St Sampson Parish Council Emergency Response Plan

Version 1.3

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Revision list

Version	Date	Details of changes made
1.0	28/1/25	First approved version
1.1	25/8/25	Addition of reference to UK Government long-term flood risk website. Addition of reference to notification on Village Notice Board in relation to medium/long term utility failures.
1.2	8/4/26	Additional emergency contact numbers provided by Cornwall Council added
1.3	3/11/26	Added reference to Community Support Network

1. Purpose of this Plan

Response to major emergency events is managed and handled by appropriate agencies such as the emergency services, Cornwall Council and utility companies.

These authorities will always be contacted to respond, but there are instances in which the Parish Council may usefully take action before the appropriate authority can be present, or could co-ordinate issues in the village community outside the scope of the response by that authority.

This Plan explores scenarios in which Parish Council response could be of benefit, and identifies appropriate preparations, responses and available resources.

2. What Constitutes an Emergency

Taking wording from the UK Cabinet Office definition, an emergency is an event or situation which threatens serious damage to human welfare in a place or to the environment of a place.

This could be situations such as:

- an immediate threat to life (e.g. medical or accident events),
- an ongoing threat to life (e.g. a pandemic),
- a threat to welfare (e.g. inability to access the village, or loss of utilities),
- a threat to properties, (e.g. fire or flood)
- a threat to the environment (e.g. pollution)

3. Local Hazards Relevant to St Sampson Parish Council

In identifying hazards relevant to St Sampson Parish Council, reference has been made to the 2024 Devon, Cornwall and Isles of Scilly (DCIOS) Community Risk Register (Ref 1). Preparation of the Plan has also taken account of UK Government and Cornwall Council Templates (Refs 2 and 3)

The table in Appendix 1 shows a risk assessment for those scenarios where a Parish Council response might be required or expected by residents. Very low probability scenarios, for example aircraft crash within the parish, have not been included. In any such event, the Parish Council would be involved under the direction of the emergency services. No scenario has been identified that is considered to be a high risk to the village.

The risk assessment has concluded that the risk of an event requiring evacuation of significant numbers of people to a place of safety is currently low. A very small number of properties are identified as being situated in positions at risk from flooding (Ref 6), and this would occur only during tidal surge. It is possible for a very severe weather effect to cause unpredictable flash flooding from the hills behind the village. Actions relating to this event are set out in Appendix 2 - Response to Flash Flooding.

4. Standard Response to Emergencies

For most emergency situations, the initial response should be for the person(s) witnessing the situation to contact the relevant emergency service through a 999 call. This can initiate response from Police, Fire, Ambulance and Coastguard resources.

For emergencies relating to roads, loss of services, environmental and other issues, contact numbers are shown below. Where an incident has an impact on the village

community, the Parish Council should be informed to assist in mitigating community effects.

Emergency Issue	Organisation	Telephone Number
Anti-terrorist hotline	Police	0800 789 321
Adults Access to Services	Cornwall Council Adult Care and Support	0300 1234 131
Coastal infrastructure problems; damage to sea defences, etc.	Council Highways (CORMAC)	0300 1234 222
Flooding – surface water, run off, road	Council Highways (CORMAC)	0300 1234 222
Flooding – rivers, sea	Environment Agency	0800 80 70 60
Mental Health	Samaritans	116 123
	NHS local urgent mental health response	0800 038 5300
Immediate risk to life	**Fire, Police, Ambulance, Coastguard**	**999**
Pollution (land, rivers)	Environment Agency	0800 80 70 60
Pollution (sea, beach)	Coastguard	01326 317575
Power Cuts	National Grid	Emergency: 105 or 0800 6783 105 Non-emergency: 0800 365 900
Road closed, trees down	Council Highways (CORMAC)	0300 1234 222
Loss of fixed line telecoms	Openreach	0800 023 2023
Safeguarding Adults and Children	Multi-Agency Referral Unit	0300 1231 116
Water or sewage leak. Loss of water supply	South West Water	0344 346 2020
Incidents affecting the village community	Parish Council to assist the relevant authority.	Chris Taylor 07955 714130

5. Parish Council Involvement in Emergency Response

It is important to remember that the Parish Council is not a trained emergency response organisation. Any actions taken by the Parish Council will be in support of the relevant response authority to provide local knowledge and support and to assist villagers in overcoming issues related to the emergency.

Incidents where the Parish Council may become involved include:

1. Initial response to situations affecting the village before external assistance can be mobilised (e.g. road blockage, loss of utilities, flash flooding)
2. Minor disruptions that can be addressed with local resources (e.g. small trees on road, road blocked by vehicle that can be towed clear)
3. Incidents affecting villagers over a period (e.g. pandemic)
4. Support to the emergency services for events with wide implications (e.g. an event requiring evacuation of people to a safe location).

Where Parish Council involvement is considered to be required by the emergency services or a resident, initial contact should be with the Chairman, David Jenkinson 01726 832 246 or 07894 167 007, who will involve other people and resources as required. See. Appendix 3 - Parish Council Emergency Group First Meeting Agenda.

A card giving advice on appropriate contacts in an emergency, and on actions for individuals should flooding occur, has been provided to all homes in the parish.

6. Activation of Parish Council Response

Activation of Parish Council involvement in response to an incident may be as a result of contact from an individual or from the emergency services. Response may be in two key types:

1. Ad-hoc response.

This is the situation where the Parish Council becomes involved in a short-term incident, such as a fallen tree, and where action can be taken by the Chairman or other Councillors to take initial action and liaise with the appropriate authorities.

2. Co-ordinated response

This applies to longer term or more serious events where the Chairman of the Parish Council will ensure that a plan is developed and implemented to respond to the incident. The plan and its implementation should be documented and reviewed at appropriate intervals, and successes and lessons learned recorded for use in any future event.

7. Actions to be taken by Parish Council in an Emergency Situation

	Actions
1.	Ensure that the appropriate response authority has been contacted (see Section 4)
2.	Where a road blockage has occurred, close off access to other traffic to ensure that the route does not become inaccessible for clearance due to stuck vehicles.
3.	Where the incident affects the wider community, notify people that the incident has occurred and what action is being taken to respond – see Section 8.

4.	Where necessary, the Parish Council will nominate one or more co-ordinators to take either overall co-ordination of the situation or to coordinate specific aspects of the response
5.	For serious or ongoing emergencies, the Chairman should assemble a team from the Parish Council, and potentially including villagers with specific relevant expertise, to liaise with the responding authorities For the structure of the initial meeting, see Appendix 3 - Parish Council Emergency Group First Meeting Agenda. The normal assembly point for meetings to respond to emergency situations is the Village Hall – see Section 11.
6.	In situations involving injury or illness of a small number of persons, there is no reason for Parish Council involvement. However, in some cases a Councillor may happen to be on scene at the time, or may be summoned for assistance. In this situation, the Councillor should: • Ensure that appropriate first aid and care is being provided, and that the appropriate emergency service has been contacted. • If considered necessary, contact a trained first aider - see Section 10. • If possible, monitor the situation until emergency assistance appears.
7.	At no time should a Parish Council member put themselves in danger to attempt a response, or carry out any medical intervention in which they have not been trained, other than the use of the defibrillator. Parish Councillors must not request community members to take response actions that present any risk to them or others unless it has been ensured that the person has proven skills and experience for the task, and that the risks of carrying it out have been properly assessed. See also Section 14 - Insurance.
8.	Any sensitive personal data gathered by the Parish Council during an emergency shall be shared only as appropriate to assist response, and shall be destroyed when the emergency situation is resolved.

8. Communications to the Community

Where the community needs to be informed of planned disruptions or sudden events, use can be made of the Mauriemail system, which can be contacted via mauriemail@gmail.com.

If this system is temporarily unavailable, large numbers of residents can be contacted via e-mails that could be requested to be sent to members by Boatwatch (see Section 10) and Golant Quay Users (peterj.e.golant@gmail.com).

In the event of a medium or long term disruption to utilities that hinders communication by e-mail or telephone, the Parish Council will arrange for updates on the situation to be placed on the Notice Board at the Village Hall.

9. Vulnerable Persons

There are no special facilities (schools, care homes etc.) within the Parish with concentrated numbers of vulnerable persons.

The Parish has a Community Support Network which has created, maintains and operates a system that can be initiated to check on the welfare of participating households and to offer assistance where appropriate.

In emergencies with a longer-term impact on access to the village, utility failure etc, the Parish Council will identify persons in the village considered to be vulnerable. Action will then be taken to ensure that the wellbeing of these persons is monitored and that they have adequate food, water, medication, means of heating, etc. Information gathered will be destroyed when the emergency situation is resolved.

10. Local Resources

Within the Parish there are residents (e.g. farmers, boat owners) with resources that may be useful in an emergency situation. The Parish Council may request the use of such equipment where it can be used safely to contribute to a response.

Contacts for people and resources that may be useful in an emergency are shown below.

Resource	Provided by	Contact details
Trained first aiders	Gail Parsons	07900 001 656
	Carol Gabb	01726 833 557
	Nick Budd	Fisherman's Arms, 01726 832 453
Defibrillator	Located at Fisherman's Arms	See Instructions on Unit
Spiritual Support	Rev Shona Hoad	07476 900 623
Community Support Network	Carol Gabb	01726 833 557
Boat owners and river rescue equipment	Boatwatch	david.aj.bonsall@btinternet.com 07766 294 761

11. Emergency Equipment

The Parish Council maintains the following emergency equipment:

1. Road closed signs and bollards. Stored in Boatwatch Hut
2. Road grit – in boxes on School Hill and Water Lane.

River rescue equipment is sited:

1. Fowey Harbour Commission provides a lifebuoy at Golant Slipway
2. Boatwatch has river rescue equipment in the Boatwatch Hut.

12. Places of Safety

The following locations can provide a safe location for refuge or for persons to recover after an incident.

Building	Location, Telephone.	Potential use in an emergency	Contact details of key holder
Incidents affecting a small number of persons			
Fisherman's Arms	Fore St PL23 1LN 01726 832 453	Warm, safe environment with food/drink for individuals following incident such as immersion in the river, vehicle incident etc.	Available only during opening hours.
Encounter Cornwall Cafe	Golant Quay PL23 1LW	As above	Available only during opening hours. Limited availability in winter.
Incidents with Multiple Displaced Persons			
Golant Village Hall	Water Lane PL23 1LG 01726 833 921	Safe environment with electrically powered heating and food/drink facilities for a situation with multiple displaced persons. Close to houses with cooking facilities not dependent on electrical power.	Key: Fayre Hardy 01726 833 380 Additional keyholders listed on Village Hall External Notice Board
St Sampsons Church	Church Hill PL23 1LB	Rest Centre/safe place	Key: Simon Funnell 01726 833 343
Castledore Rowing Club	Golant Quay PL23 1LW	Rest Centre/safe place – could be inaccessible during high tides	Key: Andrew van den Broek 01726 833 707

13. Air Ambulance

A safe landing location for the Air Ambulance is available on the Village Green. The goalposts are designed to be lowered, if required. However, the distance between the two goals exceeds that required for a helicopter landing area for the class of helicopter in use, so lowering may not be required.

14. Insurance

Insurance cover for actions in an emergency have been checked with the Insurer, and Public and Personal Liability cover is in place as long as:

1. All response actions taken by the Parish Council, or volunteers working to assist the Parish Council, are risk assessed before the action takes place.
2. Insurance is in place for actions of the volunteers/council members undertaking tasks such as organising a safe temporary space for people affected by floods and, for example, putting down sandbags to either help the current situation or prevent damage caused by a flood etc. All actions such as these will need to be undertaken under the sole instruction of the council for cover to apply.
3. The insurance does NOT cover activities whereby volunteers/council members are instructed by the Parish Council to aid with rescue from properties when the area has been flooded either by boat or on foot. This is deemed as an unnecessary risk which is does not fall within standard council duties. Rescues of this kind should be dealt with by the emergency services.
4. Actions to clear a road, such as the removal of trees can be carried out by volunteers, and this can include the use of a chainsaw. However, any such work must be risk assessed and any person(s) operating the chainsaw will need to have a relevant qualification. Removal of large trees should be undertaken by Cornwall Council or a contractor with their own public liability insurance in place.

15. References

The following documents have been referred to during the preparation of this Plan.

1. 2024 Devon Cornwall and Isles of Scilly Community Risk Register (Devon, Cornwall and Isle of Scilly Local Resilience Forum website)
2. UK Government Community Emergency Plan Template. (gov.uk website)
3. Cornwall Council Community Emergency Plan Template. (cornwall.gov.uk website)
4. UK Flood Map for Planning (gov.uk website)
5. Environment Agency – “Rapid Response Catchments” – See Cornwall Community Flood Forum website – Flash Flooding
6. UK Government Website - Check the long-term flood risk for an area in England - https://www.gov.uk/check-long-term-flood-risk

Appendix 1 – Risk Assessment - hazards relevant to the Parish

This table shows those hazards that could create situation requiring a response from the Parish Council, their potential impact, mitigations in place and an assessment of the risk levels that they present to residents.

Hazards	Potential Impact	Mitigations	Current Risk Level
Tidal flooding of roads	Flooding of the road at the foot of Water Lane from tidal water in Golant Pill is a normal situation and requires no response. An alternative vehicle route around the flooded section is normally available. Disablement of cars by tidal water on the road by Golant Pill is relatively frequent. This can result in persons not familiar with the area being left requiring vehicle recovery and alternative transport.	Signage is provided on the road to warn of tidal flooding. This type of situation is normally addressed by calls by car owners to recovery organisations and advice from the Fisherman's Arms.	Low
Flooding of properties	A very small number of properties are identified on the Gov.uk Flood Risk website (Ref 6) as being situated in positions at risk from flooding. Rising sea levels may impact on this and the situation will be kept under review. Rapid unexpected flooding from the river is not considered credible – river level is governed by tide rather than river flow. This has been confirmed by reference to the UK Flood Map (Ref 4). Golant is not identified by the Environment Agency as a location subject to Flash Flooding (Ref 5). However, heavy water flows do occur on Water Lane, and it is possible that a very severe weather event could lead to water flow from the hills behind the Village, bringing the possibility of flooding of some properties. Actions to be taken in the event of a flash flood are included in this Plan.	Monitor any change in spring tide flood levels and flash flood risk to identify any further mitigations required	Low

Hazards	Potential Impact	Mitigations	Current Risk Level
Blockage of Access Road – Fallen Tree(s)	This has occurred, and recurrence is likely. Actions to clear a road, such as the removal of trees can be carried out by volunteers, and this can include the use of a chainsaw. However, any such work must be risk assessed and any person(s) operating the chainsaw will need to have a relevant qualification. Removal of large trees should be undertaken by Cornwall Council or a contractor with their own public liability insurance in place.	Parish Council to alert villagers that the road is impassible. Key priority is to prevent vehicle access down from Castledore to the blockage so that Cornwall Council can have access to clear it. School Hill/Church Hill would probably be available as diversionary route, but is difficult for emergency vehicle use. Air Ambulance access to the Village Green would be available.	Medium
Blockage of Access Road – Snow and Ice	Snow and Ice could block all access to the village as Water Lane and School Hill/Church Hill could be affected. Cornwall Council action would be required to clear the roads. Experience to date is that snow blockage is infrequent and short lived, hence Low Risk. Ice can be an issue, particularly on Church Hill.	Salt bins are provided on Water Lane and School Hill and are replenished by the Parish Council Response to blockage as for Fallen Trees	Low
Blockage of Access Road – Mudslide	A mudslide onto Water Lane is credible, and would require Cornwall Council action to clear the road.	As for Fallen Trees School Hill/Church Hill should be available as diversionary route, and is less vulnerable to mudslides, but is difficult for emergency vehicle use.	Low

Hazards	Potential Impact	Mitigations	Current Risk Level
Blockage of Access Road – Flooding	Heavy rain can cause strong water flows down Water Lane and can overload the storm drains. The steepness of the road is such that standing water cannot occur. The road is unlikely to be blocked by flooding.	Cornwall Council does sweep to collect leaves periodically. They should be contacted if storm drain blockage looks possible.	Low
Pandemic	Health risk to villagers. Problems in access to food and other services in any lockdown situation. Experience from the last pandemic is that life in the village was able to continue without a threat to life.	Community Support Network to arrange for the monitoring of the wellbeing of vulnerable individuals, with Parish Council assistance as required.	Medium
Loss of electrical power	Loss of lighting, heating and cooking facilities for many individuals. Many power lines run near trees – loss of power is a credible event.	National Grid to be contacted – See Section 4 Community Support Network to arrange for the monitoring of the wellbeing of vulnerable individuals, with Parish Council assistance as required. Village Hall broadband is battery backed to provide internet and mobile phone service for around 24 hours.	Medium
Loss of internet communications	Loss of ability to communicate, including inability to contact emergency services, medical provision etc.	Openreach would be contacted - – See Section 4. Contacting external resources may be difficult, depending on the extent of the fault, as mobile phone signals are poor in many areas of the village. However, a signal is available in some areas, with a good signal normally available at the top of Church Hill.	Low

Hazards	Potential Impact	Mitigations	Current Risk Level
Fire affecting multiple properties	The terraced nature and close proximity of some housing in Golant causes a low risk of multi-property fires	Following response by the Fire Service, the Parish Council should ensure that appropriate locations are found to give refuge to the displaced residents. The locations listed in Section 11 could be useful here. If necessary, Cornwall Council Emergency Response Team are able to assist in finding temporary refuge.	Low
Storm Damage	Storms could result in road blockage and/or damage to properties.	Action for road blockage as above. Action for any displaced persons as for Fire above	Medium
Water Supply Failure	Loss of water supply to some or all residents	South West Water (SWW) to be contacted - – See Section 4 In case of loss of supply SWW will bring temporary drinking water provision.	Low
SWW Sewage Plant Failure	Many houses in Golant are connected to the mains sewage system, but use of the system is normally maintained as SWW take sewage away by tanker in case of sewage pumping / treatment failure. This is a frequent event, but is managed effectively by SWW.	South West Water have automatic notification of problems through the unit's control system.	Low
River Pollution	Pollution to a level affecting local residents is very unlikely.	Environment Agency to be contacted – See Section 4 Also inform Fowey Harbour Commission – 01726 832 471	Low

Hazards	Potential Impact	Mitigations	Current Risk Level
Incident on the River	Call Coastguard via 999.	In some situations, it may be possible to mobilise local resources on the river through contact with Boatwatch – see Section 10. There is equipment and advice in the Boatwatch Hut available for use in the rescue of person(s) from mudbanks and from the water.	Low
Vessel adrift on river	Call Fowey Harbour on 01726 832 471	Unusual river activity is frequently seen and reported by individual householders with river views, either direct to Fowey Harbour or via Golant Boatwatch	Low
Individual sudden medical incident or serious injury	Call 999. If capable, provide first aid and other necessary assistance. Try to contact a trained first aider – See Section 10.	Defibrillator available at Fisherman's Arms Village Green provides a landing place for the Air Ambulance, if required.	Low
Missing Person on Land	There is the potential for the whereabouts of a resident living alone to be unknown, or for a short-term visitor to fail to return after, for example, going walking.	This issue is normally addressed through family and friends, or then by contact with the Police. The Parish Council could assist the Police by helping to organise a search.	Low
Missing Person on Water	There is the potential for a person making recreational use of the water not to return at the expected time.	In cases of significant concern, the Coastguard should be contacted. A water search could also be mobilised via Encounter Cornwall and/or Boatwatch.	Low

Appendix 2 - Response to Flash Flooding

Golant has not been identified by the Environment Agency as a location subject to Flash Flooding (Ref 5). However, it is possible that a very severe weather event could lead to water flow from the hills behind the Village, bringing the possibility of blockage of Water Lane and/or flooding of some properties.

As the probability of such event is low, and its nature unpredictable, the Parish Council will not maintain a stock of flood defence equipment, or carry out exercises in flood response.

The Emergency Response Card, distributed to all village residents and other village premises, includes advice on actions for individuals in the event of flooding.

Should a flood event occur, the Parish Council will meet and determine activities to be taken in association with the emergency services. The normal meeting place will be the Village Hall. However, if this is inaccessible due to flooding, the alternative meeting place is St Sampson's Church.

Actions to be taken by the Parish Council include:

1. Ensure that the emergency services have been contacted and agree where they will be met, and who by, to establish communication between them and the Parish Council.
2. As a priority, agree whether there are actions needed before the emergency services arrive in relation to vulnerable persons or others where there is a risk to life. Agree what actions can safely be taken, and how these actions will be carried out. Planning for action must take account of the Insurance cover in place which:
    a. Covers the actions of the volunteers/council members undertaking tasks such as organising a safe temporary space for people affected by floods and, for example, putting down sandbags to either help the current situation or prevent damage caused by a flood etc.
    b. Does NOT cover aiding with rescue from properties when the area has been flooded either by boat or on foot. Rescues of this kind should be dealt with by the emergency services.
    c. Covers only actions undertaken under the sole instruction of the council.
3. Discuss the items on the Emergency Meeting Agenda, set out in Appendix 3, to establish a plan of action.
4. Establish contact with the emergency services and assist them by providing local Advice, information on vulnerable persons, etc.
5. Where there is a need to set up a safe location for persons evacuated from their properties, agree the safest location with the emergency services, and assist as necessary in setting this up and providing manpower and resources within it.

Appendix 3 - Parish Council Emergency Group First Meeting Agenda

Meeting Details
Date:
Time:
Meeting Location:
Attendees:
The Emergency Situation
What is the nature of the emergency?
What is the location of the emergency?
What is the current situation?
Is there a threat to life?
Have electricity, gas or water been affected?
Are there any vulnerable people involved? `
Is there a need to evacuate persons from their properties?
Emergency Services
Has contact been made with the emergency services?
What response is has been offered by the emergency services?
How can we support the emergency services?
Parish Council Response
What actions can usefully and safely be taken by the Parish Council?
What resources do we need, and where can they come from? E.g. • Wet weather clothing • Torches • First aid kits • Shelter • Warm, dry clothing or blankets • Bedding • Hot drinks and food • 4-wheel drive or agricultural vehicles • Boats • Communication equipment • etc.
Who is going to take the lead for, and be involved in, the agreed actions?
Any other issues?