



Capel-le-Ferne



# Capel-le-Ferne Community Resilience Plan

Plan last updated on: May 2024

(Annually Reviewed)

**If you are in  
immediate danger  
call 999**

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# **Introduction.**

Capel-le-Ferne Parish Council may have an important role in both the response to and recovery from an emergency.

It is possible that the Parish Council may be able to act faster than many of the responding organisations as they have an in-depth local knowledge that would provide invaluable assistance to the response.

By completing a Community Plan the Parish Council is putting arrangements in place to mobilise resources that already exist in the Capel-le-Ferne community to support residents during an emergency.

During a major wide area emergency, it could be some time before responding organisations are able to offer assistance. By planning in advance, the Parish Council could provide key assistance co-ordinating local response activities.

## **Aims and Objectives of the Capel-le-Ferne Resilience Plan**

### **Aims**

The aim of the community plan is to increase short term community resilience in response to an emergency occurring in the local area.

### **Objectives**

- To enable the community to respond effectively to an emergency that occurs in the local area.
- To identify resources and key contacts within the community that can assist the emergency services and local authority in the response to an emergency.
- To identify hazards and possible mitigation measures within the community.
- To identify vulnerable people within the community.

# Resilience Plan

**Name of Community: Capel-le-Ferne**

<b>Name:</b>	<b>Philippa Seager</b>
<b>Authority/Role:</b>	<b>Chairperson</b>
<b>Signature:</b>	
<b>Issue Status</b>	<b>To be reviewed in 2025</b>
<b>Date:</b>	<b>May 2024</b>

This document will be reviewed annually at the Annual General Meeting of the Capel-le-Ferne Parish Council or when significant changes have taken place that would affect its operation.

## Plan distribution list

<b>Name</b>	<b>Role</b>	<b>Copy No.</b>	<b>PDF</b>
Philippa Seager	Parish Councillor (Chair)		
Keith Pilcher	Parish Councillor (Vice Chair)		
Maureen Leppard	Parish Clerk		

<b>Organisation</b>	<b>Copy No.</b>	<b>PDF</b>
Village Hall Committee		

## Plan amendment list

<b>Date of amendment</b>	<b>Date for next revision</b>	<b>Details of changes made</b>	<b>Changed by</b>
May 2023	May 2024	Contacts	Philippa Seager

# Local risk assessment and action plan

Risks	Impact on community	What can the Community do to prepare?
<p>Floods – run off from fields</p> <p>- Local ponds overflow</p> <p>No local rivers or streams</p>	<p>Flooding of local streets</p> <ul style="list-style-type: none"> <li>• Capel Street/Lancaster Avenue junction</li> <li>• Capel Street</li> </ul> <p>Damage to property</p>	<p>Encourage residents to improve home flood defences</p> <p>Work with local emergency responders to see if they can help with distribution of flood warnings and any evacuation and rest centre establishment required</p> <p>Capel-le-Ferne Parish Council have identified Rest centres and have designated Rest Centre/evacuation plans, this plan identifies other premises that are available</p> <p>Ensure landowners clear ponds</p> <p>Blocked drains could be reported to Kent County Council</p>
<p>High winds</p> <p>Fallen trees blocking roads</p>	<p>Structural damage to buildings and residential properties, including caravan sites</p> <p>Power lines/ supply affected</p> <p>Access to village</p> <p>Potential temporary evacuation of residents</p> <p>Potential Homelessness</p> <p>Need urgently to secure and make safe property</p> <p>Identify premises for forward control use by emergency services.</p>	<p>Capel-le-Ferne Parish Council has identified Rest centres and have designated Rest Centre/evacuation plans, this plan identifies other premises that are available</p> <p>Prepare list of local building contractors</p>
<p>Severe snow and ice</p>	<p>Housebound vulnerable residents unable to obtain supplies</p> <p>Access to village via road/ rail</p> <p>Residents unable to go to/ get back from work/school.</p>	<p>Identify housing occupied by vulnerable residents</p> <p>Appoint snow warden</p> <p>Prepare a list of voluntary agencies and individuals to deliver essential services</p>

B2011 Road issues	<p>Gridlocked traffic in and out of Parish.</p> <p>Residents unable to go to/ get back from work/school.</p> <p>Restricted bus service</p>	<p>Identify areas where stranded motorists can be accommodated if requested</p> <p>To mitigate the effect on the local community, diversion routes to be advised</p>
<p>Subsidence</p> <p>Cliff fall</p> <p>Structural damage to buildings and residential properties</p>	Possible homelessness	<p>Prepare list of local building contractors</p> <p>Capel-le-Ferne Parish Council has identified Rest centres and have designated Rest Centre/evacuation plans, this plan identifies other premises that are available</p>
Heatwave	Housebound / vulnerable residents unable to cope	<p>Identify housing occupied by vulnerable residents</p> <p>Prepare a list of voluntary agencies and individuals to deliver essential services</p>
Long term power outages		<p>Power Cut contact 105</p> <p>Contact UK Power Network 0800 3163105</p>

## Local skills and resources assessment

(Note: The inclusion of private organisations in this list does not imply that Capel-le-Ferne Parish Council endorses or recommends any of the services provided by those organisations)

### Food and supplies:

Requirements	Premises/ Contact	Consent	Location	Relevant Information
Water/food supplies/ provisions	Capel-le-Ferne Village Shop		Centre of village on New Dover Road	Outside normal Shop hours but can call owner.
	Spar		Seabrook Road, Hythe, Kent, CT21 5RS	Open 24/7
Water/ food supplies, cooking facilities	Capel-le-Ferne Village Hall  Primary School		Lancaster Avenue   Capel Street	Parish Clerk is key holder, CVH contact details displayed  Contact Head Teacher/ Caretaker
Shelter	St Radigund's Church  Rev Brian Williams,		Albany Road	Shelter, emotional and spiritual help, Toilets. Graveyard.
Shelter	Baptist Church  Pam Barr		Capel Street	Shelter emotional and spiritual help, Toilets.
Shelter	Village Hall Management Committee		Lancaster Avenue	Shelter and Cooking facilities  Recognised emergency Centre  Sleeping facilities



## Hotels and Bed and Breakfast Accommodation, including Caravans, Campervan, Tents:

Accommodation	Burstein Hotel	0871 222 0048	Folkestone	
Caravan and Camping	Little Satmar White Cliffs	01303 251188 01303 250192	Capel sites	

## Electrical Contractors:

Building Electrics	Simon Price	01303 252764	Alkham	
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## Communications

Email	<a href="mailto:clerk@capellefernepc.org.uk">clerk@capellefernepc.org.uk</a>
Facebook	@CapelLeFerneParishCouncil

## Tree Surgeons, Fencing & Wood Products:

Chainsaw owners	NP Daniels Farmer	01303 254740	Capel Street	
Chainsaws and other	Capel Groundworks	01303 253437	Satmar	
Chainsaw and wood	Keith Tait Tree Surgery	07908 693361	Folkestone	
Chainsaw and trailer	DA Tree Surgeons	01304 241328	Hougham	

## Snow Moving Equipment

Mechanical Diggers	Capel Groundworks	01303 253437	Satmar
Mechanical Diggers	J Taylor and Son Farmer	01303 892386	New Dover Road
Snow Plough	NP Daniels Farmer	01303 254740	Capel Street
Snow Plough	J Warnock & Son Farmer	01303 253752	Capel Street



**Plumbers:**

Daytime	Will Mardle Plumbing	01303 242655	Folkestone	Normal hours
Daytime	Roger West Ltd	01303 244462	Folkestone	Normal hours
Anytime	Mayday Plumbing	07798 705442	Folkestone	Emergency hours

**Builders:**

General	Hughes Building Services	07979 033299	Folkestone area	
General	Shepway Building Contractors	01303 271100	Folkestone area	

**Glaziers:**

	PGS Glass	01303 227070	Cauldham Lane	
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**Roofing Companies (see also Builder):**

	Hughes Building Services	07979 033299	Folkestone area	
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**Scaffolding Companies (see also builders):**

	N.T.Rix Scaffolding	01304 213960	Dover Area	
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**Veterinary Surgeons:**

	Manor Veterinary Clinic	01303 273203	Folkestone area	
	Havelock Veterinary Surgery	01303 226 667	Folkestone area	

**Medical General Practitioners (see main list):**

GP	The New Surgery	01303 243516	Folkestone	
GP	White Cliffs Medical Centre	01304 201705	Dover	
First Aiders	St Johns Ambulance	01303 279029	Folkestone	

**Transport, including 4x4's, minibuses, bus and Coach Companies, others**

4x4 owner/driver	Capel Groundworks	01303 253437	Satmar	Range of vehicles
Minibus	Crosskeys Coaches	01303 272625	Folkestone	Range of vehicles
4 x 4 + farming	NP Daniels	01303 254740	Capel Street	

**Plant Hire Companies:**

Small Plant	Brandon Hire	01303 276319	Folkestone	
Large Plant	Chunnel Plant Hire	01304 825526	Lydden	

**Local Farmers: NFU list/ contact?**

	Daniels N P & Partners	01303 254740	Capel Street	
	J Warnock & Son	01303 253752	Capel Street	
	Taylor J & Son	01303 892386	New Dover Road	

**Other resources/ skills/ volunteers:**

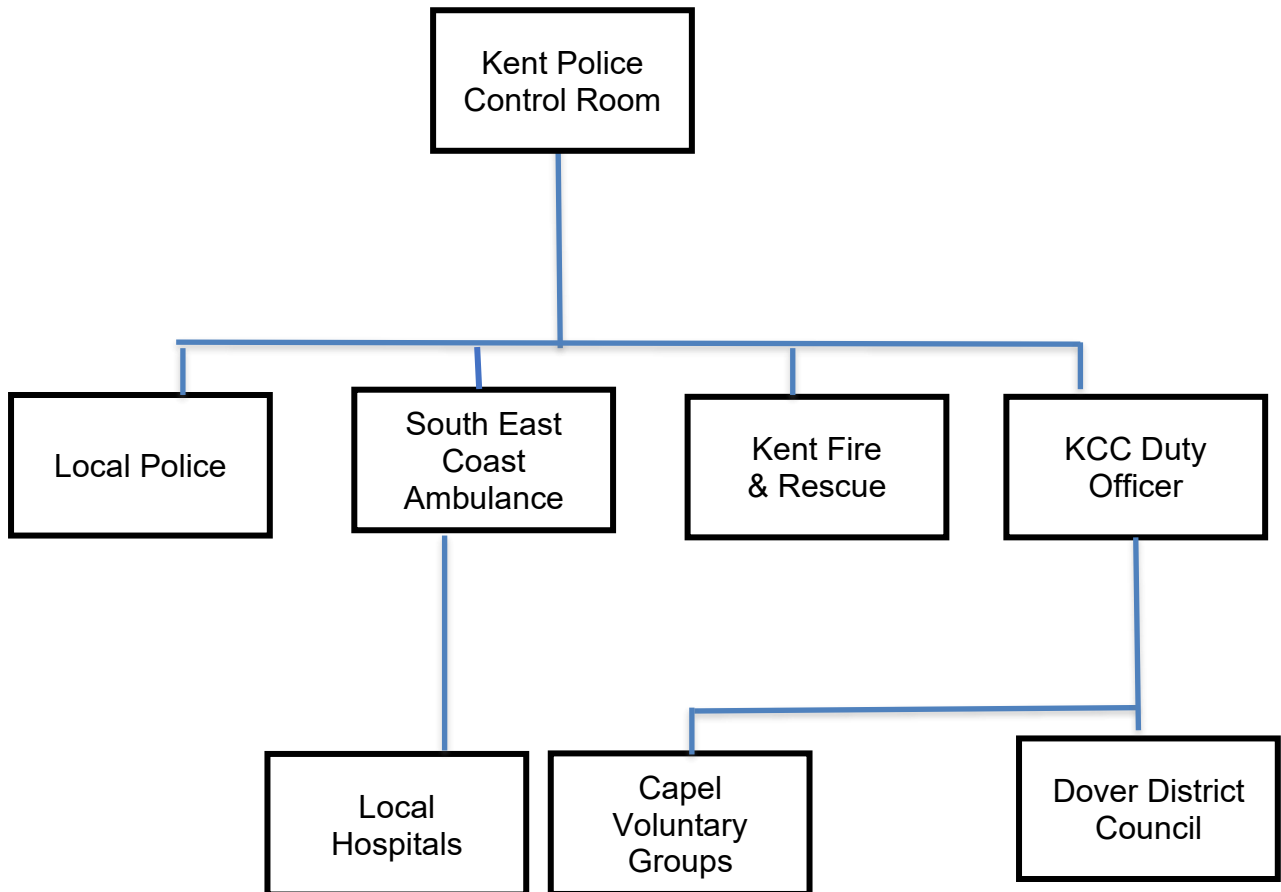
Risk Assessors	Risk Safety Services	0343 523 0410	Dover	
Lawyers	Frederic Hall Solicitors	01303 851185	Folkestone	

Communications	Kent PA Hire	01303 242085	Capel	
Environmental Services	Dover District Council	01304 821199	Dover	
Taxis	Folkestone Taxis	01303 252000	Folkestone area	
Nurses Doctors Midwives	NHS	NHS Helpline 111		

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

<b>Building</b>	<b>Location</b>	<b>Potential use in an emergency</b>	<b>Contact details of key holder</b>
Capel-le-Ferne Village Hall	Lancaster Avenue, Capel-le-Ferne, CT18 7LX	Evacuation centre or forward command post	Sally Cook 01303 253838 07730475838 Sue Leaning 07939095880
St Radigunds Church	Albany Road.	Shelter Counselling	Rev. Brian Williams 01303 243784
Capel-le-Ferne Baptist Church	Capel Street.	Shelter Counselling	Pam Barr 01303 489006
Capel-le-Ferne Primary School	Capel Street	Shelter Counselling	Anthony Richards (Headteacher) 01303 251353

# Capel-le-Ferne Community Resilience Decision Tree of Main Contacts



## List of community organisations that may be helpful in identifying vulnerable people or communities in an emergency

Organisation	Name and role of contact	Phone number
Capel-le-Ferne Parish Council	Philippa Seager	01303 245254
Capel-le-Ferne Primary School	Anthony Richards	01303 251353
St Radigund's Church	Rev Brian Williams	01303 243784
Capel-le-Ferne Baptist Church	Pam Barr	01303 489006
Reece Adams House	DDC emergency Planning officer	During office hours and out of hours 01304 821199 (our main office number) which if you hold the call will be transferred to out-of-hours provider. Ask them for the contact for Reece Adams House.
Capel-le-Ferne WI	Caroline Bunting Jan Ardley	07885 406433 07521 317343
Capel-le-Ferne PCSO		Phone 101
Capel-le-Ferne Community Warden	Janice Henry	07811 271303

### Vulnerable People Criteria:

- Frail elderly
- Generic
- Homeless families with support needs
- Mentally disordered offenders
- Offenders or people at risk of offending
- Older people with mental health problems/dementia
- Older people with support needs
- People with a physical or sensory disability
- People with alcohol problems
- People with drug problems
- People with HIV/AIDS
- People with Learning disabilities
- People with mental health problems
- People with babies
- Refugees
- Rough sleepers
- Single homeless with support needs
- Teenage parents
- Travellers
- Women at risk of domestic violence
- Young People at risk
- Young people leaving care

# Activation triggers

This Plan can be activated by the following means and action taken as indicated:

Source	Action to be taken
<b>1</b> A telephone call from any of the emergency services or Emergency Planning Team to Capel-le-Ferne Parish Council or to the Capel-le-Ferne Emergency Coordinator or their Deputies.	(1) Take a detailed note of the nature of the emergency and any request for immediate assistance. (2) Make sure you make a note of a direct telephone number of the caller. (3) Convey this information to the Emergency Co-ordinator who shall, at their discretion activate the "telephone tree". (4) Emergency Co-ordinator to set up a command post at Capel-le-Ferne Village Hall or, if that is not safe, at another appropriate building. (5) Inform emergency services and Emergency Planning Officers of the location and contact numbers of the Capel le Ferne command post. (6) Take appropriate action as requested by the Emergency Services and Emergency Planning Officers
<b>2</b> A telephone call from a member of the public direct to the Capel-le-Ferne Parish Council	(1) Take a detailed note of the incident and the name, telephone number and address of the caller (2) Dial 999 and inform the Police of as much detail as possible of the incident. (3) Proceed as indicated above in <b>1</b> (3) onwards.
<b>3</b> A telephone call from a member of the public direct to Capel-le-Ferne Parish Council but no communication possible with emergency services or emergency planning team.	(1) Take a detailed note of the nature of the emergency and any request for immediate assistance. (2) Make sure you make a note of a direct telephone number of the caller. (3) Convey this information to the Emergency Co-ordinator who shall activate the "telephone tree". (4) Emergency Co-ordinator to set up a command post at Capel-le-Ferne Village Hall or, if Hall is not safe, at another appropriate building. (5) Emergency Controller to take all appropriate action until communication can be made with the emergency services who will thereafter take control of the incident. This to include, if necessary, the calling of a Community Emergency Meeting. (6) Take appropriate action as requested by the Emergency Services and Emergency Planning Officers.
<b>4:</b> If no communication at all is possible, the Emergency Controller is to meet with the Deputies and take the decision to activate the plan.	(1) Emergency Co-ordinator to set up a command post at Capel-le-Ferne Village Hall or, if that is not safe, at another appropriate building. (2) Emergency Controller to take all appropriate action until communication can be made with the emergency services who will thereafter take control of the incident. This to include, if necessary, the calling of a Community Emergency Meeting. (3) Take appropriate action as requested by the Emergency Services and Emergency Planning Officers.

## Activation Actions

Dial 999 ensure the emergency services are aware of the emergency, follow any advice given

Contact your Local Council (See contacts sheet)

Use the log sheet to the rear of the plan to record:

Any decisions that have been made

Who you spoke to and what was said?

Contact other members of the Community that need to be alerted:

Those specifically under threat

Volunteers and key holders that may be needed

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



## Community Meeting:

Is a community meeting necessary?

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

Has Dover District Council been informed you are holding a community meeting?

Has the community been informed there will be a meeting?

Date:

Time:

Location:

Attendees:

### **1. What is the current situation?**

**Location of the emergency. Is it nearby:**

A school?

A vulnerable area?

Main access routes?

Type of emergency:

Is there a threat to life?

Has electricity, gas or water been affected?

**Are there any vulnerable people involved?**

Elderly

Families with children

**What resources do we need?**

Food?

Off-road vehicles?

Blankets?

Shelter?

**2. Establishing contact with the emergency services**

**3. How can we support the emergency services?**

**4. What actions can safely be taken?**

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

**6. Any other issues?**

## **Actions agreed with emergency responders in the event of an evacuation**

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

## **Alternative arrangements for staying in contact if usual communications have been disrupted**

<b>Communication Type</b>	<b>Name of contact</b>	<b>Phone number</b>
Mobile phone	Maureen Leppard	07813 704142

## **Contact List**

<b>Name</b>	<b>Role</b>	<b>Phone number/email address</b>
Maureen Leppard	Parish Clerk	01303 259564
Philippa Seager	Parish Council Chair	01303245254
Keith Pilcher	Parish Council Vice Chair	01303 254731
Sally Cook	Capel-le-Ferne Village Hall Chair	01303 253838 07730475838
Rev Brian Williams	St Radigund's Church	01303 243784
Pam Barr	Capel-le-Ferne Baptist Church	01303 489006
Anthony Richards	Capel-le-Ferne Primary School	01303 251353
Jan Milliken	Capel Cares	01303 257003

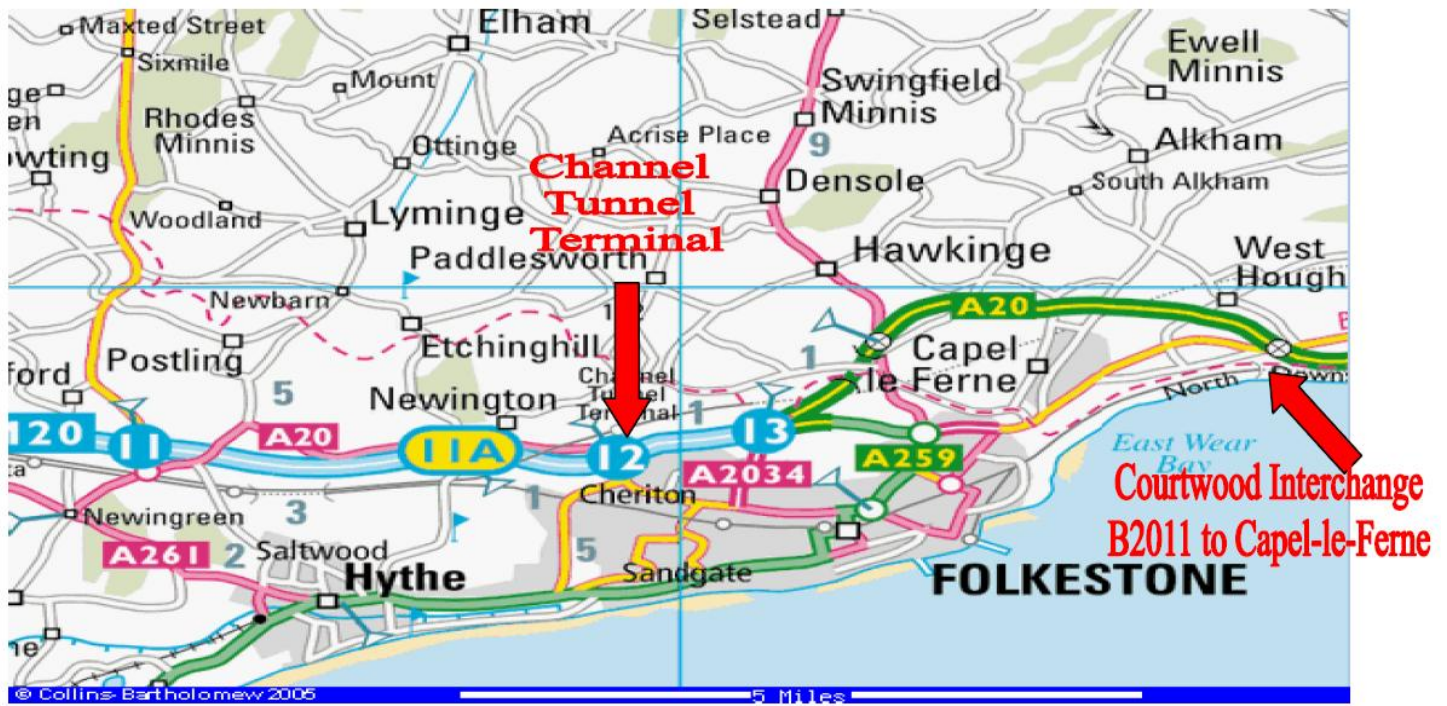
## Contact List

Organisation	Contact Details
Police HQ	01622 690690. Also 999, non-emergency 101, Crimestoppers 0800 555111
Local Police Station	01622 690690
Kent Fire and Rescue Service	0800 9237000 Fire Hydrants, positions show on map on page 20
South East Coastal Ambulance Service NHS Trust	999, or 0300 1230999
Dover District Council, Resilience Team	01304 872322 - 07966 523757 01304 821199 – out-of-hours then ask for the District Council's Emergency Activation Officer.
Kent County Council Resilience & Emergency Team Kent Resilience Team	01622 694806, also: 0300 414141  01622 212409, krt@kent.fire-uk.org
Kent Highways (including blocked drains)	03000 414141 or 03000 418181 (24hrs)
The Environment Agency	Floodline: 0345 988 1188 Property flooding or river blockages: 0800 807060
NHS Advice line	NHS Direct - 111 www.nhsdirect.nhs.uk
Kent Floodline	Floodline: 0345 988 1188 Property flooding or river blockages: 0800 807060 www.environment-agency.gov.uk
Kent Incident Hotline (Pollution)	www.environment-agency.gov.uk
National Grid (Gas)	0800 111 999 www.nationalgrid.com/uk/Gas
National Grid	(Electricity Failure) 0800 3163105 Priority Services during a power cut – register at <a href="http://www.ukpowernetworks.co.uk/internet/en/power-cuts/priority-services-during-a-power-cut/">http://www.ukpowernetworks.co.uk/internet/en/power-cuts/priority-services-during-a-power-cut/</a>
Southern Water Affinity Water	0845 2780845 0345 357 2407
RSPCA	Advice line 0300 1234999 or 07715 307691
Network Rail	<a href="http://www.networkrail.co.uk/aspx/1346.aspx">www.networkrail.co.uk/aspx/1346.aspx</a> 0845 711 4141

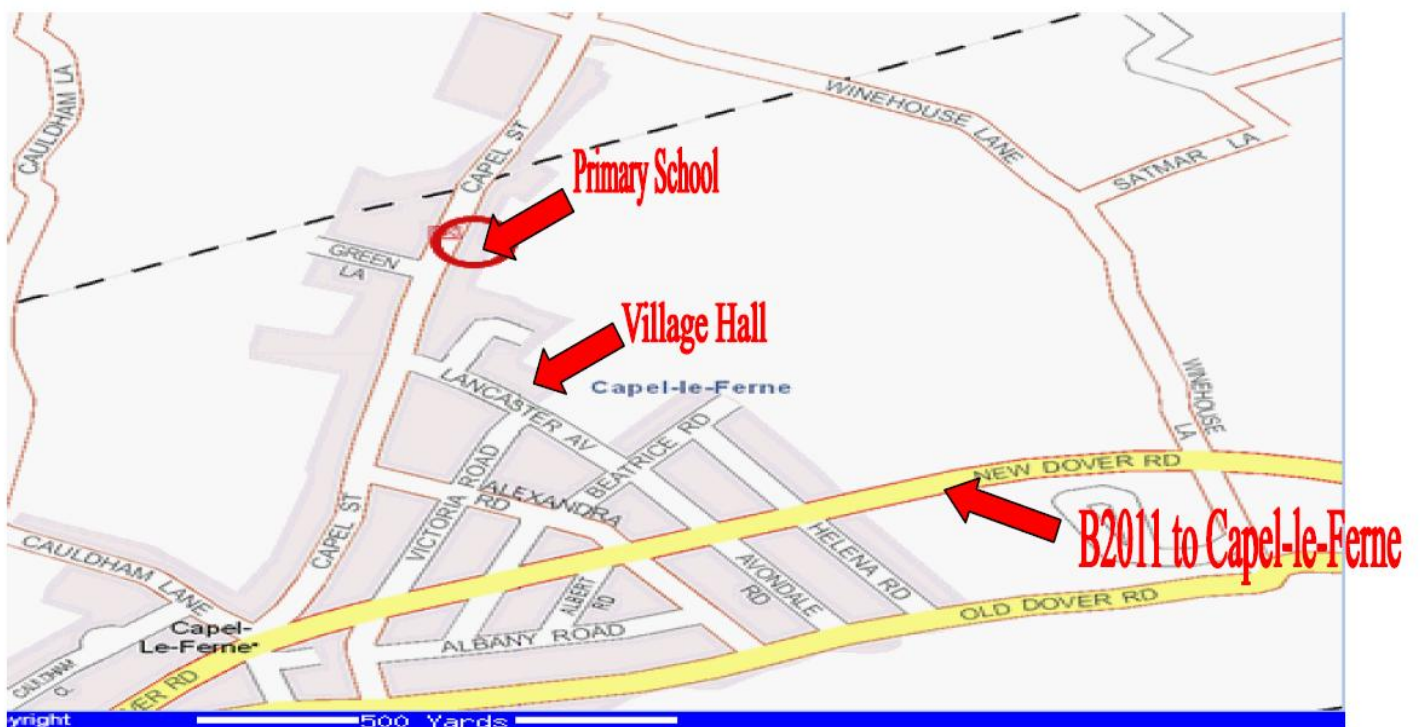
Maps:  
Location of Capel-le-Ferne

### DIRECTIONS TO CAPEL-LE-FERNE

M20 / A20 to Courtwood Interchange/Roundabout. Follow signs for B2011 Capel-le-Ferne.



Follow B2011 into village of Capel-le-Ferne.





# Hydrants: Capel-le-Ferne

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Kent Fire &  
Rescue Service

