

In the event of an emergency the first vital action is to **DIAL 999**.

Then read the checklist on pages 38-39

KNUTSFORD COMMUNITY EMERGENCY PLAN



VERSION 3.0 (REDACTED)

SEPTEMBER 2021

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3 Adoption of Plan

Name of Community

Knutsford

Knutsford Community Emergency Plan Coordinator

Cllr Stewart Gardiner

Plan Adopted By

Knutsford Town Council

Date of First Adoption

January 2011

Current Version

Version 3.0

September 2021

3.1 Amendment Record

Change Date	Issue or Change No, Pages Amended & Nature of Change	Distributed
10/01/2011	Issue No. 1 (document, pages 1 to 81)	Not distributed
10/01/2012	Issue No. 2 (complete document, pages 1 to 100)	Jan 2012
05/07/2012	Change No. 1, Issue No. 2 (changes are on pages 43 & 63)	July 2012
21/08/2013	Change No. 2 to Issue No. 2 (changes are on pages 10, 11, 43, 59, 60, 63, 64, 66, 67, 69, 71, 84, 87, 88)	August 2013
01/07/2014	Change No. 3 to Issue 2 (additions and amendments are annotated Ch3 on relevant pages)	August 2014
28/02/2016	Change No 4 to Issue 2 (Ch4 changes have been incorporated on pages: 3, 6, 9, 11, 12, 13, 17, 33, 36, 38, 44, 65 to 69, 71 to 73, 77, 78, 87, 91 & 93)	March 2016
27/03/2018	Change No. 5 – page 44, Call-Out Tree	March 2018
31/01/2021	Change No. 6 to Issue No. 3. Reformatted to accessible document, redrafting and updates to entire plan.	November 2021

3.2 Distribution of Plan

Following each revision to the plan, it is to be distributed to the following personnel.

Position	Name	Hard Copy distributed to
Town Clerk	Adam Keppel-Green	Council Offices, Toft Road, Knutsford
Emergency Plan Coordinator	Cllr Stewart Gardiner	Council Offices, Toft Road, Knutsford
First Deputy EPC	Cllr Quentin Abel	Council Offices, Toft Road, Knutsford
Second Deputy EPC	Cllr James McCulloch	Council Offices, Toft Road, Knutsford
Third Deputy EPC	Cllr Mike Houghton	Council Offices, Toft Road, Knutsford
Town Mayor	Cllr Stewart Gardiner	Council Offices, Toft Road, Knutsford
Emergency Plan Community Rep	[VACANT]	
Emergency Incident Room Pack x 2		Council Offices, Toft Road, Knutsford
Back up Emergency Incident Room Pack x1		The Welcome, Longridge, Knutsford
Knutsford Library (redacted version) x 2		Knutsford Library, Toft Road, Knutsford

Position	Name
Knutsford Town Councillors	All Town Councillors
Cheshire Lead Emergency Planning Officer	Ruth Stevens
Cheshire Constabulary Force Planning and Resilience	Andy Eadon
Cheshire Constabulary Macclesfield LPU Inspector	Andrew Blizzard
Cheshire Constabulary Knutsford Police Station Sergeant	Craig Hodson
Cheshire Fire Service Knutsford Fire Station Manager	Anthony Naylor
Northwest Ambulance Service Knutsford Station Manager	Mike Moore
Knutsford First Responders Trust Secretary	Sal Thompson
Manchester Airport Consultative Committee Secretary	Mike Flynn
CEC Knutsford Ward Councillors	Cllr Stewart Gardiner
	Cllr Quentin Abel
	Cllr Tony Dean
CEC Chelford Ward Councillor	Cllr Marc Asquith
CEC Mobberley Ward Councillor	Cllr Charlotte Leach
CEC High Legh Ward Councillor	Cllr Kate Parkinson
MP for Tatton	Esther McVey
Knutsford Church Ministers (main contact)	Rev Paul Deakin

4 Foreword

- 4.1 The Knutsford Community Survey, completed by the Town Plan in 2009, found that 49% of 2,632 people responding to the Town Plan survey expressed a great deal or a fair amount of concern about the potential danger to the town from aircraft over-flying the town. Each year, more than seventeen thousand aircraft fly at between 600 and 1,000 feet across the town when approaching to land on a north-easterly runway at Manchester Airport. About another sixty-eight thousand flights, after taking off from Manchester on a south-westerly runway, normally skirt around the northern boundary of the town. In a wider safety context, major emergencies could arise from many other man-made or natural causes. A risk assessment of hazards peculiar to Knutsford is in Section 8 and other nationally defined hazards, their impact and local safety preparations and actions are covered in Section 9.
- 4.2 Community safety concerns were discussed at meetings by Town Plan specialist representatives with both Manchester Airport and the former Cheshire County Council. Following these meetings and a Town Plan recommendation made concerning flight safety at the airport, the Town Plan Report issued in March 2010, reflected community views given in responses to the 2009 Town Plan survey questionnaire. The Town Plan Report undertook to prepare an Emergency Plan the objective of which was to increase the responsiveness and resilience of the community and Town Council to *any* type of major emergency affecting the town.
- 4.3 The resultant **Knutsford Community Emergency Plan**, adopted by the Town Council in January 2011, sets in place arrangements to meet the objective in 4.2 above. The Plan was prepared by Grp Captain Derek Empson MBE, the first Emergency Plan Community Representative (EPCR) of the Knutsford Town Plan organisation in cooperation with Cheshire East Council (Joint East and West Cheshire Emergency Planning Team & Local Area Partnership), Cheshire Police Contingency Planning, Knutsford Neighbourhood Policing Team and Knutsford Town Council.
- 4.4 The Knutsford Community Emergency Plan is based on National Government and Cheshire East policy and guidance.

5 Aim and Objectives

5.1 The aim of the plan is to:

Increase the readiness, responsiveness and resilience of the Knutsford community during any major emergency in the town by establishing an organisation, management structure and procedures capable of reacting quickly and effectively at no notice.

5.2 The plan has four main objectives:

- i. To increase the preparedness and resilience of the community enabling it to respond quickly and effectively to any major emergency affecting Knutsford, thus allowing the emergency and public services to focus attention where it is most urgently needed.
- ii. To provide an up-to-date and accessible database that includes key personal contacts, and the location of key buildings and facilities in the town, for use by Town Councillors in their role as Emergency Plan Coordinators, and to assist others (e.g. Emergency and other Services) brought in from outside Knutsford who lack local knowledge, to deal more effectively with the emergency.
- iii. To identify local hazards and where practicable, to reduce the potential harm they may cause; and also to prepare plans to enable the Council and the community to take further action to mitigate the adverse effect of these hazards during an emergency.
- iv. To encourage good neighbourliness so that members of the community look out for and assist neighbours at risk, and inform Councillors or the Emergency Incident Room should they believe a neighbour or someone else, needs or may require assistance

6 Knutsford Community Emergency Plan Overview

6.1 Emergency Incident Planning in Cheshire East

6.1.1 As a member of the Cheshire East, Cheshire West and Chester Local Resilience Forum, Cheshire East Council is responsible for providing care, and for looking after the security of the population and its parishes and towns within their area of responsibility. However, resources are limited and must reach those in most need and be used to best effect. This can be achieved more certainly with the assistance and cooperation of the community, the very people needing protection. Community emergency planning is therefore a vital element of community preparedness. The Knutsford Community Emergency Plan, which has been adopted by the Town Council and approved by Cheshire East Council, is designed to enhance the preparedness and resilience of the community in the event of any type of major emergency (man-made or natural) that could affect the town and its population.

6.1.2 In a major emergency or incident, primary safety and rescue responsibilities lie with the Emergency Services, Local Authorities, the utility companies and certain other public bodies (e.g. NHS). Each has made arrangements and is organised to deal with major emergencies under their respective Major Incident Plans. Cheshire East Council - the Local Borough Authority for Knutsford - will activate its own Major Incident Plan in any serious emergency. Actions taken by the above mentioned authorities in major emergencies are defined in their respective Major Incident Plans. Their actions will be coordinated by the Cheshire Local Resilience Forum of which all bodies listed above are members.

Nevertheless, the people of Knutsford can do much to complement the above multi-agency approach by being prepared to assist in ameliorating the adverse consequences of major emergencies through self-help. This applies whether there has been a major traffic or aircraft accident, or whether the cause is a period of very severe winter weather, a prolonged heat wave, a widespread and serious health epidemic, or a major failure of utility services (electricity, gas, water or telecommunications).

Whatever the cause, the aim of the Knutsford Community Emergency Plan is to prepare and enable the community to help itself during and following a major emergency or incident.

6.2 The Knutsford Community Emergency Plan Organisation and Management

6.2.1 The Knutsford Community Emergency Plan sets in place preparations, procedures, guidance and actions to enable the community to organise timely assistance to community members at risk, potentially reducing the burden on stretched Emergency and Council Services. The aim is for the community to prepare for and respond effectively to any emergency, reducing the adverse effect upon individuals and the community as a whole. If adequately prepared, in some circumstances a community may itself be able to respond more quickly to an emergency than can some of the more distant responding emergency organisations.

6.2.2 It is stressed that the Knutsford Community Emergency Plan is *separate from*, but *complementary* to partner agencies' Major Incident Plans coordinated by the Cheshire Local Resilience Forum¹. However, because much of the assistance provided to Knutsford in a serious emergency could come from *outside* the town, the Knutsford Community Emergency Plan includes a database of useful information about Knutsford so that the Emergency Services and other outside agencies can readily refer to it and save valuable time. Town Councillors acting as Emergency Plan Coordinators may also find this information beneficial in an emergency.

Note: It is important that details of organisations and individuals listed in the Plan are reviewed regularly to keep them up-to-date (e.g. Names, Tel Numbers etc.)

6.2.3 The Community Emergency Plan Organisation and Management. The plan makes provision to seek and organise community self-help, and to respond to requests for community assistance from Cheshire East Council or other members of the Cheshire Local Resilience Forum. The Emergency Plan will be managed and led by the appointed Emergency Plan Coordinator (EPC) assisted by three Deputy Emergency Plan Coordinators (DEPC1, 2 & 3), supported by the Town Clerk and a volunteer, Emergency Plan Community Representative (EPCR). The ECP and DECPs are Town Councillors (Section 14).

6.2.4 The Emergency Incident Room (EIR). Whenever the Emergency Plan is activated during a major emergency, the focal point for community and Town Council decision taking, action and liaison is normally to be the Emergency Incident Room (EIR). Whenever the EIR is activated it is to be the main focal point for contact between the Knutsford community, the Town Council and Cheshire

¹ The Cheshire Local Resilience Forum (CLRF) is fully explained at: <https://cheshireresilience.org.uk/>

East Council, the Emergency Services and the Utility Companies. If the EIR is not activated, this function will be fulfilled by the Town Council through the Council Offices on Toft Road. Section 17 describes the role of the Knutsford Emergency Incident Room (EIR) in greater detail and Figure 1 illustrates the information flow between Cheshire East Emergency Centre and the Town Council, through the EIR. The EIR will also be the focal point for liaison, when necessary, with Knutsford-based local bodies (e.g. Knutsford Schools, GP Health Centres, and Neighbourhood Policing) and other facilities in the town (e.g. Rest Centres and places of safety). Liaison channels of communication are illustrated in Section 17, Figure 1.

- 6.2.5 Location of the Emergency Information Room. The EIR will preferably be set up in the Knutsford Town Council Offices building in Toft Road opposite the Cinema and the Shell Fuel Filling Station. However, alternative locations will be earmarked lest the Council Offices are unavailable. Any alternative location will be notified at the time of an emergency.
- 6.2.6 Identification and Protection of Vulnerable People during Emergencies. During a wide-area emergency such as periods of severe winter weather or a heat wave and during serious health epidemics or a pandemic, the Knutsford community may be able to help reduce the adverse effects of such emergencies upon the most vulnerable by preparing in advance, and by practising and encouraging a spirit of good neighbourliness. An important aim for the Town Council will be to ensure that people most at risk or in need of help are identified and receive help in good time. This includes any potentially vulnerable people who are not normally seen regularly (e.g. daily) by visiting Social Services, medical staff or neighbours, but who may need urgent help in periods of extremely cold weather, a prolonged heat-wave, a serious epidemic or pandemic, or during a widespread loss of electrical power, other utilities or telephones. Not receiving help in time could have very serious consequences including death.
- 6.2.7 Nationally Recognised Hazards. Section 9 describes recognised hazard types, their possible impact and preparations and actions to lessen their adverse effects that might be taken by the Council to help those at risk in the community.

6.3 Activating the Plan in the Event of a Major Emergency

- 6.3.1 In the event of a major emergency within or affecting Knutsford, the Emergency Services, probably alerted by a 999 (or 101) call, will immediately notify Cheshire East Council which will then alert and activate the Cheshire East Council Emergency Centre (CECEC). Cheshire East Council or its Emergency Centre should then immediately contact the Knutsford Town Clerk (in normal working hours) or failing that, the Emergency Plan Coordinator (EPC) or (in his absence) one of the Deputies (DEPC1, DEPC2 or DEPC3). The CECEC should brief the Town Clerk or EPC/DEPC on the emergency and may recommend or request that the Knutsford Community Emergency Plan and the Emergency Incident Room (EIR) be activated.
- 6.3.2 The procedures set out in this Plan should then be followed. If a major emergency causes a partial or total telephone blackout, the Emergency Plan Coordinators (EPC and DEPC 1, 2 & 3), after becoming aware of the emergency from their own observation or when alerted by others, may themselves decide to activate the Emergency Plan. In any case, in any kind of major emergency situation, the Emergency Plan Coordinators should initiate the alerting / call-out procedure, notifying all Knutsford Councillors of the Town Council and Cheshire East Council (see Sections 12, 13 & 14) and (unless considered unnecessary) should activate the Emergency Incident Room (see Section 17 from page 51). The EIR should be staffed initially by the EPC, DEPC 1, 2 & 3, the Town Clerk and when available other council officers.
- 6.3.3 The Emergency Plan Coordinators may recommend that the Town Council call a Community Emergency Meeting (refer to Sections 15 and 16) at which to agree what actions the Town Council should take to mitigate the effects of the Emergency. Whenever practicable or appropriate, local actions recommended or decided at the meeting should be agreed with Cheshire East Council before implementation to ensure that they do not conflict with or duplicate actions being taken by Cheshire East Council or the Emergency Services, NHS, etc.. Cheshire East Council Emergency Centre (CECEC) should similarly keep the Knutsford Council Emergency Incident Room informed of actions being taken in or relevant to Knutsford by Cheshire East Council and / or the Emergency Services, Utility Companies and other official bodies.

6.4 Main Points of Contact and Channels of Communication in a Major Emergency

- 6.4.1 Section 17 Figure 1 on page 53 shows the relationship and two-way information flow between Cheshire East Council, the Cheshire East Council Emergency Centre, Knutsford Emergency Incident Room, the Town Council and the Knutsford community.

6.5 Emergency Plan Coordinators

- 6.5.1 The Town Council will appoint an Emergency Plan Coordinator (EPC) and three deputies (DEPC1, DEPC2 and DEPC3) These Town Councillors shall be appointed on the basis that each Ward has either the EPC or a DEPC living within it. The EPC should reside in Knutsford Parish boundary and the EPC and DEPCs should live within the Wards to which they are appointed as the EPC or a Deputy. Hence, each Ward will have either the EPC or one of the DEPCs allotted to it. The EPC is the leading Emergency Plan Coordinator. The Role of Town Councillors is described in Section 14 on page 42.
- 6.5.2 Councillors appointed as the EPC or a DEPC shall normally serve in this capacity for not less than two and preferably for four years. If the EPC or a DEPC is absent when a major emergency arises, a stand-in Councillor shall be sought from the Council. The nominated EPC and DEPCs should normally seek the agreement of another councillor, resident in their ward, to stand in for them as the ward's DEPC if they plan to be absent from the town for a period longer than about a week. However, the duty of EPC should pass to one of the existing DEPCs when the EPC expects to be absent for any length of time.
- 6.5.3 The EPC and three DEPCs shall be assisted by the Town Clerk and whenever possible by an Emergency Plan Community Representative (EPCR). These are responsible for administering and maintaining the Knutsford Community Emergency Plan, and are members of the Emergency Plan Committee which is a committee of the Town Council, administratively supported by the Town Clerk. The Town Clerk will notify the Emergency Plan Community Representative (EPCR) of Emergency Plan Committee meetings. The EPCR will attend as a non-voting member and advise and assist with maintaining the Emergency Plan.

6.6 The Potential Contribution of Good Neighbours, Voluntary Organisations, Clubs and Societies

- 6.6.1 A very important objective in an emergency is to ensure that vulnerable members of the Knutsford community do not become isolated, forgotten or put into danger through neglect or lack of vigilance by neighbours or the Council. This means anticipating where and what kind of help vulnerable members of the community might need. Voluntary organisations, clubs and societies can make an important contribution by keeping in regular touch with their members to find out whether any are in need of help, and also by responding positively to any calls for volunteer assistance requested by the Emergency Incident Room (EIR). Also, individuals and organisations with useful skills, equipment or facilities, may wish to offer these through the EIR.
- 6.6.2 Volunteer effort can range from responding to calls for workers in Rest Centres, to knocking on doors to find out whether potentially vulnerable people require help. Help could also include emergency shopping or arranging car lifts for elderly or disabled people to keep medical or dental appointments; alerting Social Services to new cases of people requiring assistance; clearing snow from and gritting or salting dangerous pavements, driveways and side roads; removing fallen trees or branches - doing anything that will help individuals in the community who, without help, might suffer needlessly.
- 6.6.3 The Knutsford Community Emergency Plan is aimed at enabling the community to prepare to look after itself as much as possible in a major emergency, allowing stretched Emergency Services, Public Services and Utility Companies to concentrate on dealing effectively with those most seriously affected.

7 Map of Knutsford Town Centre



8 Known Local Hazards

- 8.1 Knutsford has few natural hazards. The main dangers are man-made. They include those associated with Manchester Airport flight-paths and road traffic accidents, including on the nearby M6 Motorway.

All classifications of hazard types, their impact and preparations or actions to minimise their impact are identified in Section 9. Depending on the severity, extreme weather conditions and a health epidemic or pandemic can also present serious hazards to the Knutsford community and to those living or working in nearby parishes reliant to varying degrees on Knutsford services. The potentially most serious man-made hazards are those associated with aircraft over-flights, described in paragraphs 8.2 to 8.4 and amplified on Map 2.

Two other hazards are identified. One is closure of the key road junction and railway bridge at the intersection of Toft Road, Stanley Road and Adams Hill. The other is the steep downward incline of Adams Hill with the sharp right-hand bend at the bottom where it meets King Street & Brook Street. This potentially presents a serious danger to pedestrians, other road traffic and to the children's Play Group located in the old library building. The potential danger arises if a runaway fuel tanker or large truck was to lose control while descending Adams Hill. The latter local hazards are covered in paragraphs 8.5, 8.6 and Map 3. Accidents at these locations could cause serious injury or loss of life and / or major disruption within the town and to through traffic.

The Hazard from Aircraft Flight Paths over Knutsford

- 8.2 The north-easterly flight paths to Manchester Airport Runways 05 Left and 05 Right pass directly over Knutsford town centre at low altitude (a few hundred feet). In addition, aircraft taking-off to the south-west from Manchester on Runways 23 Left and 23 Right, initially head directly towards the town; thereafter (except for non-standard departures that may cross the town), the westerly departure corridor at its closest point is contiguous with the town's northern boundary. See Map 2.
- 8.3 Accident statistics show that the majority of major accidents to airliners occur close to airports shortly before landing or just after take-off. Although accident rates are reassuringly low, nevertheless, around 17,250 aircraft fly low across Knutsford annually while approaching to land on

Runway 05 (L or R). Another 70,000 flights take off to the south-west, directly towards the town centre; in normal circumstances, the majority skirt the town's northern boundary but a few will be given permission to carry out a non-standard departure, directly over-flying the town.

Impact on Knutsford Community

- 8.4 The Knutsford Community Emergency Plan recognises the heightened risk posed by the high number of aircraft approaching and departing Manchester Airport by day and at night. The north-easterly flight paths pass over residential and highly populated shops and important buildings in Knutsford (e.g. the Community Hospital and the Fire and Police Stations), as seen on Map 2. In view of the risk of an aircraft crashing within the town, the Community Emergency Plan needs to include arrangements to enable the community to respond quickly to any requests by the Emergency Services, Cheshire East Council, Manchester Airport or other official agencies, for additional volunteer help. Such requests should be channelled through the Town Clerk and Council or as soon as it is activated, via the Emergency Incident Room (EIR), see Section 17. Map 2 on page 22 shows the location of north-easterly aircraft flight-paths over the town in relation to nearby residential, business and community buildings such as Schools and Nursery Schools, the Leisure Centre, the Fire and Ambulance Stations, the Police Station, Knutsford and District Community Hospital site, churches and supermarkets, the Bus and Train Stations, Public Car Parks, Cinema, the adjacent petrol filling station, the library and the Town Council offices (the preferred location of the EIR). Of the buildings just listed, the Curzon Cinema, Knutsford Academy, the Leisure Centre and Adelaide Academy School are also designated by the Cheshire Local Resilience Forum as Emergency Rest Centres. An aircraft crash anywhere in the town could cause major fires in the impact area(s) due to Aviation Fuel. The need to suppress fuel fires quickly must be close at hand to allow people to be rescued with minimum delay (i.e. at the Fire Station).

Hazard at the Toft Road (A50) / Stanley Road / Adams Hill junction and Road/Railway Bridge.

- 8.5 The important Toft Rd / Stanley Rd / Adams Hill cross roads (see Map 3 on page 23) also forms a bridge over the main Manchester-Chester railway line and is on the trunk road route for traffic through Knutsford to and from the M6 Motorway. In addition it is adjacent to the Council Office and primary EIR. From this junction, located next to the Railway Station, Adams Hill road descends

steeply downward to a sharp right-hand bend where it meets Brook Street. This presents three potential dangers; 1) closure of the major road junction and bridge would halt traffic and pedestrian movement through the town and access to the Town Council Offices and EIR; 2) damage to the bridge could prevent freight and passenger train services through Knutsford and close the Station; 3) if a runaway fuel tanker or heavy truck were to overturn while descending Adams Hill or when negotiating the junction with Brook Street, it could cause a major conflagration and/or serious structural damage to other on-coming or eastbound vehicles backed-up from the traffic lights, and to the old Library building where there is a Children's Playgroup. This would constitute a major emergency with the possibility of serious injuries and loss of life. Whereas closure of the Adams Hill / Brook Street junction alone would not halt traffic throughout the town centre, it would prevent access to the Station car park and King Street. If the Toft Road / Stanley Road / Adams Hill junction and bridge were closed, the only alternative through routes are minor roads unsuitable for regular through traffic or for heavy vehicles needing to circulate within the town. One alternative route is via Bexton Lane or Beggarman's Lane to Blackhill Lane and Bexton Road, but this crosses a narrow and 'weak bridge' with a 7.5 tonnes maximum gross weight limit on Blackhill Lane. The other is via the road bridge under the Manchester-Chester railway line at the bottom of Adams Hill (see hazards already described) at its junction with King Street (B5083) and Brook Street. However, this road is very narrow and consequently is one-way (from east to west) throughout its length. One other minor, narrow route is via Old Market Place or via a stretch of unmade road to Drury Lane.

Impact on Knutsford Community

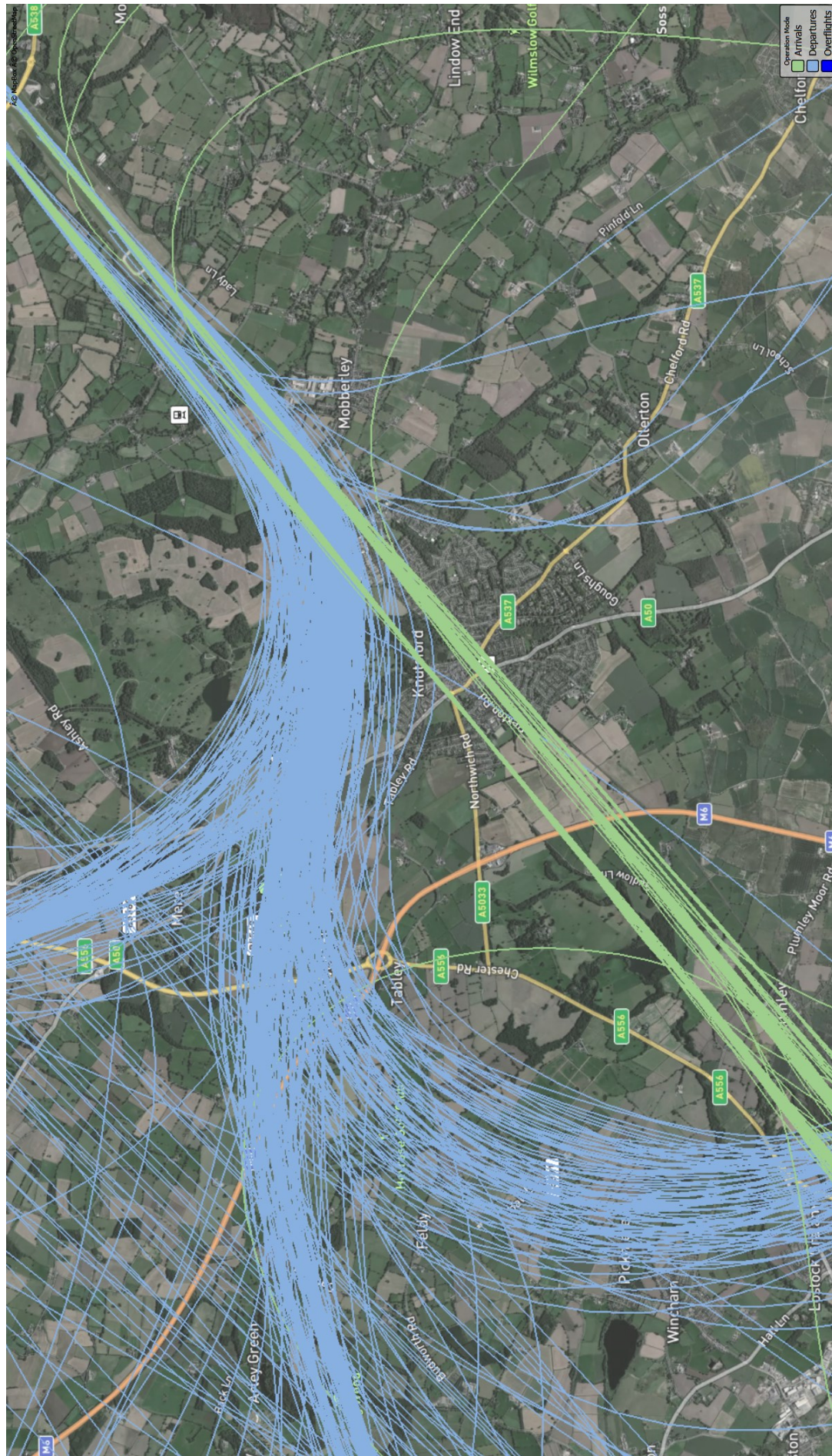
- 8.6 The closure of Toft Road (A50) / Stanley Road / Adams Hill (A537) road junction and railway-bridge (see Map 3) could possibly prevent or impede Emergency Service vehicle movement within and across the town. It would similarly cut-off through traffic to and from surrounding towns and the M6 Motorway. It could deny access by Councillors and Emergency Plan Coordinators to the Council Offices. This would necessitate establishing the Emergency Incident Room (EIR) elsewhere in the town. There are no satisfactory alternative routes for through traffic and even Emergency service vehicles could be seriously impeded or stopped. A runaway road tanker or heavy truck descending Adams Hill and overturning at the junction with Brook Street could cause a major conflagration and serious damage to the old Library building and loss of life within it, most notably at the Children's Play Group. These hazards are potentially a source of major emergencies and a serious hazard in a key locality within the town centre.

Close Proximity of the M6 Motorway and Junction 19

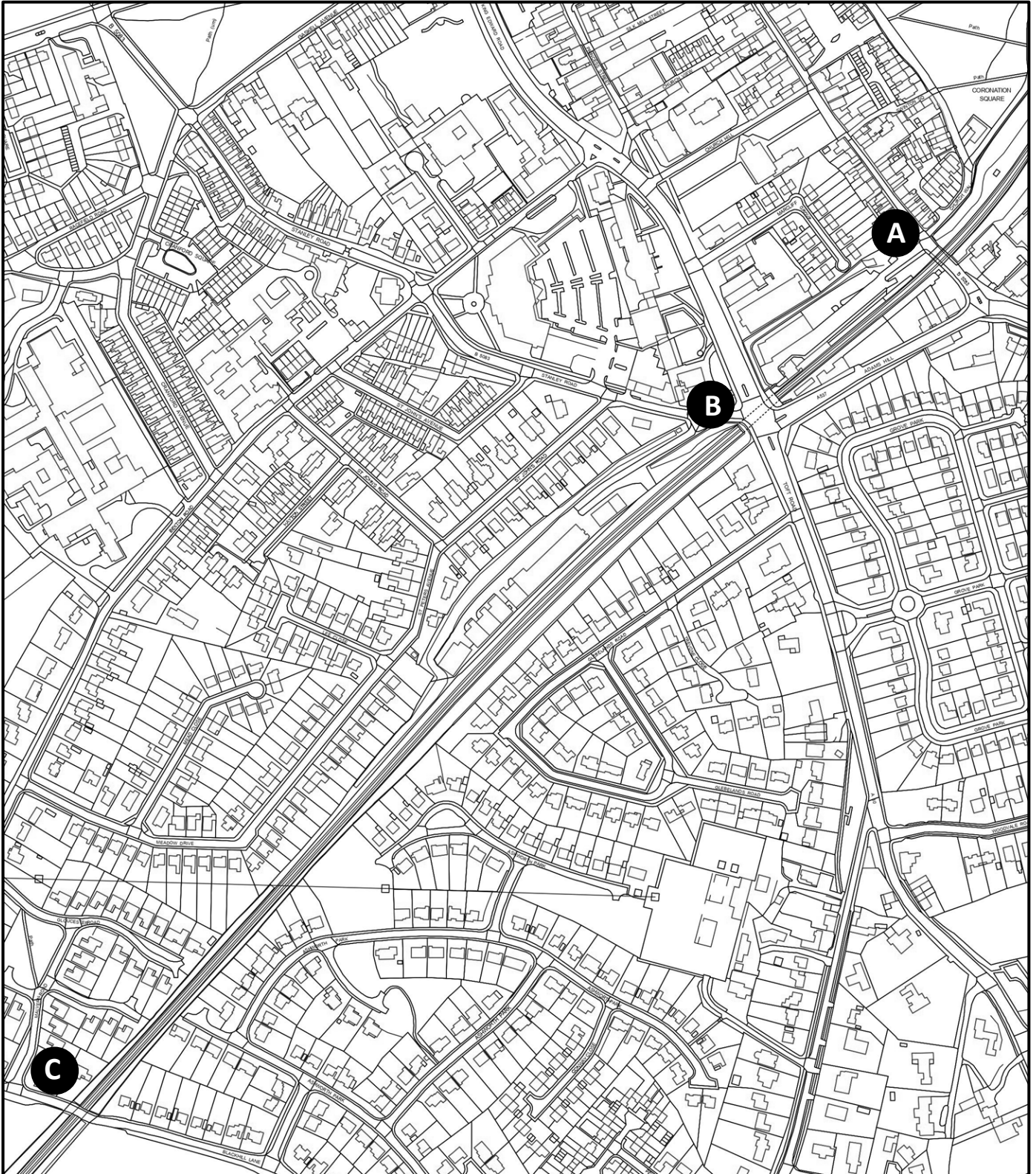
- 8.7 A major accident on the nearby M6 Motorway or A56, while not a direct threat to Knutsford, could require the assistance of the Knutsford community for which it should be prepared. Requested assistance could take many forms including temporary, short-term accommodation in Rest Centres or elsewhere for people with minor injuries, or uninjured but who were travelling with relatives or friends who have received injuries, or have still to be extracted from their vehicles, or who have been killed. There could be an urgent need to provide feeding stations, and to assist with looking after children and / or pets (mainly dogs) as well as other needs (people who speak little or no English). Such major accidents (which have occurred in the past) might require certain facilities or types of assistance, identified within the Knutsford Community Emergency Plan, to be provided at short notice.

Map 2 Flight paths over Knutsford

Typical departure (in blue) and arrival (in green) patterns as they affect Knutsford.



Map 3 Significant Key Junctions



A King St (B5083) Bridge under the railway line. King St is normally one-way (south to north) and the road is narrow. The bridge has a maximum height of 15 feet for the passage of vehicles

B Key Railway Bridge at Toft Road (A50) junction with Adams Hill (A537) & Stanley Road, crosses the Manchester-Chester railway line. This road junction and bridge provides the main East-West & North-South road route through Knutsford.

C The only alternative bridge over the railway line is in Blackhill Lane but this is narrow and limited to 7.5 tons max gross weight.

9 Emergency Hazards, Impact, Preparation and Actions

9.1 Overview

- 9.1.1 This section defines particular hazard types and their possible impact, as specified in the Cheshire Community Risk Register (see Section 24 Useful References in Emergencies). Each hazard has suggested preparations (where preparations are practicable), and proposed Actions to be taken by Councillors when an emergency is broadly one of the hazard types identified 1. When an emergency is declared, Councillors review actions stated in this section and be prepared to discuss their implementation. Where preparations and actions are recommended but have not yet been fully implemented, their status should be recorded and up dated in Annex C.
- 9.1.2 Any of the hazards set out over the following pages could occur in Knutsford, singly or in combination. Individuals and families living in Knutsford may not have considered what impact these hazards could have on their own safety and that of their relatives and neighbours who may be completely unprepared for such situations.
- 9.1.3 The Emergency Plan Committee should check the availability of the Cheshire Resilience Forum “Help us to Help You” folding leaflet and try to ensure all households in Knutsford possess copies or know where to collect them. It should publicise the leaflet and decide how best to bring it to the attention of the community and make it easily available to them.
- 9.1.4 The loss of telecommunications will impede many actions in a major emergency. Fully charged and regularly tested two-way radios should be stored the EIR or at the EPC and DEPC’s homes. Mobile phones should be carried at all times when responding to an incident. RAYNET assistance through CEC Joint Emergency Planning Team should be requested.

9.2 Aircraft Accident

Hazard	Passenger or cargo aircraft crashes onto houses, businesses, public and high occupancy buildings (e.g. school) and sites (e.g. train station, public car park) spreading a debris footprint and fuel over a significant area of the town.
Impact	Up to 600 fatalities and up to 300 casualties. Others requiring rescue from collapsed buildings, many missing or in need of re-housing. Businesses, houses, roads, railway lines and/or bridges inaccessible, destroyed, on fire or unsafe. Road traffic and/or train services halted or severely disrupted. Pedestrian movement severely disrupted. The accident Scene (or affected area) will be cordoned off by Police and entry within it will be strictly controlled and limited to designated services and individuals.
Preparation	None
Actions	<p>EPC/DEPC to activate Knutsford Community Emergency Plan and alert the Town Clerk & Councillors.</p> <p>Activate Emergency Incident Room (EIR) & notify Cheshire East Council Emergency Centre (CECEC)</p> <p>Councillors to contact especially vulnerable people in their wards by telephone or other safe means to check their status/needs.</p> <p>EIR to action any requests from Cheshire East or Emergency Services for assistance</p> <p>Discuss with Cheshire East what assistance could be organised locally</p> <p>EPCR to follow-up any evident flight safety or aircraft rescue or fire extinguishing issues.</p>

9.3 Major Transport Accident

Hazard	Major road transport, M6 Motorway or Rail accident within or close to Knutsford, possibly with flammable and / or toxic release in the town. Multiple vehicles or railway rolling stock involved.
Impact	Up to 30 fatalities, 100 casualties, many requiring to be located and extracted from wreckage. Possible damage to buildings and bridges as well as to multiple vehicles or rolling-stock. Heavy disruption to local road / rail traffic. It may be necessary to set up Rest Centres in accordance with existing Local Resilience Forum emergency plans.
Preparation	None
Actions	<p>EPC/DEPC to activate Knutsford Community Emergency Plan and alert the Town Clerk & Councillors.</p> <p>Activate the Knutsford Emergency Incident Room (EIR).</p> <p>If appropriate, contact by telephone or other safe means, any especially vulnerable people possibly affected in order to check status and any urgent needs.</p> <p>Action any requests from Cheshire East or Emergency Services for assistance</p> <p>Discuss with Cheshire East what assistance could be organised locally</p>

9.4 Major Fire or Explosion

Hazard	Major fire or explosion involving an industrial site or other buildings, possibly a petrol filling station or other fuel storage, road vehicles, railway rolling stock, possibly with toxic release in the town
Impact	Numerous fatalities and casualties. Fuel and other fires, vehicles and/or buildings burning. Unknown number of fatalities and casualties. People to be rescued or evacuated. Others reported missing. Major traffic disruption in the town.
Preparation	None
Actions	<p>EPC/DEPC to activate Knutsford Community Emergency Plan and alert the Town Clerk & Councillors</p> <p>Activate Emergency Incident Room (EIR) & notify Cheshire East Council Emergency Centre (CECEC)</p> <p>Action any requests from Cheshire East for assistance and discuss what further assistance could be organised</p> <p>Locate and contact especially vulnerable people to check status and any urgent needs.</p>

9.5 Prolonged Snow Falls and below zero temperatures

Hazard	<p>Snow falls in excess of 10 cm (4 in) and drifting in excess of 50 cm (20 in) for at least 7 consecutive days and daily mean temperatures of 2°C forecast for 48 hours or more in Knutsford and generally in East Cheshire for at least 7 days. (Ref: Cold Weather Plan for England – see Section 24 of this Emergency Plan)</p> <p>High Risk Groups of People include young children and babies, people over 75 years old, Frail, Elderly people living alone, Living in deprived circumstances, Fuel poverty, Living in homes with mould, Homeless or sleeping rough.</p> <p>Other marginalised groups include severe mental illness, Dementia, People with learning difficulties, Arthritis, limited mobility or otherwise at risk of fall, pre-existing cardiovascular or respiratory illnesses & other chronic medical conditions.</p>
Impact	<p>Level 2 Cold Weather - Alert & Readiness</p> <p>60% risk of severe winter weather; warning usually given 2 to 3 days in advance by Met Office. Mean temperature 2°C predicted with 60% confidence for a period of 48 hrs or longer, and/or widespread ice and heavy snow forecast.</p> <p>Level 3 Cold Weather - Severe Weather Action.</p> <p>Warning issued when Level 2 forecast weather is now occurring and will impact on people's health and health services. Will also impact on transport, pedestrian movement and possibly utility services.</p> <p>Serious risk of hypothermia especially among the elderly and other high risk groups. This may require the provision of temporary heaters and hot meals or evacuation where there are power failures Electrical power and other utility failures and landline telephone communication breakdowns to be expected. Serious road and rail traffic disruption. Many side roads dangerous and impassable. Elderly, disabled and other vulnerable people unable to leave their homes may require outside support. Cheshire East Council Services and/or NHS Trust or other public services (including transport) may become overloaded or unavailable.</p>

Level 4

Level 3 conditions pertain.

Preparation Check that CEC has positioned and filled grit bins. Identify and request bins at any other potentially dangerous side roads and pavements.

Actions On receipt of Level 2 and subsequently Levels 3 or 4 Warnings, EPC/DEPC to consider activation of Knutsford Community Emergency Plan. Refer to NHS advice in “Cold Weather Plan for England” listed in Section 24 and alert Town Clerk and councillors. EIR to study advice in the following website and act accordingly: www.cheshireresilience.org.uk

If necessary, activate Emergency Incident Room (EIR) & notify Cheshire East Emergency Centre (CECEC).

Encourage Knutsford community to check on vulnerable neighbours and offer help where needed. Report to the EIR immediately any case for which additional outside assistance is required urgently.

EIR to report power, utility and / or telecomm failures to Cheshire East. Where necessary organise temporary heating, meal provision or evacuation in conjunction with Cheshire East Council.

Town Councillors and local volunteer helpers to seek out vulnerable people, especially elderly disabled people and those living on their own within their Wards. Organise help through EIR where necessary.

EIR to organise snow clearance and gritting parties in the worst affected areas. Action requests from Cheshire East or Emergency Services for specific assistance.

Survey town for power failures and on-going road & pavement conditions in the town on foot and report as necessary to Cheshire East.

9.6 Storm Force Winds / Torrential Rain

Hazard	Storm force winds possibly accompanied by long periods of torrential rain. Actual or mean wind speeds in excess of 55 mph and gusts in excess of 85 mph. Forecast to affect Cheshire for at least 6 hours.
Impact	Damage to buildings, fallen branches and trees, possible surface water flooding, damage to power lines causing loss of electrical power in homes. Instances of other utility service and telephone communications breakdowns. Possible shortage of drinking water and water pollution as a result of major surface water flooding. Possible casualties and fatalities. Elderly, disabled and other vulnerable people at risk may require additional and daily local or outside assistance.
Preparation	<p>Identify local volunteers and specialised companies with chainsaws prepared to offer voluntary assistance to clear fallen boughs and trees should Cheshire East be overloaded.</p> <p>Identify any streets known to be susceptible to surface water flooding.</p> <p>Store stocks of sandbags or similar to protect houses from flooding. Identify where pumps, heaters and sand or other suitable sandbag filling material will always be available, plus means of transportation.</p>
Actions	<p>EPC/DEPC to consider activating Knutsford Community Emergency Plan, alerting Town Clerk & councillors</p> <p>If considered necessary, activate the Emergency Incident Room (EIR) & notify Cheshire East Council Emergency Centre</p> <p>Encourage Knutsford community to check on vulnerable neighbours, especially those living alone, and offer help where practicable or report serious cases to EIR when additional outside assistance is required.</p>

Report power, utility and / or telecoms failures to Cheshire East (CECEC). Where necessary organise temporary heating, meal provision or evacuation in conjunction with Cheshire East Council through the Knutsford EIR.

Report to Cheshire East Council CECEC any failure of the drinking water supply or evidence of water pollution.

Town Councillors and local volunteer helpers to seek out any vulnerable people, especially those living alone, requiring help. Organise help through the EIR where necessary.

Town Councillors and local volunteer helpers to identify where there are fallen trees and boughs in their Wards. Alert Cheshire East through EIR.

EIR to action requests from Cheshire East or Emergency Services for specific assistance.

EIR organise survey of town for power or other utility failures and report to Cheshire East through the EIR

9.7 Sustained Heatwave

Hazard	<p>Forecast sustained heat wave for at least 5 days and nights, with daily maximum temperatures in excess of 32°C (90°F) and minimum temperatures of at least 15°C (59°F).</p> <p>High Risk Groups: Young children and babies, People aged over 75 years especially women (fewer sweat glands), Frail elderly people living on their own, especially women. Living in deprived circumstances, Other marginalised groups such as those with severe mental illness, dementia and learning difficulties</p>
Impact	<p>Babies, young children, elderly people and those who are sick and feverish are especially vulnerable. Important to have ample supplies of fresh drinking water and to drink water frequently to avoid dehydration. Plentiful supplies of fresh drinking water are vital. The first 48 hours are critical but maintaining a steady and high intake of drinking water is essential.</p>
Preparation	<p>None</p>
Actions	<p>EPC/DEPC to consider activating Knutsford Community Emergency Plan. Refer to NHS advice in “Heatwave Plan” listed in Section 24 and alert Town Clerk & Councillors.</p> <p>Activate Emergency Incident Room (EIR) & notify Cheshire East Council Emergency Centre</p> <p>Report to Cheshire East Council (CECEC) any failure of the drinking water supply or a growing shortage of bottled water in local supermarkets.</p> <p>Councillors and volunteers to seek out potentially vulnerable young families, elderly, disabled and sick people in their wards, especially those living alone, to ensure they have ample drinking water and understand the importance of regular drinking to avoid dehydration and other measures to avoid overheating.</p> <p>Read advice given on the website page, below, and consider whether or how best to publicise the advice it contains: https://bit.ly/2YltAol and www.cheshireresilience.org.uk</p>

9.8 Health Epidemic / Pandemic

Hazard Influenza type epidemic or pandemic, an emerging infectious disease (SARS type disease) or a local Legionnaire / Meningitis type disease outbreak.

High Risk Groups : Young children and babies, people aged over 75 years, frail elderly people living alone, those living in deprived circumstances, those living in homes with mould, homeless or sleeping rough, other marginalised groups, those with severe mental illness, dementia, people with learning difficulties, arthritis, limited mobility or otherwise at risk of falls. Anyone with pre-existing cardiovascular or respiratory illnesses & other chronic medical conditions

Impact Widespread debilitating illness affecting large numbers of people in the Knutsford community. May affect many NHS, Social and Emergency Service staff as well as those they serve in the community. Elderly, disabled and other vulnerable people and young children may need additional local support.

Potential of localised or national 'lockdowns' limited freedom of movement, closure of non-essential shops/leisure. Reduction in employment.

Extraordinary measures, including additional volunteers to provide assistance may be needed at short notice to supplement temporary professional staff shortages.

Preparation None

Actions EPC/DEPC to consider activating Knutsford Community Emergency
Plan following discussion with Cheshire East Council and alert Town Clerk & Councillors

Consider if it is appropriate to activate Emergency Incident Room (EIR) depending on the type of pandemic/epidemic & notify Cheshire East Council Emergency Centre (CECEC).

Inform Knutsford & District Community Hospital and each of the GP Surgeries that the EIR has been activated. Any requests for additional non-medical assistance from the community should be addressed to the EIR (types of assistance should be discussed)

Encourage neighbours who are fit, to contact neighbours by telephone or other means, to see whether they need help of any kind (e.g. shopping, prescriptions collected from surgeries or chemists etc.).

Town Councillors should endeavour to identify especially vulnerable people (especially elderly people living alone) within their Wards and contact them to check on their situation. Check whether their neighbours are in regular contact with such people at risk; if not, endeavour to persuade them to do so and to call the EIR in the event of a problem.

10 Activating the Knutsford Community Emergency Plan

- 10.1 An Emergency Plan activation request may be received from one of the following agencies external to Knutsford:
- a. By a telephoned request from the Joint Tactical Coordination Centre (known as “Silver”) to the Town Clerk or to the Knutsford Emergency Plan Coordinator (EPC), Cllr Stewart Gardiner, or if uncontactable, to one of the three Deputy Emergency Plan Coordinators, James McCulloch, Quentin Abel or Mike Houghton.
 - b. By a telephoned request from Cheshire East Council through the Cheshire East Council Emergency Centre to the Town Clerk or the Knutsford Community Emergency Plan Coordinator, or if uncontactable, to one of the three Deputy Community Emergency Coordinators.
 - c. By a telephone request from one of the Emergency Services to the Town Clerk or Knutsford Emergency Plan Coordinator, or if uncontactable, to one of the three Deputy Emergency Plan Coordinators.
- 10.2 The Emergency Plan may be activated from within Knutsford by the Emergency Plan Coordinator (EPC) after consultation with whichever Deputy Emergency Plan Coordinators (DEPC) can quickly be contacted. The Town Mayor or in his/her absence the Deputy Town Mayor should also be consulted if practicable.

The decision process to activate should be based on reliable local information or first-hand knowledge of the obvious severity of the emergency situation or incident. The decision should be taken following agreement through discussion involving the EPC, available DEPCs and the Town Mayor/Deputy Town Mayor.

The EPC or DEPC should inform the Duty Officer at Cheshire East Council or the Cheshire East Council Emergency Centre, whenever the Emergency Plan is activated, giving the reasons, and the Telephone No. and Email address of the Emergency Information Room (EIR) or Primary Contact Point and person (if the EIR is not yet or not being activated). All Town and Cheshire East Councillors in the Call-Out Tree in Section 13 on page 41 should be informed of its activation.

- 10.3 Should there be a total telecommunications blackout in Knutsford the Emergency Coordinator and/or Deputy Coordinators (as appropriate) should take the decision to activate the Emergency Plan after verbal agreement with at least the Town Mayor or Deputy Mayor, and if possible the Town Clerk, at an emergency person-to-person meeting.
- 10.4 The following actions should be undertaken immediately after activating the Knutsford Community Emergency Plan
- a. Select or confirm the most suitable location for the Community Emergency Incident Room (EIR). The preferred location is the Town Council Offices, Toft Road. Open a Log and note what actions taken and when (Annex D)
 - b. Notify all Councillors (and any others) listed on the Knutsford Community Emergency Plan Call-Out Contact Tree (Section 13) that the Knutsford Emergency Plan and Incident Room (if appropriate) are being activated. If the Town Mayor has so decided, request Councillors' presence at the Council Office (or other location close to or at the EIR itself) for an Emergency Meeting. (Note: this will be an Emergency meeting and not a Council meeting.)
 - c. The EPC and/or DEPC or Town Clerk should collect the Emergency Incident Room Emergency Pack, and set up and open the Emergency Incident Room.
 - d. In addition to the Town Clerk and the EPC, DEPC1, DEPC2 and DEPC3, identify volunteer Councillors willing to assist with manning and administering the Community Emergency Incident Room (EIR). The EPCR may also be invited.
- 10.5 As soon as the Emergency Incident Room (EIR) is operational, the EPC / DEPC, Town Clerk or his assistant on duty should refer to the List of Useful Emergency Contacts, Table 3 in Section 21 and telephone or email Serial Nos. 8 and 23 to 45, 47 and 48 (include 46 in the event of flooding) to inform each that:
- a. The Knutsford Community Emergency Plan has now been activated, giving the cause
 - b. The Emergency Incident Room is operational, the EIR location, contact telephone number, email address and opening hours (normally 24-hours/day), and that:

- c. The Emergency Incident Room (EIR) is until further notice their primary point of contact with Knutsford Town Council and matters relating to the Knutsford Community Emergency Plan and the present Emergency Situation [give the telephone number(s)]

11 Emergency Action Checklist

On discovering or being alerted to a major emergency or serious incident in or close to Knutsford, a holder of this Plan should take actions 1 to 3 in the table below and in addition refer to the Quick Look Checklist on Page 3 indicating ‘Where to Find Immediate Action Information’.

On being alerted to a major emergency or very serious incident, the Emergency Plan Coordinator (or in the absence of the EPC, one of the DEPC) should take Actions 4 to 8 below

Action	Instruction	Complete
1	Ensure you are in no immediate danger	
2	Call 999 (or 101 as appropriate) unless you are certain that the Emergency Services have already been alerted by a 999 telephone call. Follow any advice given. Start a Log (as per Annex D) recording the date, time and place of significant actions taken and other useful information personally gathered.	
3	Telephone the Knutsford Community Emergency Plan Coordinator (EPC) and inform him of the nature and location of the Emergency or Serious Incident. If no telephone response, contact one of the three Deputy Community Emergency Coordinators or the Town Clerk. Telephone numbers are in Table 3 and Section 13, the Town Council Emergency Call-Out Tree.	
4	The EPC or a DEPC should contact the Cheshire East Council Emergency Centre (CECEC) Duty Officer and the Knutsford Neighbourhood Policing Team (NPT) to ascertain whether Cheshire East Council and Knutsford Police are aware of the Emergency in Knutsford. Tel Numbers are in Section 21 Table 3.	
5	The EPC and DEPC should initiate and complete the Call-Out Procedures and Tree as per Sections 12 and 13 of the Knutsford Community Emergency Plan	
6	The Emergency Plan Coordinators should consider whether to call a Community Emergency Plan Meeting as per Section 15. Consider what the	

	Incident Room and the Knutsford community could safely do to help potentially vulnerable people in the community, the Emergency Services or Cheshire East Council services, without entering a 'Scene of Action' or impeding the Emergency services. Discuss any proposed actions with Cheshire East Council Emergency Centre. Log decisions taken.	
7	The Emergency Plan Coordinator should refer to the Aide Memoir when planning the Agenda for a Community Emergency Plan Meeting, as per Section 16.	
8	Emergency Incident Room staff should contact members of the community who need to be alerted including: <ul style="list-style-type: none"> a. Those specifically under threat or who may already have been affected (see Annex B Table B-1) b. Such specialists, volunteers or other assistance as may be appropriate or otherwise needed 	
9	Emergency Coordinators and Deputies should inform appropriate individuals and bodies from within Section 21 Table 3 of a decision to hold an Emergency Meeting. Log calls and enter ticks or crosses in the last column of Table 3.	

12 Town Council Emergency Call Out Procedure

- 12.1 To initiate the Town Council Emergency Call-Out Tree in Section 13 when the EPC or a DEPC has been alerted by Cheshire East Council, the Emergency Plan Coordinator (EPC) should call the three Deputy EPCs by telephone or visit them if there are no telephones. If one of the three DEPCs is the first to be alerted by Cheshire East Council, this DEPC should call or visit the EPC and the other DEPCs and initiate the call-out tree. When the EPC and DEPCs have been alerted, they should call in turn **all** listed vertically below them in the tree. Should one of the DEPCs not be available, the EPC should take over responsibility for the missing DEPCs call-out responsibilities or ask another DEPC to do so until the absent DEPC is contacted. The EPC and DEPCs completing the call-out procedure should tick the names of those alerted. DEPCs should report to the EPC and Town Clerk, the names of any Councillors who could not be contacted or who are unlikely to be available. The Town Clerk (or EPC) should alert the EPCR, as shown in the Call-Out Tree (Section 13). If the Emergency Plan Coordinator is not immediately available, the Mayor should be asked to nominate one of the DEPCs to assume the role of EPC pro tem. If a DEPC cannot be contacted, another Councillor from the same ward should deputise.
- 12.2 When alerting Councillors and the Town Clerk by telephone (or by other means) the EPC and DEPCs should state the nature and known extent of the Emergency and any immediate action required and when and where they should meet - usually this will be in the Council Offices but could be at another location if it is not available and the EIR is to be established in another location.
- 12.3 The Town Clerk should provide each Town Councillor with photocopies of Sections 7 to 17, the Log template at Annex D, and an electronic copy of the Emergency Plan. The names of Serial Nos. 1 through 23 on the Call-Out Tree should be ticked or crossed in Table 3 on page

13 Town Council Emergency Callout Tree

The Emergency Plan Coordinator should call the Town Clerk and the three Deputy Emergency Plan Coordinators, DEPC1, 2 and 3. DEPCs 1, 2 and 3 should then contact all the Councillors listed next to them in the chart. If one of the DEPCs cannot be contacted, the EPC should contact all Councillors listed next to the absent DEPC, or the EPC should request another Councillor to do so. The Town Clerk should call the EPCR who will alert those local Clubs, Groups and Organisations who wish to be notified or are potential sources of volunteers. Map 4 at Annex 'E' shows Knutsford Ward Boundaries – page 84.



14 Role of Councillors during an emergency

- 14.1 Following a major emergency or serious incident, the call-out procedure (Sections 12 & 13) will alert Town Councillors. In addition to completing appropriate immediate actions, the EPC, three DEPCs and other Knutsford Councillors should review the relevant actions in Section 9 and consider whether taking such actions that may be listed (and/or other actions) would be likely to alleviate the adverse impact of the emergency upon people living or working in the town and most especially within their respective wards. Map 4 at Annex 'E' on page 84 shows Ward boundaries within Knutsford.
- 14.2 Knutsford Town Councillors should have a good knowledge of the town, as should the three Cheshire East Councillors. In cooperation with the Knutsford Emergency Incident Room (EIR), Town Councillors will be well placed to assist the community by working with Cheshire East Councillors to identify and help resolve any problems resulting from an emergency.
- 14.3 The role of Town Councillors will principally be one of using their knowledge, and where it is safe to do so, seeking out within their wards where help is needed and reporting as necessary to the EIR team.
- 14.4 Where an Emergency Scene has been established by the Police within the town, Councillors and volunteers will not be permitted to enter cordoned-off area, e.g. in the event of a plane crash, major building fire or explosion, etc.
- 14.5 Town Councillors should seek to find out within their Wards, the whereabouts of buildings with significant numbers of vulnerable people, and Critical Buildings and Sites listed in Annex 'A'. Table A-1. Town Councillors should make themselves aware of streets within their Wards where elderly and other vulnerable people occupy houses or apartments, many on their own.
- 14.6 In a major emergency – which could include a protracted period of unusually severe weather or a widespread major epidemic – Councillors can play an important role by seeking out people requiring help. Councillors recognising problems, hazards or urgent needs within their Ward should act promptly and inform the Emergency Incident Room (EIR) accordingly. (Note: see Section 17 Figure 1).

15 Whether to call a Community Emergency Meeting

- 15.1 The Emergency Plan Committee comprises the EPC, the three Deputy EPCs and the Town Mayor. The Town Clerk is the secretary. The Committee should meet soon after activating the Emergency Plan to decide the way ahead and initiate whatever actions are considered necessary. The EPC may invite the EPCR and other individuals to attend Emergency Plan Committee meetings if their presence would be helpful regarding any need for the assistance of volunteers. At its first meeting the Emergency Plan Committee should consider whether to call a wider, Community Emergency Meeting.
- 15.2 The Committee should base its decision on calling a Community Emergency Meeting on whether such a meeting would be likely to improve the effectiveness of the community's response to the emergency. If the emergency is due to seriously adverse weather conditions, or to a serious widespread debilitating epidemic or pandemic, would such a meeting be wise? Would it or would it not be the best way to convey to members of the public the need for neighbourly actions such as physically checking the condition of potentially vulnerable people and reporting and bringing assistance to those badly affected or at high risk. Such community-led actions might lighten the workload and speed up assistance by medical and social services and the Emergency Services. In such circumstances, the activation of pre-planned street 'neighbourhood watch' schemes and actions by Clubs, Groups and organisations in contact with their members, can be effective in identifying the vulnerable and bringing early relief. The EIR can ask clubs etc. to feedback requests for assistance to any members requiring help, direct to the EIR which should then initiate appropriate action. Therefore, whenever there is a major emergency or serious incident, the Emergency Plan Committee should consider and decide:
- a. Whether a Community Emergency Meeting would improve the community's ability to respond to the emergency
 - b. If such a meeting is to be called, where and when it will be held and who should be invited to attend.
- 15.3 Should it decide to call a Community Emergency Meeting, the EPC and Town Clerk should notify essential details by the quickest and most efficient means to the following people:
- a. Members of the Emergency Plan Committee, The Town Mayor and the ECPR

- b. All Town Councillors and Cheshire East Councillors representing Knutsford, Mobberley, High Legh and Chelford wards
- c. A Cheshire East Council Emergency Centre representative, including from Emergency Planning (Section 17, Figure 1)
- d. Other individuals whose presence the Emergency Plan Committee consider could be helpful (e.g. the Neighbourhood Policing Team at Knutsford, and representatives on behalf of Churches, Schools, GP Surgeries, First Responders, any other Clubs, Groups or Organisations that the Committee feel could be helpful in the particular circumstances)

15.4 The Emergency Plan Committee should meet to prepare the Agenda for the first Community Emergency Meeting, assisted by guidance in Section 16.

15.5 It is important to note that Emergency Plan Committee and Community Emergency Meetings are not Town Council Meetings and are not governed by legislation or policy governing the Town Council. These meetings will normally be chaired by the EPC assisted by the Town Mayor.

16 Aide Memoir for Compiling an Emergency Meeting Agenda

- 16.1 The following guidance on topics that should be considered for inclusion in agendas of Emergency Committee and Community Emergency meetings is based on an aide memoir provided by Government planners. What should actually be discussed will depend on the circumstances of a particular emergency. Topics listed in the template that are irrelevant should be omitted. Similarly, any subjects requiring discussion but not listed should be included in a final Agenda. It is stressed that the template is an aide memoir, not a mandatory list.
- 16.2 Date/Time/Location/Attendees to be Invited
- 16.3 Current Situation
- a. Nature of the Emergency or Incident
 - b. Road / Street names directly affected?
 - c. What critical and key buildings / sites are in the affected area?
 - d. How badly are they affected? Identify significantly affected buildings / sites
 - e. Are any main access routes to directly affected areas impassable or limited?
 - f. Is public transport affected?
 - g. Is there any threat to life?
 - h. Have electricity, gas or water supplies been affected?
 - i. Have landline / mobile telephone and/or radio communications been affected?
 - j. What can we safely do now without the help of (and without hindering) the Emergency Services and Local Authority?
 - k. Is our Community Emergency Incident Room open, manned and fully functioning?
 - l. Has contact been made with local media? Are there any specific messages we should request them to put out? Do we know what messages have been put out by the media already?
- 16.4 Evacuation
- a. Is there a need for an immediate or early evacuation? If so from where?
 - b. Is it possible that an evacuation might be necessary in a few days' time?
 - c. How many people will / may require evacuation?
- 16.5 Are any known vulnerable groups of people directly affected, about how many and where located

- a. Elderly and frail
- b. School children and staff
- c. People with disabilities of one kind or another
- d. Non-English speaking people
- e. Other vulnerable people (identify)
- f. In each case (a. to e), what agencies need be contacted for assistance?

16.6 May any of the following resources be needed, where, and who will take the lead in each case?

- a. Drinkable Water?
- b. Hot food and Drinks?
- c. Medical assistance including First Responders or First Aid?
- d. Blankets?
- e. Stretchers?
- f. Wheelchairs?
- g. Body-bags?
- h. Shelter (sex & age groups)?
- i. Water pumps?
- j. Sandbags?
- k. Portable air dryers?
- l. Motor transport, coaches, ambulance-type vehicles, including lifts for elderly and disabled etc. people?
- m. Off-road vehicles? (Guy Salmon Land Rover, Manchester Road, Knutsford, WA160ST (see page 81)
- n. Snow removal, salt and/or gritting vehicles, or do salt/grit bins replenishment (Cheshire East Council)?
- o. Tree or branch removal services?
- p. Earth digging and earth removal equipment and services?
- q. Emergency Roof and Building repairs?
- r. Plumbers & Drainage Services?
- s. Portable electricity generators?
- t. Electricians?
- u. Gas Engineers & Services?

- v. Water utilities and sewerage engineers?
- w. Walkie-talkie radios?
- x. Other equipment?

- 16.7 Are additional volunteer helpers required? What can we safely do now, without the help, but with the approval of and without interfering with Cheshire East Council Services and the Emergency Services?
- a. For what purposes and are particular skills. Qualifications (e.g. are security or child protection clearances essential)?
 - b. How many people are required – male, female?
 - c. Where needed?
 - d. What are likely to be the best sources for required volunteers?
 - e. Can particular Knutsford-based Clubs, Groups and Organisations be of assistance (e.g. to identify individuals at risk or needing help? Have they been alerted or asked to help? Should representatives be invited to attend the meeting?
- 16.8 Has contact been successfully established with the Cheshire East Emergency Centre?
- 16.9 How can the Knutsford Community Emergency Plan team best support the Emergency Services, if at all?
- 16.10 Review agreed actions and who is to take the lead in each case
- 16.11 Date, time and place of next meeting.

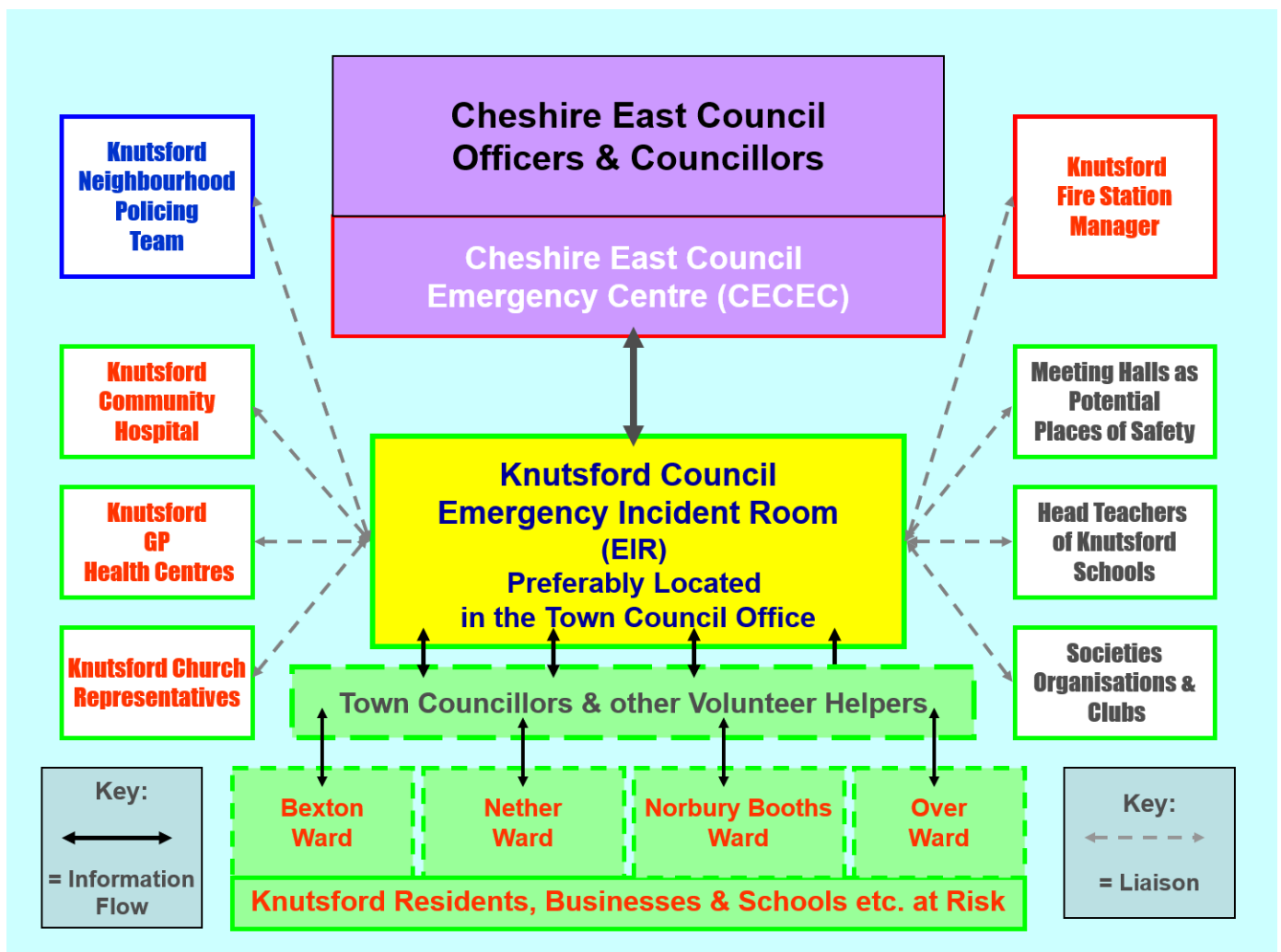
A brief but clear record of decisions and those appointed to take action should be made by the Town Clerk or an appointed Secretary.

17 The Emergency Incident Room (EIR) & Information Flow

- 17.1 The Emergency Incident Room (EIR) location should be decided quickly by the EPC in consultation with colleagues, the Town Clerk and Mayor. The preferred location is in the Town Council Offices on Toft Road. If this is not available, another location that best meets the desired criteria should be selected. In principle, the building and room selected as an Emergency Incident Room:
- a. Should be in a safe location, accessible by road and with adequate parking. Possible EIR alternative locations should be inspected and agreed.
 - b. The location should have already installed at least two (preferably 3) outside line telephones, a PC and a further Laptop computer that can be connected to the internet and for emails. Less desirably, wireless access to the internet for use by a portable Laptop computer brought to the Incident Room by the Emergency Team when the Incident is activated.
 - c. The room has the means to display information on the walls or display boards, white boards, etc. Some of these aids may be stored within the Emergency Pack (see details below).
 - d. The room is large enough to accommodate those needing to work there. There should also be a nearby meeting Room large enough to accommodate everyone needing to attend a Community Emergency Meeting (see Useful Emergency Contacts – Table 3).
 - e. Nearby facilities where Incident Room staff can obtain or prepare and eat meals or snacks, tea, coffee, toilets, etc.
- 17.2 The Knutsford Emergency Incident Room (EIR) will act as the main link between Knutsford and both Cheshire East Council Emergency Centre (CECEC) and Cheshire East Council (see Figure 1 on page 53). The EIR is also where decisions should be taken by the Town Council and the Emergency Plan Coordinators concerning action to support the community when the Knutsford Community Emergency Plan is activated. As also illustrated in Figure 1 the EIR will act as the focal point for liaison, when necessary, with Knutsford-based local bodies (e.g. Knutsford Schools, GP Health Centres, Neighbourhood Policing, etc.). Finally, the EIR provides the link between Knutsford Town Council and the Cheshire Local Resilience Forum under the auspices of which overall rescue and recovery actions by the Emergency Services, the NHS, Local Authorities and Utility Companies are

coordinated. If necessary and when called for, the EIR should seek to engage the assistance of additional volunteers from local voluntary clubs and societies (Section 22, Table 4)

- 17.3 Once the Emergency Incident Room (EIR) is open it should normally be manned 24 hours a day. A shorter open period might be acceptable in some circumstances, to be judged at the time. However, the EPC and DEPCs should always be contactable during an emergency. The EIR should be staffed on a watch basis by Emergency Plan Coordinators with assistance from other Councillors. Either the Town Clerk or other senior officers should be present whenever possible. Manning will be under arrangements organised by the EPC with the Town Clerk. EIR manning (possibly a three-watch basis if 24-hour coverage is required) will be covered on a voluntary commitment basis by the coordinators, Town Councillors, Knutsford Cheshire East Councillors, supplemented if necessary by other volunteers (e.g. EPCR). The number of staff required per watch will depend on the emergency, and will be determined at the time according to need.



17.4 An Emergency Pack for the Emergency Incident Room (EIR) should be kept in a safe place and maintained by the Town Clerk. This is a pre-prepared Pack the contents of which provide for most expected needs of the EIR and its staff. It should be immediately accessible by the EPC and Deputy EPCs in an emergency. The Pack Inventory should list the contents which should be checked annually and include the following:

- ☐ A USB stick containing the current version of the Knutsford Community Emergency Plan and any other useful community information.
- ☐ Two printed copies of the current version of the Knutsford Community Emergency Plan
- ☐ A large scale street map of Knutsford for wall display
- ☐ Ordnance Survey Explorer Map 268 – Wilmslow, Macclesfield & Congleton. Scale 1:25,000. 4 cm: 1km. 2.5 in: 1 mile.
- ☐ Ordnance Survey Explorer Map 267 – Northwich & Delamere Forest. Scale 1:25,000. 4 cm: 1km. 2.5 in: 1 mile.
- ☐ Adequate Log Sheets for four members of staff, as per Annex D
- ☐ A ream of paper and pens
- ☐ An up-to-date Register of Electors (obtained through Cheshire East Council)
- ☐ A list of Knutsford Post Codes, listed by road
- ☐ A wind-up radio for the Incident Room (or battery-operated with spare batteries)
- ☐ Four wind up torches or battery-operated torches with spare batteries.
- ☐ Six hand-held two-way radios with chargers and each with a spare battery, one as a Base Station, four for the Emergency Coordinators to communicate with the EIR, plus 1 spare (can be a second radio in the EIR).
- ☐ Direction pointers and Notices that can be positioned, indicating the location of the Emergency Incident Room for visitors
- ☐ Up-to-date Telephone Directory and Yellow Pages.
- ☐ A copy of the Knutsford Official Guide and a list of organisations

- 17.5 Emergency stores (such as blankets) are held centrally and maintained under the control of Cheshire East Council Social Services, Emergency Service Facilities Management, 0300 123 5010 (option 1). They are intended for use throughout East Cheshire in an emergency.
- 17.6 The organisations whose websites are listed in **Annex F** should be among those approached to assist in financing the procurement of equipment essential for the Knutsford Community Emergency Plan to function effectively should the Town Council be unable to finance the plan fully or obtain adequate funds from local government sources. Many other sources are available and these, too, should be approached.

18 Local Community Skills and Resources

- 18.1 A range of private businesses and individuals offering services and skills potentially useful during or after certain types of emergency are listed in **Annex C Table C-1**
- 18.2 The list is not comprehensive, and the businesses listed have not been requested nor are they committed to provide assistance or services during an emergency. The list is provided for the information of Knutsford EIR staff should they be requested or themselves need to locate particular skills or resources during an emergency. Local telephone directories and Yellow Pages may contain the names of other local businesses able to provide urgent help.
- 18.3 Other local businesses requesting inclusion in the list in Table C-1 can be added if they provide a service that could be useful in certain types of emergency. Owners of such businesses or individuals should contact the Town Clerk. Their names and the service they offer should then be added to Table C-1 when the plan is next amended. In the meantime, new names and contact details should be recorded by the Town Clerk and be made available for any emergency.

19 Designated Rest Centres in Knutsford

- 19.1 Paragraph 19.4 lists buildings presently designated as Rest Centres by Cheshire East Council and the Cheshire Local Resilience Forum in their coordinated Emergency Rest Centre Plan. The Cheshire East Rest Centre Plan forms part of the main Cheshire East Major Incident Plan response arrangements. Where large numbers of residents need to leave their homes or other people need to be provided with temporary sanctuary (e.g. following a major traffic accident on the M6 Motorway or a railway accident close to Knutsford) the Emergency Rest Plan would be implemented by Cheshire East Council.
- 19.2 In the above circumstances, Cheshire East Council or the Cheshire East Emergency Centre is requested to notify the Town Clerk or (out of normal working hours) the Knutsford Community Emergency Plan Coordinator or one of the Deputy EPCs at Knutsford (contact details are in Section 13 page 41).
- 19.3 The already designated Rest Centres have been visited, risk assessed and otherwise vetted for their suitability. In an emergency and when the Rest Centres are notified by Cheshire East Council, they will immediately be made available. Cheshire East Council maintains stores of equipment and documentation, and a team of trained personnel and volunteers ready to administer these designated Rest Centres at short notice. Should these become overloaded there could be a call for additional rest centres and / or volunteers to administer already designated Centres. Such requests should be made to the Knutsford Emergency Incident Room (EIR). Any additional centres would probably be chosen from among those venues listed in Section 20, Table 1.
- 19.4 The following rest centres have been designated:
- a. Knutsford Academy (capacity 350 people)
Bexton Road, WA16 0EA – 01565 633 294
 - b. Knutsford Leisure Centre (capacity 200 people)
Westfield Drive, WA16 0BL – 01565 653 321
 - c. Curzon Cinema (capacity 100 people)
Toft Road, WA16 0PE, 01565 633 005
 - d. Adelaide Academy (capacity 75 people)
Longridge, WA16 8PA, 01565 383045

20 Potentially Useful Venues in Knutsford

- 20.1 Table 1 lists all the main meeting halls and other venues in Knutsford that could possibly be used as places of safety or as reserve Rest Centres should pre-designated locations become over-loaded or unavailable, or if a venue listed in Table 1 is more suitable for a particular emergency (*Rest Centres in 19.4 are also listed in Table 1, annotated with an asterisk* in the Serial No column of Table 2*).
- 20.2 Meeting Halls and other venues listed in Section 20 Table 1 should be considered by the Emergency Plan Committee for possible use as an alternative Emergency Incident Room (EIR) should the Council Offices in Toft Road not be available. Any suitable for use as an Alternative EIR should be so designated. Some of the venues in Table 2 are privately owned and will first require the agreement of the owner / operator before they could be taken into emergency use. Contact details are in column 3 and in some cases also in column 4. (*Note 2. Capacities in Table 1 differ from those in 19.4 because Table 1 generally relates to licensed capacities or the numbers for whom seating has been provided. Those in 19.4 relate to capacities when used as an Emergency Rest Centre, as assessed by the Cheshire Local Resilience Forum.*)
- 20.3 One site has provisionally been designated as alternative Emergency Incident Room (EIR) locations: The Welcome Cafe. A decision on the preferred choice for an alternative EIR would be made at the time of an emergency and in consultation and agreement with those responsible for managing the designated locations.

Table 1 – Community Halls in Knutsford

Ser No.	Name of Hall and Address	Tel. Nos.	Approximate Capacities and Facilities
1*	Curzon Cinema, Tatton Room. Toft Rd. WA16 OPE	01565 633005	80 people. Kitchen. Parking for 24 cars
2	Jubilee Hall Meeting Room, Appt 24 Libris Court, Stanley Rd. Knutsford WA16 OGP	01565 632 651	65 people. Kitchen. Adjacent to Booths car park. Defibrillator & Free WiFi
3*	Leisure Centre, Westfield Drive, WA16 OBL	01565 653321	Mike Harding – requires a survey to confirm nos.
4	Methodist Church & Meeting Rooms, Princess Street, WA16 6BY	(24-hr) 01565 633276 01565 652251	Church 350 people. 7 Meeting rooms, 270 people. Full Kitchen.
5	St Johns Church Meeting Rooms, Church Hill, WA16 6DH	01565 755160	75 people ground floor. Coffee making facility. 100 people 1 st floor. Dining & kitchen.
6	St Cross Church & Meeting Room, Mobberley Rd, WA16 8EL	01565 640702 /01565 634771 01565 707053	Church 60 people. Parish room 60. Kitchen.
7	St Vincent's Church Meeting Hall, Tatton Street, WA16 6HR	01565 633040	Church 250 people. Meeting Hall 120. Kitchen. Car Park for 20 cars
8	Shaw Heath Social Club, Mobberley Rd, WA16 8JF	01565 632263	General number. 245 people. Car Park for 60 cars.
9	Toft Cricket Club, Booths Hall, Chelford Rd. WA16 8QP	01565 632734	100 people. Kitchen & Bar.
10	Welcome Café, Longridge, WA16 8PG	01565 750905	60 people. Kitchen. 6 Internet PCs.
11	Unitarian Chapel Hall, School Room and Committee Room	01565 751197	130, 80 and 20 people, respectively.

21 Useful Emergency Contacts

- 21.1 Section 21, Table 2 includes the names, emergency function, responsibility or service, the home, work, 24-hour and / or mobile telephone numbers, postal addresses, postcodes and email addresses of individuals, services and agencies that may, or in some cases will need to be contacted when the Knutsford Community Emergency Plan is activated to deal with a major emergency.
- 21.2 Councillors and other personnel manning the Emergency Incident Room shall each maintain a written Log as per Annex D. During a declared Emergency, all Town Councillors should maintain a personal Log of emergency-related actions / information, using the template in Annex D. This will help to ensure efficient management and recording of information and actions taken during the emergency.
- 21.3 Emergency Information Centre (EIR). Those manning the EIR should ascertain and annotate the last column of Section 21 Table 2 those of Serial numbers 1 through 23 on the Call-Out list in Section 13 on page 42, who have or have not been successfully contacted and are available for voluntary Emergency duties.
- 21.4 The following abbreviations are used to identify Tel Nos. in Table 3 on the next page:
- 24-Hr = always or usually available;
 - H = Home Number
 - W = Working Hours Number;
 - N= Night-time Number or out of normal duty hours;
 - M = Mobile Number – caution, the phone may at times be switched off or not within telecommunications cover.

Table 2 – Useful Emergency Contacts

Ser. No	Appointment or Service Facility	Telephone Nos.	Address and other Useful Information	Tick or Cross
1	Cllr Stewart Gardiner Emergency Plan Coordinator (EPC)	H 01565 641 906 M 07788 134 645	23 Queen Street, Knutsford, WA16 6HZ stewart.gardiner@knutsfordtowncouncil.gov.uk Knutsford Ward Cheshire East Councillor Nether Ward Knutsford Town Councillor	
2	Cllr Quentin Abel Deputy Emergency Plan Coordinator (DEPC1)	M 07971 507 501	quentin.abel@knutsfordtowncouncil.gov.uk Knutsford Ward Cheshire East Councillor Norbury Booths Ward Knutsford Town Councillor	
3	Cllr Mike Houghton Deputy Emergency Plan Coordinator (DEPC2)	H: 01565 634 180 M: 07530 595 974	mike.houghton@knutsfordtowncouncil.gov.uk 67 Ashworth Park, Knutsford, WA16 9DJ Bexton Ward Knutsford Town Councillor	
4	Cllr James McCulloch Deputy Emergency Plan Coordinator (DEPC3)	H 01565 228 843 M 07530 963 889	10 Gaskell Rise, Longridge, Knutsford, WA16 8ZL james.mcculloch@knutsfordtowncouncil.gov.uk Over Ward Knutsford Town Councillor	
5	Adam Keppel-Green Town Clerk	W 01565 653929 MW 07896 669042	townclerk@knutsfordtowncouncil.gov.uk www.knutsfordtowncouncil.gov.uk	
6	Other senior Town Council Officers Bob Allan Planning and Facilities Officer Sandra Curties Town Centre and Marketing Officer Alex Brown Events Officer	 W 07956 729 443 M 07497 040 501 W 07964 426947	 bob.allan@knutsfordtowncouncil.gov.uk sandra.curties@knutsfordtowncouncil.gov.uk alex.brown@knutsfordtowncouncil.gov.uk	
7	Knutsford Community Emergency Plan Community Representative		VACANT	

8	Cheshire East Council Emergency Centre (CECEC) Duty Officer	24hr Emergency Control Centre: 0300 123 5525	emergencycentreeast@cheshireeast.gov.uk www.cheshireeast.gov.uk	
9	Cllr Elizabeth Beswick		elizabeth.beswick@knutsfordtowncouncil.gov.uk Over Ward Knutsford Town Councillor	
10	Cllr Peter Coan		peter.coan@knutsfordtowncouncil.gov.uk Over Ward Knutsford Town Councillor	
11	Cllr Lesley Dalzell		lesley.dalzell@knutsfordtowncouncil.gov.uk Over Ward Knutsford Town Councillor	
12	Cllr Neil Forbes	H: 01565 633 465	neil.forbes@knutsfordtowncouncil.gov.uk 69 Westfield Drive, Knutsford, WA16 0BH Over Ward Knutsford Town Councillor	
13	Cllr Andrew Malloy	M: 07751 231 444	andrew.malloy@knutsfordtowncouncil.gov.uk 29 Thorneyholme Drive, Knutsford, WA16 8BY Over Ward Knutsford Town Councillor	
14	Cllr Christopher Gray	H: 01565 331 131	christopher.gray@knutsfordtowncouncil.gov.uk 8 Glebelands Road, Knutsford, WA16 9DZ Nether Ward Knutsford Town Councillor	
15	Cllr Scott Lowe		scott.lowe@knutsfordtowncouncil.gov.uk Nether Ward Knutsford Town Councillor	
16	Cllr Matthew Robertson	M: 07882 128 163	matthew.robertson@knutsfordtowncouncil.gov.uk 17 Beggarmans Lane, Knutsford, WA16 9BD Norbury Booths Ward Knutsford Town Councillor	
17	Cllr Jan Nicholson		jan.nicholson@knutsfordtowncouncil.gov.uk Norbury Booths Ward Knutsford Town Councillor	
18	Cllr James Power	H: 01565 640 928	james.power@knutsfordtowncouncil.gov.uk Bexton Ward Knutsford Town Councillor	
19	Cllr Millie Morris		millie.morris@knutsfordtowncouncil.gov.uk	

20	Cllr Tony Dean	H: 01565 650 527	tony.dean@cheshireeast.gov.uk 8 Trevone Close, Knutsford, WA16 9EJ Knutsford Ward Cheshire East Councillor	
21	Cllr Kate Parkinson	M: 07565 158989	kate.parkinson@knutsfordtowncouncil.gov.uk High Legh Ward Cheshire East Councillor	
22	Cllr Charlotte Leach	M: 07791 291 521	charlotte.leach@knutsfordtowncouncil.gov.uk Mobberley Ward Cheshire East Councillor	
23	Cllr Marc Asquith	H: 01625 860 446	marc.asquith@knutsfordtowncouncil.gov.uk 7 Woodfin Croft, Chelford, SK11 9SN Chelford Ward Cheshire East Councillor	
24	Knutsford & District Community Hospital, & Tatton Ward, Bexton Road, WA16 0BT	W 01565 757220 N: 01565 757294	W: Community Hospital Reception N: Tatton Ward Duty Sister at night and outside Hospital open hours	
25	Knutsford Community First Responders Trust (KCFRT)	Emergency 999	KCFRT Secretary, Cedar House, Hayton Street, Knutsford, Cheshire WA16 0DR adminkfr@knutsfordfirstresponders.org.uk	
26	Manchester Road GP Medical Centre, Knutsford WA16 0LY	W 01565 622101	Manchester Road, Knutsford, WA16 0LY	
27	Toft Road GP Surgery, Knutsford WA16 9DX	W 01565 632630	Toft Road, Knutsford, WA16 9DX	
28	Annandale Medical Centre, Knutsford WA16 8HR	W 01565 755222	Mobberley Road, Knutsford, WA16 8HR	
29	NHS Direct	111	24-hr health inquiries and advice. Website: http://www.nhsdirect.nhs.uk	
30	King Street Dental Practice	01565 632343	67A King St. Knutsford, WA16 6DX	
31	Toft Road Dental Practice	01565 633364	Toft Road, WA16 9EB	
32	Woodvale Clinic, Toft Road Dental Practice	01565 632899	Toft Road, WA16 9EB	

33	Dental Surgery	01565 634133	Former Post Office, Mobberley Rd. Knutsford, WA16 8HT	
34	Dental Practice, KClinic	01565 653480	7 Windsor Way, Knutsford, WA16 6JB	
35	Knutsford Fire Station Manager, (Anthony Naylor), Mobberley Road, Knutsford, WA16 8EX	24-Hr 01606 868700 or 01565 633369	anthony.naylor@cheshirefire.gov.uk adminassistant24@cheshirefire.gov.uk www.cheshirefire.co.uk	
36	Cheshire Fire and Rescue Service Headquarters, Winsford, Cheshire CW7 2FQ	01606 868700	feedback@cheshirefire.gov.uk	
37	Cheshire Constabulary. Macclesfield LPU Inspector, Andrew Blizard. Knutsford Police Station (Sgt. Bill Brickhill), Toft Road, Knutsford, WA16 0PA	W. 01606 362721 W. NBT office: 0845 458 6380 W. 01606 362721 W. 101	andrew.blizard@cheshire.pnn.police.uk inf.queries@cheshire.pnn.police.uk Non-emergency telephone number 101 Sgt Craig Hodson (or contact via 101) craig.hodson@cheshire.pnn.police.uk www.cheshire.police.uk	
38	Cheshire Constabulary, Andy Eadon, Force Planning and Resilience, Constabulary HQ, Clemonds Hey, Oakmere Road, Winsford, CW7 2UA	W. 01606 365733 M. 07920 220 723	andy.eadon@cheshire.pnn.police.uk	
41	Cheshire East Resilience Organisation	0300 123 5500	http://www.cheshireresilience.org.uk/	
42	Holly House Veterinary Surgery	01565 632253	Mobberley Rd. Knutsford WA16 8HT Email: holly_house@btconnect.com	
43	The Ark Veterinary Surgery	01565 872075	83 Town Lane Mobberley, WA16 7HH Fax: 01565 872530	
44	Representative of the Churches (Central Contact for all Knutsford Church Ministers)	H. W		
45	Knutsford Academy, Knutsford	W 01565 633294 W 01565 652019	Upper School, Bexton Road WA16 0EA Middle School, Westfield Drive, WA16 0BL	
46	Yorston Lodge School, 18 St. John's Road, Knutsford, Cheshire. WA16 ODP	W. 01565 633177 Fax 01565 632484	Email: headmistress@yorstonlodeschool.co.uk Email: secretary@yorstonlodeschool.co.uk Website: http://www.yorstonlodge.com/	

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47	Environment Agency Flood-line	0845 988 1188	To request support for flood preparations http://www.environment-agency.gov.uk/homeandleisure/floods/38289.aspx	
48	Environment Agency Incident Hotline	0800 807 060	For reporting environmental incidents http://www.environment-agency.gov.uk/contactus/36345.aspx	
49	Royal Society for the Prevention of Cruelty to Animals (RSPCA)	0161-286-2503	Altrincham Cheshire Branch, covering Knutsford Email: rspca.altrincham.cheshire@googlemail.com	
50	RAYNET Emergency Radio Communications by Amateurs		Greg Mossop email: gregm@greg-mossop.co.uk Bruce Williams email: bruce:g1ors@demon.co.uk	

22 Useful Community Organisations

- 22.1 Section 22 Table 3 *alphabetically* lists voluntary organisations, clubs and societies in or around Knutsford. The Emergency Plan Coordinator and Town Council should seek to interest these and other bodies in offering volunteers in time of emergency (subject to their availability and the type of assistance required).
- 22.2 Section 22 Table 3 lists the names of such organisations and gives the telephone numbers of contacts at each club / society with whom agreement in principle to provide volunteer help can be discussed or sought. Ideally, organisations (and individuals) willing to provide help (on an ‘as available’ basis) from among their club / society membership should be requested to prepare an emergency call-out tree (if they do not already have one), to facilitate the alerting of volunteers if or when needed by the Emergency Plan Committee or Emergency Services. Some of the organisation listed in Section 22 Table 3 will already have been included in Incident Plans drawn up by various bodies within the Cheshire Local Resilience Forum (e.g. The British Red Cross and the WRVS).

Table 3 – Useful Community Organisations

Organisation / Society (facilities)	Contact Telephone No. / Email
Alzheimer’s Society (Cheshire Branch)	0300 369 0570, 0333 150 3456 / cheshire@alzheimers.org.uk
Ambulance Station NHS Trust, Northwich Road, Knutsford	Call emergency number if need an ambulance
British Red Cross	01565 650201 / https://www.redcross.org.uk/
East Cheshire Crossroads – Caring for Carers	0333 323 1990 / cheshireeast@crossroadstogether.org.uk
Care4CE - Social Care Services for Adults (Knutsford) Knutsford Supported Living Network	01625 374176 Andy Brandon Stanley Centre (Day) 01625 374875 Manager Steve Edge steve.w.edge@cheshireeast.gov.uk
Catenian Association (volunteers, advice & contacts)	http://knutsfordcatenians.org.uk membership_officer@knutsfordcatenians.org.uk
Cheshire Search and Rescue Team	07542 754998? info@cheshire-sarteam.org www.cheshire-sarteam.org
Citizens Advice	03444 111 444 or 01625 708608
Cheshire East Emergency Control Centre	Out of hours: 0300 123 5025 Social Care out of hours: 0300 123 5022
Community Wardens (Cheshire East Council) & Community Safety eg CCTV	wardens@cheshireeast.gov.uk 0300 123 5021

Organisation / Society (facilities)	Contact Telephone No. / Email
Disability Information Bureau	https://dibservices.org.uk/disability-information-bureau 01625 501759 / 01260 295725 info@dibservices.org.uk
Guide Dogs for the Blind, Penny Anderson, Engagement Officer, Liverpool Mobility Team	www.guidedogs.org.uk 0345 1430211 liverpool@guidedogs.org.uk
Knutsford & District Good Neighbours ('Last ditch' Car Lifts for NHS patients registered with GPs in Knutsford, to Surgeries, Hospital, Dentist & Optician; also emergency shopping – lifts are normally to be requested by the patient when friends and usual lift providers cannot take them)	01565 631262 https://livewellservices.cheshireeast.gov.uk/Services/1825
Knutsford Community First Responders	Sal Thompson 07730 145 973 sal.thompson456@gmail.com
Knutsford Bowling Club	01565 651602
Knutsford Hosts (volunteer coordination body)	Sarah Flannery knutsfordhosts@gmail.com
Knutsford Inner Wheel	President Hilary Kirkham: hilarykirkham@gmail.com
Knutsford Methodist Church & Hall (hall rest facilities)	01565 652251 office@kmc.org.uk www.kmc.org.uk
Knutsford Photographic Society (on-scene photography)	http://www.knutsfordps.org.uk/ Karl Creaser, President: 01565632153 kmcreaser@aol.com
Knutsford and District Lions Club (volunteers)	https://e-clubhouse.org/sites/knutsford/ 0345 8338431 Knutsford.lions@gmail.com
Little Theatre (theatre facilities)	www.knutsfordlittletheatre.com 01565 633300 / secretary@knutsfordlittletheatre.com
Macmillan Cancer Support	https://www.eastcheshire.nhs.uk/Our-Services/Cancer-services.htm Macclesfield: Janet Parkinson & Julia Berry: 01625 663128/9 Janet.parkinson3@nhs.net
Manchester Airport: Chairman Manchester Airport Consultative Committee	https://www.manchesterairport.co.uk/community/consultative-committee/ Mike Flynn, manaircc.flynn@gmail.com 07710 816720
NSPCC	Warrington Service Centre: 01925 873000
Police Station, Neighbourhood Beat Team, Knutsford	101 (non-emergency number, ask for Knutsford)
RAYNET (Emergency Radio Communications by Amateurs) Greg Mossop	gregm@greg-mossop.co.uk 01244 911640
Rex Probus Club	http://www.knutsfordrexprobus.co.uk/ Richard Martin 07815 005026 richardmartin.probusrex@gmail.com
Rotary Club of Knutsford (volunteers & business assistance)	https://www.rotary-ribi.org/clubs/homepage.php?ClubID=294 David Brewer: dandlbrewer@outlook.com 01565 722 714

Organisation / Society (facilities)	Contact Telephone No. / Email
	Alan Ingram: ajingram@live.co.uk 01565 650 950
Royal British Legion (volunteer helpers)	http://counties.britishlegion.org.uk/branches/knutsford 0808 8028080. RBL Legionline Chairman John Walker: jw.walker@ntlworld.com
Royal Society of the Prevention of Cruelty to Animals	http://www.rspca-altrincham-cheshire.org.uk/ 0161-286-2503 Altrincham provides cover for Knutsford 01925 632944 (Warrington) Wildlife Centre Nantwich 0300 123 0722 24 hour cruelty line 0300 234 999
Salvation Army (Rest Centre volunteers)	https://www.salvationarmy.org.uk/central-north centralnorth@salvationarmy.org.uk 0161 743 3900 0161 743 3939 (24-hr Duty Officer)
Samaritans of Macclesfield & District (Read House)	https://www.samaritans.org/branches/macclesfield/ 01625 426000 / jo@samaritans.org
Scout Council (volunteers – youth associated)	District Commissioner: Neil McAleece neil@knutsfordscouts.org.uk
Shaw Heath Social Club (club rest facilities)	Manager Sam Way: 07815 299710
Sports Club (Knutsford) (club rest facilities)	Mark Airey 07787510702 info@knutsfordsportsclub.org.uk
Tatton Park (Possible rest & feeding facilities. Also tree and branch removal and other skills)	Graham Jones - Manager 01625 374404 Graham.Jones@cheshireeast.gov.uk
Tatton Probus Club	https://www.knutsfordtattonprobus.org.uk/tattonprobus@gmail.com Or by phone via: Derek Empson EPCR. 01565 651737
We are Knutsford (community support body formed during COVID pandemic)	help@weareknutsford.org 01565 364 785
Womens' Institute – Boothsmere	01565 653701 or 632818
Womens' Institute - Cranford	Eileen Podmore President 01565 633074
Womens' Institute - Crosstown	June Sherlock: gasherlock@ntlworld.com
RVS Emergency Stores, Assistance at Rest Centres	http://www.royalvoluntaryservice.org.uk/ Mark Groves 01565 651500 markgroves@royalvoluntaryservices.org.uk
RVS Thursday Club; Meets at the Jubilee Hall, 24 Libris Place, Stanley Road, Knutsford.WA16 0GP	0330 555 0310
Young Farmers' Club (manpower, machinery & voluntary assistance)	https://www.facebook.com/knutsfordyoungfarmersclub/knutsfordyfc@hotmail.co.uk
RAYNET (Emergency Radio Communications by Amateurs) Greg Mossop. Request assistance through	gregm@greg-mossop.co.uk Requests for RAYNET radio communications support is to be made through the CEC Joint Emergency Planning Team (01244) 973869 EmergencyPlanningTeam@cheshiresharedservices.gov.uk

Organisation / Society (facilities)	Contact Telephone No. / Email
CEC Joint Emergency Planning Team Tel no. 01244 973869	
Planet Play Knutsford. Children's indoor playroom. Unit C1 Stanley Road Trading Estate.	01565 650086. Chris Garner or other Staff members. www.planetplayknutsford.co.uk

23 Actions for Individuals and Families to Prepare for Emergencies

23.1 Advice to give to people to prepare for any emergency that may arise, including evacuation

- a. If they have not already done so, Knutsford residents should read and follow the advice given in Cheshire Resilience 'Help us to Help You' folding leaflet (obtainable from Cheshire East Council). If they have not already done so and an emergency arises in Knutsford, people in the community should be advised quickly to create a Household Emergency Life-Saving Plan (H.E.L.P) to prepare themselves properly for emergencies
- b. Their HELP plan should include the following important information:
 - The names, addresses and phone numbers of someone living away from Knutsford who will be a family contact
 - Make a list of their most important phone numbers
 - Decide and note the means by which their family agree to stay in contact in an emergency
 - Decide emergency procedures for any children at school and tell them what to do
 - Note down Radio Stations to tune into for local information (BBC Manchester 95.1 FM. BBC Merseyside 95.8 FM. BBC Stoke 94.6 & 104.1 FM. BBC Shropshire 96 FM. BBC Wales 93 to 104 FM.)
 - Note the following Website on which emergency information will be posted:
www.cheshireresilience.org.uk/
 - Be familiar with how and where to turn off your gas, electricity and water main supplies before they leave.
- c. Prepare an Emergency Grab Bag and keep it handy. The bag should contain or include the following:
 - The H.E.L.P. information stated in the seven bulleted items listed on the previous page
 - A battery radio with spare batteries or a wind-up radio
 - A battery torch with spare batteries or a wind-up torch
 - A Laptop computer, with charger, if they possess them

- First Aid Kit and Medication
- Bottled water and emergency food, enough for three days
- Copies of important documents in a water-proof bag (e.g. Passport, Birth and Insurance Certificates etc.)

23.2 Advice to be given to people who are very likely or have to evacuate

a. If there is time, quickly add the following items to their Grab Bag

- Prescribed Medication and Repeat Prescriptions
- Cash and Debit & Credit Cards, Savings Books,
- Car Keys
- Toiletries & sanitary supplies
- Mobile phone & charger
- Essential Infant supplies and spare clothes

b. When they leave your home

- Lock all doors and windows
- Take any pets with you in a pet cage or on a lead
- Don't return home until you are told it is safe to do so
- Continue to tune into local radio stations for news
- If you are able to, look at the www.cheshireresilience.org.uk website for information
- If you have somewhere safe to stay, go there when told to do so by the Emergency Services
- If you have nowhere to go, inform Cheshire East Council. They will make temporary accommodation arrangements.

24 Useful Reference Documents & Websites for Emergencies

- 24.1 The EIR should be aware of the following list of useful reference material some of which may prove useful in times of emergency.

Cheshire East Council website

www.cheshireeast.gov.uk

Cheshire Resilience – How to prepare for an Emergency:

www.cheshireresilience.org.uk/how_to_prepare.aspx

Preparing for Emergencies – What you need to Know (HM Government)

www.gov.uk/government/publications/preparing-for-emergencies/preparing-for-emergencies

Community Emergency Plan Toolkit (HM Government)

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/552869/community_emergency_plan_toolkit.pdf

The Heatwave Plan (2014) (HM Government)

<https://www.gov.uk/government/publications/heatwave-plan-for-england>

The Cold Weather Plan (2019) (HM Government)

<https://www.gov.uk/government/collections/cold-weather-plan-for-england>

BBC - Connecting in a Crisis [External website] - An initiative by the BBC to help ensure that the public has the information it needs and demands during a civil emergency. It sets out to encourage emergency planners to work more closely with broadcasters in the preparation of strategies for communicating essential information

British Red Cross <http://www.redcross.org.uk/>

BT Civil Resilience

<http://www.estdirectory.com/emergency-service/utilities/bt-civil-resilience-team>

Macclesfield Bereavement Support Services (includes Knutsford)

<http://bereavementmacclesfield.com/>

Disaster Action <http://www.disasteraction.org.uk/>

Info Link Cheshire: http://www.infolinkcheshire.nhs.uk/site_map.aspx

Medical Advice: <http://www.patient.co.uk/selfhelp.asp>

Neighbourhood Watch Association

Salvation Army http://www.crn.org.uk/region/north_west/cheshire

St John Ambulance <http://www.sja.org.uk>

Royal Voluntary Service <http://www.royalvoluntaryservice.org.uk>

RAYNET – Emergency radio communications: <http://www.raynet-uk.net/main/contact.asp>

Request assistance through Cheshire East Council Joint Emergency Planning Team or Cheshire East Council Emergency Centre;

25 Emergency Plan Maintenance, Training and Testing

- 25.1 The person with overall responsibility for reviewing and updating the plan is the appointed Emergency Plan Coordinator (EPC). He or she will be assisted by the Town Clerk, three deputies and the Emergency Plan Community Representative (EPCR). These six people will comprise the Emergency Plan Committee. The Emergency Plan Coordinator will normally act as chairman of the committee. The EPCR will be a non-voting member. The Master Copy of the Emergency Plan should be retained in the office of the Town Clerk but duplicate copies should be retained in other safe places elsewhere within the town. The plan should be reviewed at least annually, however, holders of the Emergency Plan should notify the Town Clerk by email of any errors as soon as they are detected.
- 25.2 During each review every section of the plan should be checked for accuracy (telephone numbers, resource lists etc.). All Emergency Plan holders on the Distribution List should be notified when a review is about to be undertaken. Emergency Plan holders have a personal responsibility for checking the validity of information concerning their area of interest or responsibility and for reporting to the Town Clerk, mistakes and any required corrections to the Emergency Plan Coordinator. The Town Clerk shall report to the Town Council and Cheshire East Council to confirm when a review has taken place. Significant changes should be highlighted to the Councils and all Community Emergency Plan holders.
- 25.3 Following the annual review and the incorporation of changes resulting from any lessons learned from exercises, the Town Council should formally adopt the latest version of the Plan.
- 25.4 The Town Clerk is responsible for distributing approved amendments to and new Issues of the Plan, to all addressees.
- 25.5 The Emergency Plan Coordinator, with the assistance of the Town Clerk, should make sure that everyone involved in the Plan are aware of their role and that they may be contacted to provide assistance at short notice in the event of an emergency.
- 25.6 The Town Clerk is responsible for making sure that the distribution of the Emergency Plan complies with Data Protection Act and other appropriate legislation

- 25.7 The Emergency Plan Coordinator and Town Clerk shall jointly ensure that primary and alternative locations earmarked in the plan for use as an Emergency Incident Room are fit for purpose and that the Emergency Pack is complete and maintained in good order. The Town Council should help to ensure that these requirements are met. (Annexes C and D)
- 25.8 The Emergency Plan Coordinator, in cooperation with the Town Clerk and Town Council, should liaise with the Joint Cheshire Emergency Planning Team, through Cheshire East Council, to arrange periodic command post exercises or live training, to test the efficacy of procedures in the plan and thereby to identify weaknesses and effect improvements in organisation, equipment, procedures and preparations.

Annexes

Annex A – Critical Buildings, Sites and Infrastructure

1.1 Critical buildings, sites and infrastructure are:

- a. Buildings or sites that accommodate or are at certain times populated by large numbers of people
- b. Buildings that accommodate especially vulnerable people such as the elderly, children, sick and / or disabled people and associated staff (e.g. Assisted Housing, Care Homes, Hospitals and Nursing Homes, Apartment blocks for the Elderly, Schools and large Car Parks)
- c. Buildings or sites storing and / or dispensing or using substantial quantities of toxic, inflammable or explosive material (including Fuel Filling Stations).
- d. Buildings, installations and sites accommodating Emergency Service, Medical facilities, Utilities, Local Authority and other community services infrastructure, resources or facilities fulfilling a resilience, rescue or recovery role in emergencies.

1.2 Table 4 lists Critical Buildings, Sites and Infrastructure (as defined in paragraph 1.1 above). These are listed in alphabetical order of the Road or Street (column 3 in the table) in which they are located. Column 4 indicates the postcode, and column 5 states the worst-case maximum number of people that could be in the building (where this is known). In practice, the numbers of people occupying buildings or sites could be considerably lower than the likely maximum stated, depending on the month, day and hour that the emergency occurs, and whether any special events are being held at that time. Column 6 lists contact telephone numbers, names and appointments. It is important that these details are kept up to date.

Table 4 – Critical Buildings, Sites and Infrastructure in Knutsford

Ref	Building / Facility	Road and Building No.	Postcode	Max No.	Contact
1	Railway Station & Car Park (Northern Rail)	Adams Hill	6BA		08450 000125 British Transport Police 0800 405040
2	Knutsford & District Community Hospital	Bexton Road	0BT	160	01565 757220 or 01565 757294 (24 hr)
3	Yorston Lodge Private School	Bexton Road	0DS	180	01565 633177
4	Knutsford Academy (Upper School) ⁽¹⁾	Bexton Road	0EA	1,100	01565 633294
5	Egerton Primary School	Bexton Road	0EE	255	01625 383257 – Alison Hooper (head)
6	Egerton Pre-School (same site as school)	Bexton Road	0EE	40	01565 652340 - Andrea Jackson (manager)
7	Abbeyfields House (Sheltered Housing)	Bexton Road (23C)	0EE	17	House Manager 01565 634107 (24 hr)
8	Bexton Primary & Junior Schools	Blackhill Lane	9DB	445	01565 632816 – Emily Armstrong (head)
9	ALDI Supermarket	Brook Street	6EQ	500	0800 042 0800
10	Brook Street Unitarian Chapel Hall, School Room & Committee Room	Brook Street	8DY	130, 80 & 20	01565 751197
11	St John's Church & Meeting Rooms	Church Hill	6DH	310, 265, 175	01565 775160 (office) 01565 632 834 (Nigel Atkinson, Vicar)
12	Gaskell Avenue, Dental Practice	Gaskell Avenue 5	0DA	25	01565 633034

Ref	Building / Facility	Road and Building No.	Postcode	Max No.	Contact
13	Parkgate Industrial Estate	Haig Road	8DX		Multiple separate businesses
14	Ash Court (Apartments for Independent Retired People).	King Edward Road	0BE	46	House Manager Jane Atkinson, at 42 Ash Court. 01565755252.
15	King Street Dental Practice 67a	King Street	6DX		01565 632 343
16	Knutsford Day Nursery, Old Library, Brook St.	King Street	6EQ	75	01565 65 3147
17	Clare & Illingworth Opticians	King Street 101	6EQ		01565 632 066
18	Norden Riley Opticians	King Street 42	6DL		01565 633 737
19	Cross Keys Hotel	King Street 52	6EQ		01565 750 404
20	60 King Street	King Street 60	6DT		01565 633 060
21	Rose & Crown Hotel	King Street 62	6DT	188	01565 652 366
22	Heritage Centre	King Street 90a	6ED		01565 650 506
23	The Angel Inn	King Street 96	6ED		01565 651 165
24	Adelaide Health Academy School	Longridge	8PA	60	01625 383 045 Charlotte Cartlidge (head)
25	Falcon Bearer Public House	Longridge	8PG		07936 473892
26	The Welcome (possible Incident Room)	Longridge	8PD	60	01565 750 905 – Sarah Riley (manager)
27	Police Station Junction 19 M6	M6 Jn19 East			101 (see Toft Rd Police Station)
28	The Dental Studio	Malt Street	6ES		01565 757030

Ref	Building / Facility	Road and Building No.	Postcode	Max No.	Contact
29	Manchester Road GP Medical Centre	Manchester Road	OLY		01565 633 101
30	Cottons Hotel, Fitness Centre & Pool	Manchester Road	OSU		01565 650 333
31	Royce Court (Assisted housing)	Manchester Road	OSW		01565 633147
32	Manor Park School	Manor Park North	8DB	236	01625 568 837 - Simon Cotterill (head)
33	Knutsford Children's Centre	Manor Park North	8DB	56	01625 374904 - Sue Kenyon (manager)
34	St Vincent's Primary School	Manor Park South	8AL	240	01565 633637- Anita Harrop (head)
35	St Vincent's Playgroup (same site as school)	Manor Park South	8AL	40	01565 651 948
36	Sharston House Nursing Home	Manor Park South	8AQ	68	01565 633022 Manager or Senior Nurse on Duty. sharstonhouse@tiscali.co.uk
37	Egerton Youth Club & Car Park	Mereheath Lane	6SL	500	01565 633383
38	Sports & Tennis Club and Meeting Rooms	Mereheath Lane	6SZ		01565 632721
39	St Cross Church & Meeting Rooms	Mobberley Road	8EL		01565 640702
40	Fire Station	Mobberley Road	8EX		01565 633369
41	Annandale GP Medical Centre	Mobberley Road	8HR		01565 755222
42	Mobberley Road Dental Practice	Mobberley Road	8HT		01565 634133
43	Kids Allowed Knutsford	Mobberley Road	8HY	75 to 150	682090 knutsfordoffice@kidsallowed.com

Ref	Building / Facility	Road and Building No.	Postcode	Max No.	Contact
44	Shaw Heath Social Club	Mobberley Road	8JF	245	07714 307115 - John Beattie, Manager
45	BP Petrol Filling Station, Shawheath	Mobberley Road	8JF		01565 621467
46	Holly House Veterinary Surgery	Mobberley Road.	8HT		01565 632253
47	Car Park & Moor Children's' Play Area	Moorside			N/A
48	County Ambulance Station	Northwich Road	OAF		
49	Methodist Church & Meeting Rooms	Princess Street	6BY	620	01565 652 231 (Office) 01565 633276 (Minister)
50	Knutsford Hearing Centre	Princess Street 4	6BY		01565 754894
51	Main Post Office & Co-operative Store	Princess Street 7	6BY	10 (staff)	01565 653 456
52	The Little Theatre	Queen Street 18	6HZ		01565 633000
53	Boots Opticians & Hearing Aids	Regent Street 1			01565 631 870
54	Stanley Park Trading Estate	Stanley Road (off)	0EG		Multiple separate businesses
55	Jubilee Hall	Stanley Road 24 Libris Place	0DJ	65	07713 038340 (Andrew Lloyd)
56	Booths Supermarket, Cafe & Car Park	Stanley Road 2b	0BS	1,160	01565 652552
57	Oak Wood (Retirement Apartments)	Tabley Road 3	OPQ		0800 7316287
58	Beech Wood (Retirement Apartments)	Tabley Road 5	OPQ		0800 7316287
59	Car Park (Long & Short Stay)	Tatton Street	6AE		N/A

Ref	Building / Facility	Road and Building No.	Postcode	Max No.	Contact
60	St Vincent's Church & Meeting Rooms	Tatton Street	6HR	370	633040
61	Police Station (see Note (4))	Toft Road	OPA		101 (non-emergency number)
62	Curzon Cinema	Toft Road	OPE	515	0330 500 1331
63	Shell Petrol Filling Station	Toft Road	OPE	-	756960
64	County Library	Toft Road	OPG		01565 632909
65	Town Council Offices	Toft Road	6TA	50	01565 653929 - Town Clerk Adam Keppel-Green
68	Esso Petrol Filling Station	Toft Road	8QJ		01565 633226
66	Toft Road GP Surgery	Toft Road	9DX		01565 632630
69	Toft Road Dental Practice	Toft Road	9EB		01565 633364
70	Knutsford Leisure Centre & Pool	Westfield Drive	OBL		01565 653321.
71	Knutsford Academy (Middle School) ⁽¹⁾	Westfield Drive	OBL	530	01565 652019

List of Care Homes

Beechwood and Oakwood, Tabley Road
Elizabeth Gaskell Court, Albert Street
Royce Court, Green Street
Mere Court, Ruskin Way
Tatton Court, King Street
Abbeyfield, Bexton Road
Ash Court, King Edward Road
Sharston House, Manor Park South
Tabley House, Northwich Road, Tabley

Older peoples' residences on Boothfields, Flats on Ella Grove, cottages in Silk Mill Street

Footnotes:

1. The High School (Upper and Middle Schools) have an Emergency Evacuation Plan for which the best initial contact is James Routs.
2. Maximum numbers of occupants listed in the 6th column are an estimate of the worst case. On most occasions, the number of people present on the site could be lower (perhaps considerably lower), especially in buildings where the number is set by large scale events or functions; and for schools, if the emergency occurs out of school hours or during the school holidays or at weekends in term-time. A question mark (?) indicates that 'information is not yet available'.
3. Social Service Emergency Stores. These are now held centrally and are obtainable through Cheshire East Council
4. Cheshire Constabulary, Knutsford Neighbourhood Beat Team (NBT), estimate that there are likely to be between 600 and 1,000 diners/drinkers in Knutsford, depending on the day, hour and time of year, on any one day or evening; the majority will be in restaurants, pubs and hotels in King Street and adjacent streets.

Annex B – Local Community Skills and Resources

Table 5 lists local private businesses and tradesmen offering services and skills potentially useful during or after certain types of emergency or serious incident. This list is not comprehensive and is included for information only.

Table 5 – Local Community Skills and Resources

	Skill / Resource	Name/Company	Telephone No.	Email / Website
1	Electrician (24 Hour callout)	Rob Stone	01565 849 159 / 07778 674346	
2	Emergency Plumbing	Cranford Emergency Plumbing	07900 486194	https://cranfordemergencyplumbing724.business.site/
3	Plumbing	Paul Carr	07836 333 305	
4	General Property Maintenance	Lyons Property Maintenance	01565 651732 07835 070462	
5	Plumbing & Heating	Pete Hatton	01565 650983 07860 852798	
6	Drainage	Knutsford Drain Services	01565 744081	
7	Plumbing & Drains	Dyno-Rod	0333 305 6189	https://www.dyno.com/blocked-drains/dyno-drains-greater-manchester-crewe
8	Drainage and Plumbing	Drain Doctor Manchester South	01606 361 813	https://www.draindoctor.co.uk/manchester-south/

9	Roofing & Building Repairs	Cheshire Builders. Holly House, Sugar Pit Lane, Knutsford, WA16 0NT	01565 631931	http://www.cheshirebuildersltd.com/info@cheshire-builders.net
10	Roofing Repairs	Coopers Roofing Contractors	01565 621 100 07925 303065	https://www.coopersroofing.co.uk/
11	Roofing Repairs	Jackson Roofing	01625 315018 07871 683547	jacksonroofing85@outlook.com https://www.jacksonroofinguk.com/
12	Search and Rescue Team (Cheshire)	Secretary, 29 School Bank, Norley, Frodsham, WA6 8NW (Registered Charity 1105454)	07542 754998	Email: info@cheshire-sarteam.org Website: www.cheshire-sarteam.org
13	Tree Felling & Removal	Meadow Tree Services	01565 650336 07709 545 949	mike@meadowtreeservices.co.uk http://meadowtreeservices.co.uk/
14	Tree Felling & Removal	Sean Corcoran	01565 621002 07957 214558	enquiries@corcorantreesurgeons.co.uk https://www.corcorantreesurgeons.co.uk/
15	Tree Felling & Removal	Cheshire Tree Surgeons	07795 314202 01565 621324	info@cheshiretreesurgeons.co.uk www.cheshiretreesurgeons.co.uk
16	Minibuses	A & A Taxi Services (7 seater minibus)	07578 455005	aataxiknutsford@gmail.com
17	Minibuses & Taxis	Amber Taxis (8 seater minibus)	01565 650707 & 01565 744401	Amber_cars@msn.com http://www.amber-taxis.co.uk/
18	Earth Digging & Debris Removal Services	Tom Bagley, Groundworks Ltd. Knutsford	01565 751033	enquiries@tom-bagley.co.uk https://www.tom-bagley.co.uk/
19	Locksmith	Locksmiths of Knutsford	07586 311868	

20	Locksmith	Norris Bilsborough Ltd	01625 861120 07876 033358	info@norrisbilsborough.co.uk
21	4 x 4 Drivers and Hire	Guy Salmon Land Rover	Julie Ripley 01565 632525 or 682253	Jason.emanuel@sytner.co.uk ; julie.ripley@sytner.co.uk

Annex C – Implementation Status of Anti-Hazard Preparations

Table 6 indicates preparations recommended for certain of the seven hazards identified in Section 9, Emergency Hazards, Possible Impact, Preparations and Actions. The table below should identify and provide information on anti-hazard preparations that have been recommended and the extent to, and manner in which, they have been implemented.

Table 6 – Anti-Hazard Preparations and Implementation Status

No. / Hazard	Recommended Preparation	Implementation Status
4. Prolonged Snow Falls & Below Zero Temperatures.	<ol style="list-style-type: none">1. Identify roads and pavements off gritted routes that are known to become dangerous after snow or in icy conditions.2. Obtain and pre-position salt & grit bins on these roads and fill them by 1st November.3. Publicise the whereabouts of salt/grit bins to those living in selected roads.	<p>Check that CEC has positioned and filled grit bins during November in Middle Walk (top & bottom) and Moordale (top) & Church Hill. Identify and request bins at any other potentially dangerous side roads and pavements. The agreement of Cheshire East Council and Town Council to preparations proposed in Section 9 Hazard 4 is still required.</p> <p>The Emergency Committee should study and consider the implications of the NHS “Cold Weather Plan for England” dated 2011, listed in Section 24.</p>
5. Storm Force Winds & Torrential Rain	<ol style="list-style-type: none">1. Identify any streets known to be susceptible to surface water flooding.2. Store stocks of sandbags or similar to protect houses from flooding.3. Identify where sand or other suitable filling will always be available, plus means of transportation.	<p>Not yet implemented. The agreement of Cheshire East Council and the Town Council to preparations proposed in Section 9 Hazard 5 is still required.</p> <p>The Emergency Committee is yet to study and consider the implications of the NHS “Heatwave Plan” dated 2010, listed in Section 24</p>

Annex D – Emergency Log Sheet Template & Sample Entries (Reproduce in A4 Portrait)

Log completed by: Councillor Joanne Bloggs

Sheet / Page No ...1.....

<u>Date</u> Time	Information / Decisions / Actions	Initials
<u>3 Jan '12</u>		
17.55	<u>Log opened</u> . Informed by EPC Cllr Black that CEC Emergency Centre had requested Knutsford to activate the Community Emergency Plan due to the severe weather and serious Flu Epidemic. CEC snow clearing and some Medical and Social services no longer able to cope unaided. EPC requested all available Town Councillors to be alerted and to attend an emergency meeting in the Town Council offices at 22.00 this evening. Began my Call Out process.	JB
18.15	I informed EPC by phone that <u>all</u> on my DEPC1 Emergency Callout Tree had been notified of the Emergency and requested to attend this evening's 22.00 meeting.	JB

Annex E – Map 4 Knutsford Town and Ward Boundaries

