency Planning Team.	(1) Take a detailed note of the nature of the emergency and any request for immediate assistance. 2) Make sure you make a note of a direct telephone number of the caller. (3) Convey this information to the Emergency Controller who shall activate the “telephone tree”. (4) Emergency Controller to set up a command post at the Barbour Institute or, if that is not safe, at The Vault @ St Alban’s. (5) Emergency Controller to take all appropriate action until communication can be made with the emergency services who will thereafter take control of the incident. This to include, if necessary, the calling of a Community Emergency Meeting. (6) Take appropriate action as requested by the Emergency Services and Emergency Planning Officers.
4: If no communication at all is possible, the Emergency Controller is to meet with the Deputies and take the decision to activate the plan.	(1) Emergency Controller to set up a command post at the Barbour Institute or, if that is not safe, at The Vault @ St Alban’s. (2) Emergency Controller to take all appropriate action until communication can be made with the emergency services who will thereafter take control of the incident. This to include, if necessary, the calling of a Community Emergency Meeting. (3) Take appropriate action as requested by the Emergency Services and Emergency Planning Officers.

FIRST STEPS IN AN EMERGENCY

[Use this space to add the steps to be followed when the plan is activated]

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

Remaining points to be completed at meeting.

Logged by Admin Team Leader.

COMMUNITY EMERGENCY GROUP

First Meeting Agenda

Is a Community meeting necessary?

Is the venue safe to hold the meeting and can people get there safely?

Has Cheshire West and Chester Borough Council been informed you are holding a community meeting?

Has the community been informed there will be a meeting?

Date:

Time:

Location:

Attendees:

1. What is the current situation?

You might want to consider the following:

Location of the emergency. Is it near:

A school?

A vulnerable area?

A main access route?

Type of emergency:

Is there a threat to life?

Has electricity, gas or water been affected?

Are there any vulnerable people involved?

Elderly

Families with children

Seriously ill / disabled

What resources do we need?

Food?

Off-road vehicles?

Blankets?

Shelter?

2. Establishing contact with the emergency services

3. How can we support the emergency services?

4. What actions can safely be taken?

5. Who is going to take the lead for the agreed actions?

6. Any other issues?

Actions agreed with emergency services in the event of an evacuation

[Use this space to record details of the actions you can take to help your local authority if an evacuation is necessary in your community.]

1. Help police/local authority with door knocking
2. Tell emergency services who might need extra help to leave their home

ALTERNATIVE ARRANGEMENTS FOR STAYING IN CONTACT IF USUAL COMMUNICATIONS HAVE BEEN DISRUPTED

Communication Type	Name of contact	Location
Walkie-Talkies??	Possibly Bolesworth	
Runners		

Emergency log sheet

Date	Time	Information/Decisions/Actions	Initials of person taking action

Map of Tattenhall

MAP OF TATTENHALL CENTRE

