



COLEHILL TOWN COUNCIL COMMUNITY EMERGENCY RESPONSE PLAN (CERP) ADOPTED 6th October 2026

(Redacted Version)

The full unredacted version of this plan will be issued in paper to ERT members to retain at home, and a paper copy will be kept at the Designated Control Centre, The Reef.

A redacted version, removing all personal details, will be published on our website.

Annotations in this Document

Red – details to be redacted in public copies of this plan

Purple – outstanding actions, summarised in Appendix E

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1. Introduction

- 1.1 A Community Emergency Response Plan (CERP) is a community-driven document that outlines local actions and resources for managing an unexpected crisis. It serves as a framework to help a local area support its residents and to assist emergency services before, during, and after an incident.
- 1.2 Dorset Council encourage all Town and Parish Councils in Dorset to develop a CERP so they are well positioned to support their local community.
- 1.3 In most emergency situations the response to any emergency would be actively managed and led by the appropriate authority, be that national Government, Dorset Council or the Emergency Services.
- 1.4 Colehill Town Council will not normally take the lead role in managing an emergency response, but have developed this CERP to ensure we are geared up to provide any support that may be requested of us, to help our residents through an emergency situation.
- 1.5 The geographical scope of the plan is the parish of Colehill as shown in this map:



2. Team Structure

2.1 We have established an Emergency Response Team (ERT) to manage our response to any significant emergency impacting on Colehill.

2.2 The current members of the ERT are:

(Mobile numbers will be redacted in the public copy of this plan)

Name	Role	Mobile	Email
Zoe Caddy	Town Clerk		clerk@colehill.gov.uk
Leslie Gibson	Chair of Town Council & Press Officer		lgibson@colehill.gov.uk
Carol Butter	Town Councillor		cbutter@colehill.gov.uk
Susan Cowsill	Town Councillor		scowsill@colehill.gov.uk
KD Johnson	Town Councillor		kd@colehill.gov.uk
Andy Todd	Town Councillor & Dorset Councillor		atodd@colehill.gov.uk
Emma Urquhart	Town Councillor		eurquhart@colehill.gov.uk

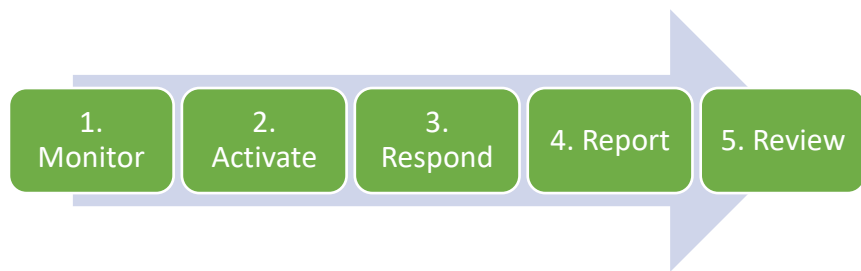
2.3 Membership of the ERT will be reviewed at our Annual Council Meeting each year.

2.4 Other Council Staff and Councillors will have no active role in an Emergency unless requested or co-opted by the ERT.

2.5 From a governance perspective the ERT is established as a Council Working Group, and will adhere to our standard Working Group Protocol. The Terms of Reference for the ERT is attached in Appendix A.

3. Approach to Managing Emergency Incidents

Our approach to managing emergency incidents follows a simple 5 step process:



3.1 Monitor

- Members of the ERT to monitor for any potential emergency situations impacting Colehill, including looking for any of the warning triggers listed in section 6.
- Initial communications may be issued to residents warning them to prepare for an emergency.

3.2 Activate

- If a potential emergency situation occurs, then the ERT members will contact each other (using phone/WhatsApp or any other means available) and arrange to meet as soon as possible, either in person or virtually if necessary, to assess the situation and agree whether or not to Activate the CERP for Colehill.
- The CERP may be Activated by any two members of the ERT.
- If an Emergency is declared then depending on the nature of the emergency, the Emergency Services will be contacted via **999**.
- Where support from Dorset Council Emergency Planning Team is required then they will should be contacted via **01305 221000**.
- A log of all actions will be maintained using the form in Appendix C.
- If the ERT determine not to Activate the CERP, then details will be logged and the ERT will stand down.

3.3 Respond

- Where applicable, the relevant response plan in section 6 will be followed.
- Appropriate communications will normally be issued to residents, following the Communications Approach outlined in section 4.
- The ERT will liaise as appropriate with the Emergency Services and/or other Authorities managing the incident, and offer whatever assistance they can.
- The ERT will meet as often as necessary to actively track the incident from a Colehill perspective, issuing ongoing comms to the community as necessary.
- ERT Members and Volunteers must never put themselves at risk by entering dangerous situations.

3.4 Report

- The ERT will track all actions taken during the emergency incident and report details as appropriate to full Council and/or appropriate Committee and/or councillors directly. The tracking and reporting will continue until such time as the ERT agree that the emergency incident is over.

3.5 Review

- Following any emergency incident, the ERT will review the actions taken and identify any amendments required to the CERP or other lessons learned and update the next appropriate Council or Committee meeting.

4. Communications Approach

- 4.1 When any potential emergency incident is detected the ERT will consider whether initial communications should be issued to alert the community and encourage residents to prepare.
- 4.2 When our CERP is Activated the ERT, in liaison with the Emergency Services and other organisations managing the incident, will issue appropriate communications to inform the community. Depending on the nature of the emergency regular communications will be issued until the situation has been fully resolved.
- 4.3 Colehill Town Council use a number of communication methods, as shown below. The ERT will need to consider which method(s) are most appropriate to the situation. As per our standard protocols all public statements should be approved by either the Town Clerk or Press Officer or an appointed deputy.

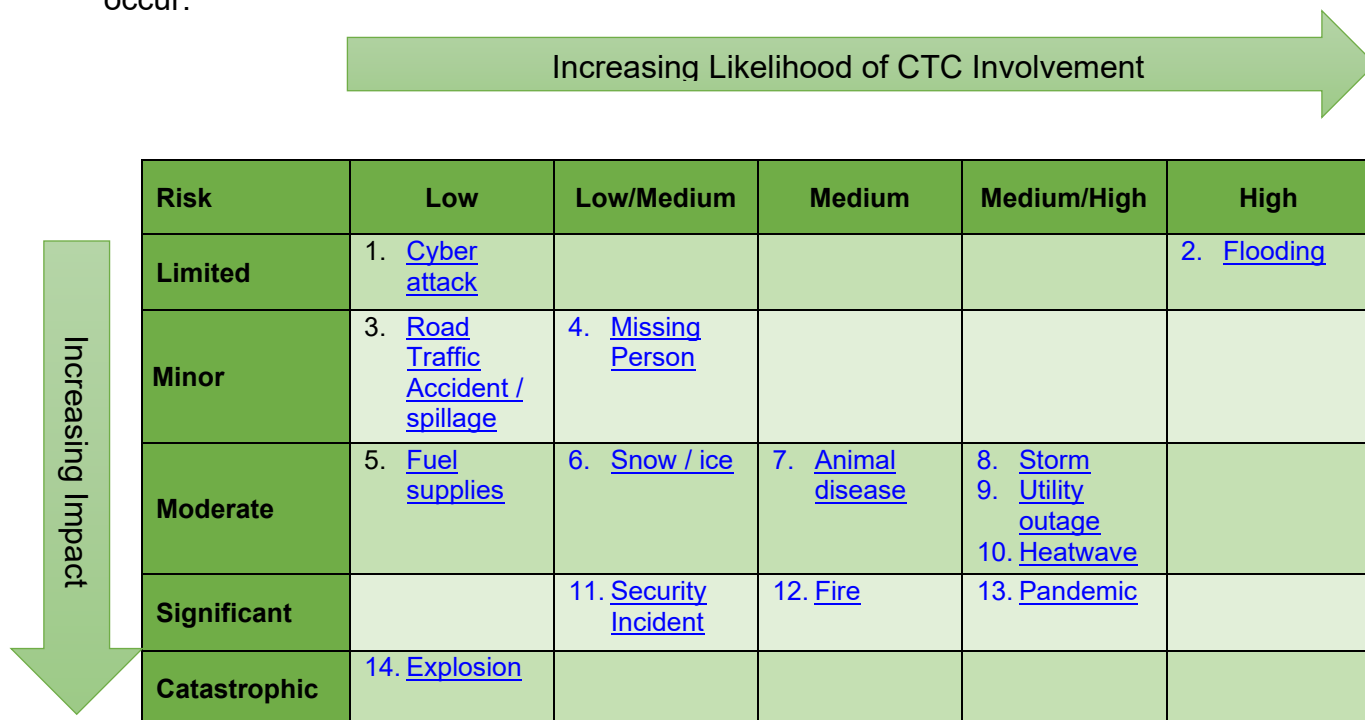
Communication Method	Purpose	Who can undertake	Notes
Website	To provide a widespread notification across the community	Town Clerk or Press Officer	Typically a news article with a home page splash screen
Facebook post	To provide a widespread notification across the community	Town Clerk or Press Officer	Typically shared to local groups including Colehillians & Colehill Together
Posters on parish noticeboards	To target residents with no online access	Town Clerk	Typically posted on 6 noticeboards
Posters on telegraph poles and lampposts	To ensure widespread awareness	ERT or Volunteers	Be aware of fly-posting laws, laminate & fix with twine or cable ties or staples
Leaflets delivered to houses	To ensure full awareness to residents	Town Clerk to arrange printing ERT or Volunteers to deliver	Covid-19 delivery rounds are available, covering c.3,100 houses
Road-side banners	For high visibility, including to passing motorists	Town Clerk to arrange printing	Banners may be vandalised or stolen, as with Covid-19
Press statements	Usually in response to a media query	ERT to agree with Town Clerk or Press Officer	Any press statement should be agreed with the Town Clerk or Press Officer

4.4 Example Emergency Alert message for Website & Facebook:

Colehill Town Council are aware of the [xxx](#) incident taking place at [xxx](#). Our Emergency Response Team are putting plans in place to support our community as the situation unfolds. We are liaising with [the Emergency Services / Dorset Council's Emergency Resilience Team](#) to help ensure those who need support will receive it. Please follow any instructions given by the Emergency Services and keep well away from the area. If you need emergency help dial 999. You can contact Colehill Town Council on [01202 880049](tel:01202880049) or [07857 597502](tel:07857597502) or email emergency@colehill.gov.uk

5. Major Risks for Colehill

- 5.1 This CERP is based on our assessment of the major risks faced by our community in Colehill. This takes into account the key risks identified for Dorset as shown on the Dorset Prepared website, www.dorsetprepared.org.uk.
- 5.2 The risks we think most applicable to Colehill are shown in the table below, showing the likelihood of the risk requiring CTC involvement and the potential impact if it does occur.



Increasing Likelihood of CTC Involvement					
	Low	Low/Medium	Medium	Medium/High	High
Limited	1. Cyber attack				2. Flooding
Minor	3. Road Traffic Accident / spillage	4. Missing Person			
Moderate	5. Fuel supplies	6. Snow / ice	7. Animal disease	8. Storm 9. Utility outage 10. Heatwave	
Significant		11. Security Incident	12. Fire	13. Pandemic	
Catastrophic	14. Explosion				

- 5.3 Note, some of these items (like storm, flooding, utility outage) occur frequently, but are not normally nearly severe enough to class as an emergency. Normally the appropriate authorities will attend and resolve matters with minimal impact on our residents. Our likelihood assessment is based on when an event might be sufficiently severe for us to at least consider whether to Activate the CERP.
- 5.4 By their nature, all emergencies will be different, so we cannot be prepared for all eventualities and this list is not intended to be 100% comprehensive. Our aim is to identify some of the more likely scenarios and outline how we would react to them. In any actual event the ERT will need to carefully assess the individual circumstances and decide what actions are most appropriate.

6. Risk Action Plans

Risk 1 – Cyber Attack

Cyber attacks are relatively common and could impact on Colehill Town Council operations. The greater impact on residents may come from attacks on large organisations such as banks and payment systems, utility companies, NHS services, Local Authority systems, Government systems etc.

Warning Triggers relating to a cyber attack:

- Cyber attacks may often occur with no warning.

Our Outline Plan when responding to a cyber attack:

- Monitor situation and decide whether to Activate the CERP.
- ERT to meet at our designated Control Centre.
- Inform Dorset Council's Emergency Planning Team.
- Issue appropriate communications to residents.

Proactive considerations relating to a cyber attack:

- Colehill Town Council will establish and maintain a IT Policy, specifying appropriate controls to minimise the chances of a cyberattack. This will include keeping software and devices updated, using strong password management and keeping regular back-ups of council systems.

Risk 2 – Flooding

The river Stour runs along our southern border, and this is subject to regular flooding, but the impact on residents is normally limited to relatively few properties for short periods of time. Ground water flooding and surface water run-off from intense rainfall are potentially greater threats, due to the topology of the area. Drains can rapidly become overwhelmed causing flooding of roads, gardens and occasionally properties.

Warning Triggers relating to flooding:

- Flooding may occur with no warning.
- If the Environment Agency issue a flood alert for the River Stour in the Wimborne area, then we will actively monitor the situation and may decide to issue some comms.

Our Outline Plan when responding to flooding:

- Monitor situation and decide whether to Activate the CERP.
- ERT to meet at our designated Control Centre, or via an online video conference if not safe for members to travel.
- Inform Dorset Council's Emergency Planning Team.
- Issue appropriate communications to residents.
- Liaise with neighbouring Town and Parish councils to coordinate a response if appropriate.

Proactive considerations relating to flooding:

- Encourage council members and residents to report any blocked drains and gullies.
- Maintain a log of buildings that may be particularly vulnerable, such as care home and assisted living homes. The utility companies will each maintain their own log of vulnerable customers.
- Maintain a log of buildings that may be able to act as temporary community support centres if it becomes necessary for residents to be evacuated from their homes.
- Maintain a small bank of emergency lights at our Control Centre.
- Maintain hand held radios at our Control Centre.
- Establish procedures to request rapid Dorset Council deployment of sandbags, where needed to protect properties.
- Recommend residents maintain their own basic emergency kit as per the Government's [Prepare website](#), including: torch, power bank, bottled water, non-perishable food. This will help to minimise the impact of any disruption in the supply of food due to flooding and will also assist should residents become confined to their homes.
- ERT members to sign-up to flood warnings issued by the Environment Agency, and [monitor the level of the River Stour](#) in the Colehill area.

Risk 3 – Road Traffic Accident / Spillage

Road traffic accidents occur relatively frequently, mostly with very limited if any impact to residents for a short period of time. The emergency services are responsible for responding to any incident, and working in conjunction with Dorset Highways to restore services. There would normally be no need for our involvement. However if a major traffic accident were to occur, particularly on the A31 and/or the Canford Bottom Roundabout, then it could potentially cause widespread issues if the roads remain closed for a protracted period and/or the accident involves spillage of hazardous materials.

Warning Triggers relating to a significant road traffic accident and/or spillage:

- Road traffic accidents and/or spillage normally occur with no warning.

Our Outline Plan when responding to a significant road traffic accident and/or spillage:

- Monitor situation and decide whether to Activate the CERP.
- Where appropriate, call the Emergency Services on 999, giving as much detail as possible on the nature and location of the incident.
- ERT to meet at our designated Control Centre, or via an online video conference if not safe for members to travel.
- Inform Dorset Council's Emergency Planning Team.
- Issue appropriate communications to residents.
- Focus on keeping both council members and the public safe, and away from any accident or spill zone.
- Liaise as appropriate with the emergency services and take any actions required to assist.

Proactive considerations relating to a significant road traffic accident and/or spillage:

- Maintain a log of buildings that may be able to act as temporary Community Support Centres if it becomes necessary for residents to be evacuated from their homes.

Risk 4 – Missing Person

Colehill is very highly wooded, in particular featuring the 897 acres of Canon Hill Plantation. On a number of occasions the police have conducted hunts in the woods for missing people (children or adults) or suspects/criminal.

In any such missing person hunt it's unlikely that the police would seek civilian assistance with the search, but might have need to call on our assistance to help with communication, local knowledge or use of community facilities.

Warning Triggers relating to a missing person:

- Person hunts will normally occur with no warning.

Our Outline Plan when responding to a missing person:

- Monitor situation and decide whether to Activate the CERP.
- ERT to meet at our designated Control Centre.
- Inform Dorset Council's Emergency Planning Team.
- Issue appropriate communications to residents.

Proactive considerations relating to a missing person:

- Maintain a log of buildings that may be able to act as temporary Community Support Centres or briefing points for the public.

Risk 5 – Fuel Supplies

Fuel supply problems can occur due to national or international issues. Fuel shortages can generate very wide impacts on food deliveries, pharmacy deliveries, travel to school or work etc. Most shortages are short lived, but can still have a significant impact. This risk also covers major outages in the electric vehicle charging network, although we currently have no public ev charging points in Colehill.

Warning Triggers relating to a fuel supply problem:

- Fuel Supply problems will typically develop over time, following some exceptional national or international event.
- If warnings are received of potential fuel supply problems then we will actively monitor the situation and may decide to issue some comms.
- If multiple petrol stations in the Colehill/Wimborne/Ferndown vicinity run out of petrol then we will convene our Emergency Response Team to assess the situation and decide whether to Activate the CERP.

Our Outline Plan when responding to a fuel supply problem:

- Monitor situation and decide whether to Activate the CERP.
- ERT to meet at our designated Control Centre, or via an online video conference if not practical for members to travel.
- Inform Dorset Council's Emergency Planning Team.
- Issue appropriate communications to residents.
- Liaise with neighbouring Town and Parish councils to coordinate a response if appropriate.
- Petrol and diesel shortages can be monitored using the [Fuel Shortage Map](#).
- The electric vehicle charging network can be monitored using [Zapmap](#).

Proactive considerations relating to a fuel supply problem:

- Maintain a log of buildings that may be particularly vulnerable, such as care home and assisted living homes.
- Recommend residents maintain their own basic emergency kit as per the Government's [Prepare website](#), including: torch, power bank, bottled water, non-perishable food. This will help to minimise the impact of any disruption in the supply of food due to fuel supply problems and will also assist should residents become confined to their homes.

Risk 6 – Snow / Ice

Most winters there is some minor disruption due to snow and/or ice. We maintain a number of grit bins at key locations across the parish for residents to use to treat roads, and Dorset Highways work to keep priority routes clear. There would normally be no need for our involvement. However every few years we experience a major winter weather event, like the “Beast from the East” in 2018. This could cause major issues on the road network (see *Risk 3*), loss of critical utilities (see *Risk 9*) and widespread flooding (see *Risk 2*).

Warning Triggers relating to a severe winter weather event:

- Severe winter weather events can occur with no warning.
- If the Met Office issue an Amber Warning for Snow / Ice for Colehill, then we will actively monitor the situation and may decide to issue some comms.
- If the Met Office issue a Red Warning for Snow / Ice for Colehill, then we will convene our Emergency Response Team to assess the situation and decide whether to Activate the CERP.

Our Outline Plan when responding to a severe winter weather event:

- Monitor situation and decide whether to Activate the CERP.
- ERT to meet at our designated Control Centre, or via an online video conference if not safe for members to travel.
- Inform Dorset Council’s Emergency Planning Team.
- Issue appropriate communications to residents.
- Liaise with neighbouring Town and Parish councils to coordinate a response if appropriate.
- Consider putting out a call for community venues that can offer a warm space.

Proactive considerations relating to a severe winter weather event:

- Maintain a log of buildings that may be particularly vulnerable, such as care home and assisted living homes.
- Maintain a log of buildings that may be able to act as temporary Community Support Centres, for residents unable to heat their own house sufficiently.
- Recommend residents maintain their own basic emergency kit as per the Government’s [Prepare website](#), including: torch, power bank, bottled water, non-perishable food. This will help to minimise the impact of any disruption in the supply of food due to the winter weather event and will also assist should residents become confined to their homes.
- ERT members to sign-up to Met office weather alerts.
- Colehill Town Council will regularly monitor grit bins, ensuring they are filled each autumn, and as necessary as the winter progresses.

Risk 7 – Animal Disease

A semi-rural area like Colehill has a number of livestock farms, and equestrian facilities so could be impacted by animal diseases such as Foot and Mouth Disease, Bovine Tuberculosis or Bluetongue Virus. The area is also rich in wild and captive bird populations, so could be impacted by Bird Flu.

Warning Triggers relating to an animal disease outbreak:

- Animal disease outbreaks can occur with no warning.
- If DEFRA issue an alert for an animal disease then we will actively monitor the situation and may decide to issue some comms.

Our Outline Plan when responding to an animal disease outbreak:

- Monitor situation and decide whether to Activate the CERP.
- ERT to meet at our designated Control Centre.
- Inform Dorset Council's Emergency Planning Team.
- Monitor updates from the Department for Environment, Food and Rural Affairs (DEFRA).
- Issue appropriate communications to residents, based on official sources.
- Colehill Town Council will review the impact on council owned land, and publicise any movement restrictions or footpath closures.
- Liaise with neighbouring Town and Parish councils to coordinate a response if appropriate.

Proactive considerations relating to an animal disease outbreak:

- Maintain an inventory of council owned land.

Risk 8 – Storm

Storms occur very frequently, mostly with very limited impact to a small number of residents for a short period of time due to trees blocking roads or bringing down power lines. The utility companies are responsible for managing restoring services, and there would normally be no need for our involvement. However a major storm, such as the hurricane in 1987, could cause widespread destruction to property as well as loss of critical utilities (see *Risk 9*) and widespread flooding (see *Risk 2*).

Warning Triggers relating to a severe storm:

- Severe storms can normally be forecast by the Met Office. They name a storm if it has the potential to cause sufficient damage to warrant an Amber or Red Warning being issued.
- If the Met Office issue an Amber Storm Warning for Colehill, then we will actively monitor the situation and may decide to issue some comms.
- If the Met Office issue a Red Storm Warning for Colehill, then we will convene our Emergency Response Team to assess the situation and decide whether to Activate the CERP.

Our Outline Plan when responding to a severe storm:

- Monitor situation and decide whether to Activate the CERP.
- ERT to meet at our designated Control Centre, or via an online video conference if not safe for members to travel.
- Inform Dorset Council's Emergency Planning Team.
- Issue appropriate communications to residents.
- Liaise with neighbouring Town and Parish councils to coordinate a response if appropriate.

Proactive considerations relating to a severe storm:

- Maintain a log of buildings that may be particularly vulnerable, such as care home and assisted living homes.
- Recommend residents maintain their own basic emergency kit as per the Government's [Prepare website](#), including: torch, power bank, bottled water, non-perishable food. This will help to minimise the impact of any disruption in the supply of food due to the storm and will also assist should residents become confined to their homes.

Risk 9 – Utility Outage

Utility outages happen very frequently, mostly with very limited impact to a small number of residents for a short period of time. The utility companies are responsible for managing these and restoring services, and there would normally be no need for our involvement. However a loss of critical utilities could become very serious, either because of the number of people or demographic impacted, and/or the length of the outage.

Warning Triggers relating to a loss of critical utilities:

- Loss of critical utilities can occur with no warning.
- If a critical utility has an outage that impacts on a large number of residents and/or is forecast to last for an extended period of time, then we will actively monitor the situation and may decide to issue some comms.

Our Outline Plan when responding to a loss of critical utilities:

- Monitor situation and decide whether to Activate the CERP.
- ERT to meet at our designated Control Centre.
- Inform Dorset Council's Emergency Planning Team.
- Issue appropriate communications to residents.
- Liaise as appropriate with the utility company concerned and take any actions required to assist with resolution.
- In case of water contamination: issue advice based on alerts from the [Drinking Water Inspectorate](#), Wessex Water, Dorset Council or the [UK Health Security Agency](#).

Proactive considerations relating to a loss of critical utilities:

- Maintain a log of buildings that may be particularly vulnerable, such as care home and assisted living homes. The utility companies will each maintain their own log of vulnerable customers.
- Maintain a small bank of emergency lights at our Control Centre.
- Maintain hand held radios at our Control Centre.
- Recommend residents maintain their own basic emergency kit as per the Government's [Prepare website](#), including: torch, power bank, bottled water, non-perishable food. This will help to minimise the impact of any disruption in the supply of food due to utility failure and will also assist should residents become confined to their homes.
- Encourage vulnerable residents (such as those dependent on electrically powered medical equipment) to register with the free [Priority Services Register \(PSR\)](#). This links with your electricity, gas and water companies to help them provide appropriate advice and support if there's an interruption to service.

Risk 10 – Heatwave

The UK has experienced higher maximum temperatures and longer warm spells over the last two decades. The July 2022 heatwave when the UK first exceeded 40°C resulted in c. 3,000 excess deaths. Vulnerable populations like the elderly, young children and those with underlying conditions are at the highest risk.

Warning Triggers relating to a heatwave:

- Heatwaves can normally be forecast by the Met Office.
- If the Met Office issue an Amber Warning for Heat for Colehill, then we will actively monitor the situation and may decide to issue some comms.
- If the Met Office issue a Red Warning for Heat for Colehill, then we will convene our Emergency Response Team to assess the situation and decide whether to Activate the CERP.

Our Outline Plan when responding to a heatwave:

- Monitor situation and decide whether to Activate the CERP.
- ERT to meet at our designated Control Centre.
- Inform Dorset Council's Emergency Planning Team.
- Issue appropriate communications to residents.
- Liaise with neighbouring Town and Parish councils to coordinate a response if appropriate.
- Consider putting out a call for community venues that can offer a cold space.

Proactive considerations relating to a heatwave:

- Maintain a log of buildings that may be particularly vulnerable, such as care home and assisted living homes.
- Recommend residents maintain their own basic emergency kit as per the Government's [Prepare website](#), including: torch, power bank, bottled water, non-perishable food. This will help to minimise the impact of any disruption in the supply of food due to a heatwave and will also assist should residents become confined to their homes.
- ERT members to sign-up to Met office weather alerts.

Risk 11 – Security Incident

This risk covers all types of security incidents including terrorism, knife or gun attacks, explosives or murder. The risk of a terrorist attack in Colehill is very low, as we have no significant infrastructure, or obvious targets, however no location is risk free. The risk of a non-terrorist attack, such as a knife or gun crime is also low, but could happen in any community at any time.

Any such event, terrorism related or otherwise, would normally be managed by the Emergency Services.

Warning Triggers relating to a security incident:

- Terrorism or an attack will normally occur with no warning.

Our Outline Plan when responding to a security incident:

- Monitor situation and decide whether to Activate the CERP.
- Where appropriate, call the Emergency Services on 999, giving as much detail as possible on the nature and location of the incident.
- ERT to meet at our designated Control Centre, or via an online video conference if not safe for members to travel.
- Inform Dorset Council's Emergency Planning Team.
- Issue appropriate communications to residents.
- Focus on keeping both council members and the public safe, and away from the area impacted.
- Liaise as appropriate with the emergency services and take any actions required to assist.
- Consider, in conjunction with the police, whether it might be appropriate to host public meetings for the police to provide reassurance to residents.

Proactive considerations relating to a security incident:

- Maintain a log of buildings that may be able to act as temporary Community Support Centres if it becomes necessary for residents to be evacuated from their homes.

Risk 12 – Fire

House fires occur occasionally but will typically have limited impact to a single property. The Fire Brigade are responsible for responding, and there would normally be no need for our involvement. Forest fires are a much greater risk for Colehill as the parish is c.50% wooded compared to 12% across Dorset and 10% across England. This includes Cannon Hill Plantation (897 acres) owned by Forestry England, and a number of woods owned by Colehill Town Council: Churchmoor Copse, Triangle Woods, Coombes Wood, Kyrchil Corner & Merrifield Corner. Many of these woods are in close proximity to housing, and a major fire could have a significant impact.

Warning Triggers relating to a significant fire:

- Fires can occur with no warning, but forest fires are significantly more likely during extended periods of dry weather.

Our Outline Plan when responding to a significant fire:

- Monitor situation and decide whether to Activate the CERP.
- Call the Fire Brigade on 999, giving as much detail as possible on the nature and location of the fire.
- ERT to meet at our designated Control Centre, or via an online video conference if not safe for members to travel.
- Inform Dorset Council's Emergency Planning Team.
- Issue appropriate communications to residents.
- Focus on keeping both council members and the public safe.
- Liaise with neighbouring Town and Parish councils to coordinate a response if appropriate.
- Liaise as appropriate with the fire brigade and take any actions required to assist.

Proactive considerations relating to a significant fire:

- Maintain a log of buildings that may be able to act as temporary Community Support Centres if it becomes necessary for residents to be evacuated from their homes.
- Maintain a small bank of emergency lights at our Control Centre.
- Maintain hand held radios at our Control Centre.
- Colehill Town Council do not permit any campfires or BBQs on council owned land.
- Note the code for the vehicle barrier into Cannon Hill Plantation is 5646.

Risk 13 – Pandemic

Our experience of Covid-19 demonstrated that even a relatively small community like Colehill can experience significant disruption from a pandemic, including impact on health services, businesses, schools, community facilities and council operations. The likelihood of another significant pandemic within the next decade is considered Medium/High. Colehill Town Council led Colehill's response during the Covid-19 lockdowns of 2020/21, based on guidance issued by Central Government and Dorset Council, and gained significant practical experience which has informed this plan. We have retained detailed records of the actions taken to support the residents of Colehill during this unprecedented period of time, which should help if/when another pandemic occurs.

Warning Triggers relating to a pandemic:

- The World Health Organisation (WHO) actively monitor potential pandemics and operate a global alarm system.
- If the WHO and/or UK Government warn of a potential pandemic likely to impact on Colehill then we will actively monitor the situation and may decide to issue some comms.

Our Outline Plan when responding to a pandemic:

- Monitor situation and decide whether to Activate the CERP.
- ERT to meet at our designated Control Centre, or via an online video conference if not safe for members to travel.
- Inform Dorset Council's Emergency Planning Team.
- Issue appropriate communications to residents.
- Focus on keeping both council members and the public safe.
- Liaise with neighbouring Town and Parish councils to coordinate a response if appropriate.
- Focus our attention on assisting the most vulnerable residents.
- If proactive steps are required to deliver food or pharmaceuticals to residents, as in Covid-19, then consider establishing a team of volunteers willing to help and consider how best to identify residents needing assistance.

Proactive considerations relating to a pandemic:

- Maintain records of actions taken by Colehill Town Council during Covid-19.
- Maintain a log of buildings that may be particularly vulnerable, such as care home and assisted living homes.
- Recommend residents maintain their own basic emergency kit as per the Government's [Prepare website](#), including: torch, power bank, bottled water, non-perishable food. This will help to minimise the impact of any disruption in the supply of food due to a pandemic and will also assist should residents become confined to their homes.
- Maintain a log of local shops, pubs and other businesses that may be able to help in an emergency with supply of items such as water, food deliveries and PPE.

Risk 14 – Explosion

The risk of a significant explosion in Colehill is very low, as we have no heavy industrial plants or other hazardous installations. There are risks of a gas explosion from high pressure gas pipelines or domestic services and a risk of a fuel explosion at garages or workshops. In addition there is a small risk of explosions or damage caused by a plane crash, given that Colehill lies on the flight path for Bournemouth Airport, just 4m from the runway.

Any explosion would be managed by the Emergency Services.

Warning Triggers relating to an explosion:

- Explosions will normally occur with no warning.

Our Outline Plan when responding to an explosion:

- Monitor situation and decide whether to Activate the CERP.
- Where appropriate, call the Emergency Services on 999, giving as much detail as possible on the nature and location of the incident.
- ERT to meet at our designated Control Centre, or via an online video conference if not safe for members to travel.
- Inform Dorset Council's Emergency Planning Team.
- Issue appropriate communications to residents.
- Focus on keeping both council members and the public safe, and away from the area impacted.
- Liaise as appropriate with the emergency services and take any actions required to assist.

Proactive considerations relating to an explosion:

- Maintain a log of buildings that may be able to act as temporary Community Support Centres if it becomes necessary for residents to be evacuated from their homes.

7. Resources

7.1 Designated Control Centre

Our Designated Control Centre is the Reef Community Centre in Colehill Lane, Colehill, Wimborne BH21 7AB Tel: 01202 062121.

- The key safe code will be circulated monthly to the members of the ERT.
- The building has 2 halls and 2 offices, and an outside space, so in an emergency it's highly likely that there will be an available space available for the ERT to meet.

7.2 Emergency Equipment

The Emergency Equipment and PPE available to the community is as follows:

Emergency Equipment & PPE	Location	Notes
Defibrillators (also see map in sect 7.8 below)	1. The Reef, BH21 7AB 2. Colehill Village Hall, BH21 2LR 3. One Stop Dales Drive BH21 2JT 4. Colehill First School, BH21 2LZ 5. Hayeswood School, BH21 2HH 6. St Michael's School, BH21 7AB 7. Beaucroft School, BH21 2SS 8. The Horns Inn, BH21 7AA 9. Colehill Sports & Social Club, BH21 2QR	To access in an emergency call 999 The call handler will provide the access code.
Emergency lights	The Reef	Stored in the eaves
Hand held radios	The Reef	Two handsets kept on charge in upstairs office
First Aid Kits	2 large kits kept at Village Hall containing: masks, 6 trauma dressings, yellow disposal bags, 2 aprons, assorted plasters, instant ice pack, 3 foil blankets, gloves, 3 eye washes, scissors, safety pins, 6 triangular bandages, 1 XL bandage, assorted dressings, 2 medium bandages, 3 eye pad bandages, CPT vent assist, first aid guide, accident record, first aid lanyard and green first aid visibility vest 2 small bum-bag kits containing: assorted dressings and plasters, eye washes X2, masks, hand gel, triangular bandage, foil blanket, medium dressing, 2 eye pad dressings, CPR shield, tick remover, safety pins and small first aid guide First Aid kits in situ at The Reef	
Hi-viz Vests	<i>Action – consider holding stock of council hi-viz vest at the Reef</i>	

Action – to consider any additional equipment that may be required such as megaphone, power-bank, wind-up torches, wind-up radios, printed OS map, pens/paper, emergency grab bag etc, and how best to store it at the Reef.

7.3 First Aiders

The following Council members / Staff are first aid trained:

- Zoe Caddy, Town Clerk

7.4 Budget

Colehill Town Council will provide the budget and/or earmarked reserves required to maintain stocks of emergency equipment and PPE and to enable the ERT to respond to the immediate needs of the community in an emergency, such as:

- printing leaflets to deliver to households
- buying food and drink for a Community Support Centre.

Action – Incorporate earmarked reserve in budget at next budget review.

7.5 Spending Power

The Town Clerk can spend £500 against an agreed budget line, or £1,000 in conjunction with the Council Chair. In an emergency situation the Town Clerk is permitted to exceed the budget allocated.

Action - The Financial Regulations will be amended when next reviewed to allow funds to be spent against an earmarked reserve in an emergency.

7.6 Community Volunteers

Depending on the nature of the emergency, we may need to call on the help of volunteers from the community:

- During the Covid-19 pandemic we used volunteers to deliver leaflets to houses, deliver food and deliver prescriptions. We found it easy to gather as many volunteers as we needed very quickly via social media.
- Volunteers may need to be called on for many other types of activity such as: staffing a Community Support Centre, providing a bed for the night, hunting for a missing person etc.
- When the ERT need to seek volunteers, they will put a call out via social media detailing the help required.
- For each volunteer we will capture their basic personal details, and information required for the task, and their permission for us to hold their personal data for the duration of the crisis.
- When the need for the volunteers is over their personal data will be deleted, as required under GDPR.
- Note, GDPR allows local authorities to maintain a civic reserve list of volunteers, but only if protecting “vital interests” which means life-or-death emergencies, you cannot maintain a list of inactive individuals long-term on a “just in case” basis.

7.7 Community Support Centres

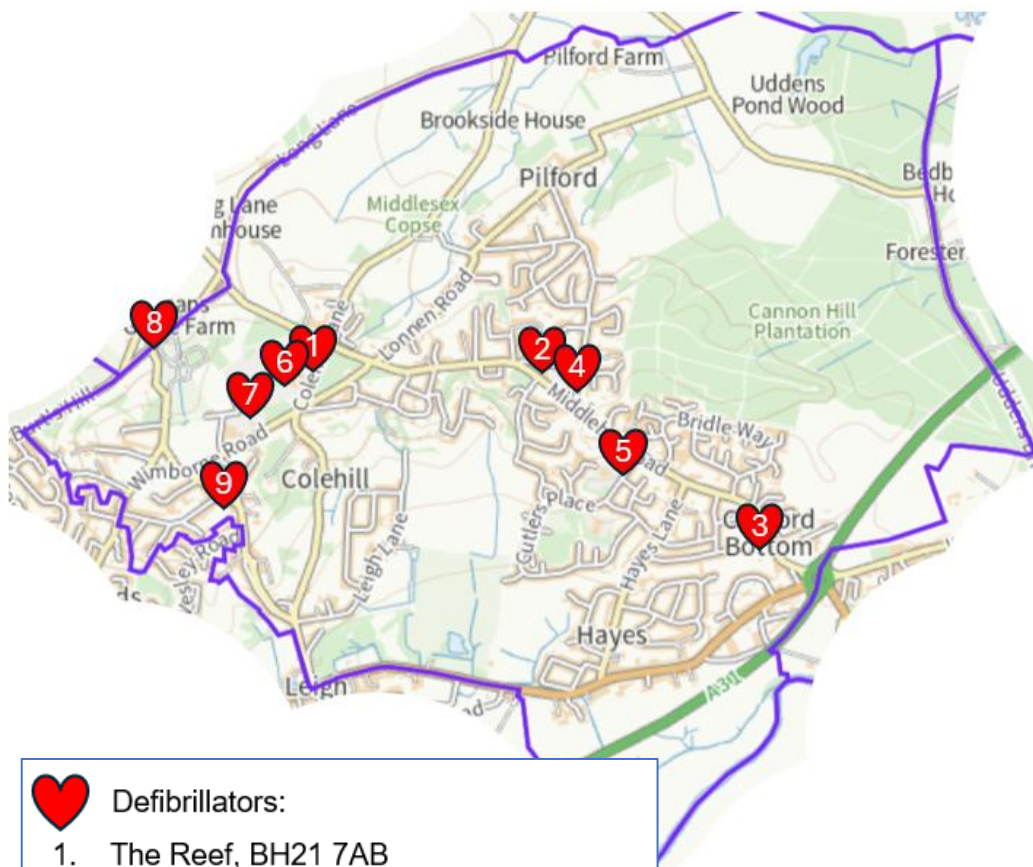
Colehill has a number of venues that might be available in an emergency to act as a Community Support Centre for either residents and/or emergency workers. At the most basic level they may be used for kitchen and toilet facilities, but could be required for many purposes such as a warm space in severe cold weather or a cool space in a heatwave. In an extreme situation they may provide a place to evacuate and shelter.

- Depending on the nature of the emergency we may be contacted by the Emergency Services or Dorset Council asking if we can help to establish a Community Support Centre. Or exceptionally, we may decide it's necessary ourselves.
- If a Centre is required, the ERT will liaise with the appropriate venues to agree arrangements.
- Centres must be staffed at all times, and a Register maintained (Appendix D) to track persons entering/leaving the venue.
- Depending on the nature of the emergency, first aiders may be needed to assist.
- Residents may bring pets with them, especially in the case of evacuation.

Action – to contact owners/trustees for other venues to confirm facilities and willingness to be included in this plan and contacted in an emergency if they might be able to help.

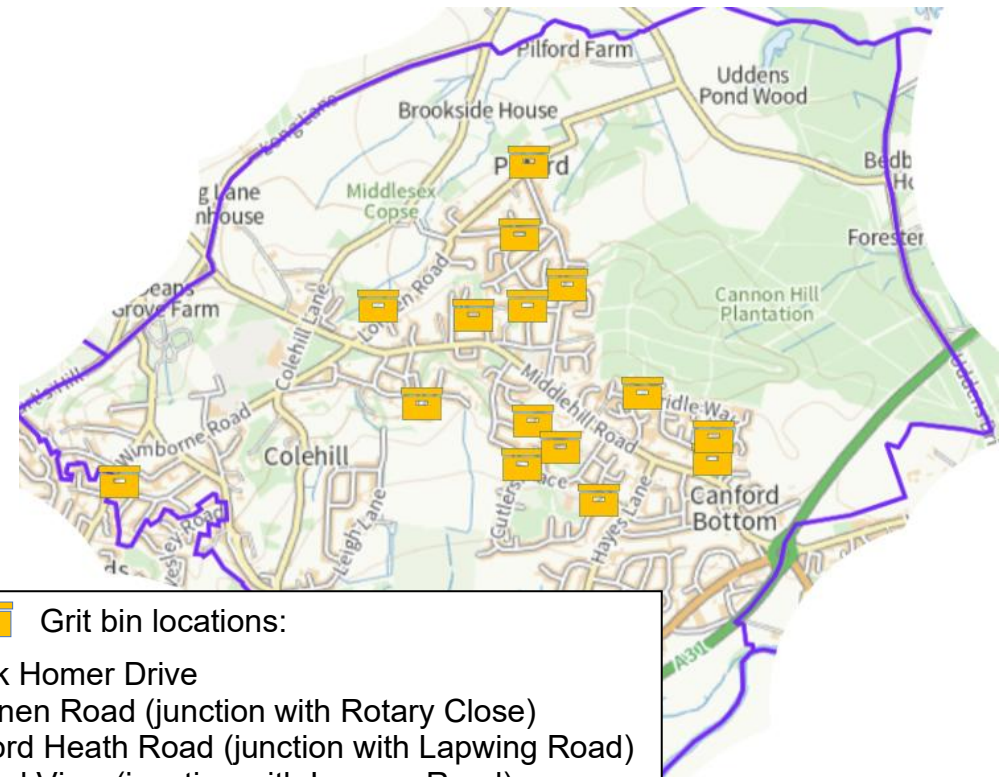
Building	Location	Emergency Contact	Facilities	Seated capacity
The Reef Community Centre	Colehill Lane BH21 7AB	Cllrs Gibson, Bridle, Edwards, Urquhart, or the Clerk or Assistant Clerk	Kitchen, Wifi, Disabled access, Outside space Parking on road	c.100

7.8 Maps of Community Resources



Defibrillators:

1. The Reef, BH21 7AB
2. Colehill Village Hall, BH21 2LR
3. One Stop Dales Drive BH21 2JT
4. Colehill First School, BH21 2LZ
5. Hayeswood School, BH21 2HH
6. St Michael's School, BH21 7AB
7. Beaucroft School, BH21 2SS
8. The Horns Inn, BH21 7AA
9. Colehill Sports & Social Club, BH21 2QR



Grit bin locations:

- Park Homer Drive
- Lonnen Road (junction with Rotary Close)
- Pilford Heath Road (junction with Lapwing Road)
- Wood View (junction with Lonnen Road)
- Bridleway (close to 78 Canford Bottom)
- Bridleway (next to Harness Close)
- Glynville Close
- Heron Drive (corner of Pilford Heath Road)
- Cutlers Place (junction with Jessopp Road)
- Ashmeads Way
- Saddle Close
- Brackenhill Road
- Giddylake Burts Hill
- Ashmeads Close
- Oliver's Road junction with Oliver's Way

8. Useful Information

8.1 Vulnerable People

Colehill Town Council do not **maintain personal details for** Vulnerable People living in Colehill as that would breach GDPR rules. Many other agencies, such as Social Services and the Utility Companies will have their own lists of people with special needs. If we did need to collect personal data in an emergency (for example to support people with food and medicine deliveries during a pandemic as we did for Covid-19, then we would seek permission to hold the data and delete when no longer required.

8.2 Vulnerable Premises

There are a small number of locations in Colehill that might be particularly vulnerable and may need special consideration depending on the nature of the emergency:

Building	Address	Contact
Howell House 30 flats and bedsits for independent living for over 50s	Middlehill Road, Colehill, Wimborne, BH21 2EY	
Mile Oak Rest Home 20 residents	2 The Acorns, Colehill, Wimborne BH21 2EU	1202. 25

8.3 Emergency Contact Details

These are the contact details for organisations we might find it necessary to contact in an emergency:

Organisation	Resource	Phone	Comments
Emergency Services	Police / Fire / Ambulance / Cost Guard	999	
Aster Group	Housing Association	0333 400 8222	24x7 emergency line
Defra	Advice on Environment, Food & Rural Affairs	03459 335577	
Dorset Council	Emergency Planning Team	01305 221000 (open 24/7)	If required they will page the Emergency Planning Team
Environment Agency	Flood Line Incident Hotline	0345 988 1188 0800 807060	
Forestry England	National Enquiry Line	0300 067 4000	Wildfires should be reported to the Fire Brigade on 999
National Highways	National roads	0300 123 5000	
NHS	Medical Assistance	111	
Openreach	Telecoms	0800 023 2023	To report damaged or dangerous equipment such as poles, cables & cabinets
Scottish & Southern Electricity	Electricity Outages Emergency Line	150 0800 072 7282	
Transco	Gas Emergency	0800 111 999	
Wessex Water	Water or sewerage	0345 600 4600	

8.4 Local Businesses & Organisations

These are details of Local Businesses and Organisations that we may find it useful to contact in an emergency, with publicly available phone and email details:

Business	Resource	Phone	Email
Beaucroft School	School	01202 886083	office@beaucroft.dorset.sch.uk
Chrysalis Montessori Nursery	School	01202 880990	perdy@montessorinurseries.co.uk
Citizens Advice		0800 144 8848	Office in Wimborne
Colehill Co-Op	Shop	01202 883322	
Colehill First School	School	01202 882506	office@colehillfirstschool.org
Colehill Library	Library	01202 886676	ccl.colehill@gmail.com
Colehill Methodist Church	Church	07795 005644	
Colehill Nursery	School	01202 889724	manager@colehillnursery.co.uk
Colehill Pharmacy	Pharmacy	01202 888001	colehill@medicineclinicltd.co.uk
Colehill Sports & Social Club	Community Centre	01202 884263	enquiriescsc@gmail.com
Colehill Village Hall	Community Centre	07927 195562	enquiries@colehillvillagehall.co.uk
Ferndown Town Council	Town Council	01202 892249	townclerk@ferndown.gov.uk customerservices@ferndown.gov.uk
Happy Feet Nursery	School	01202 079241	info@happyfeetnursery.co.uk
Hayeswood First School	School	01202 882379	office@hayeswoodfirstschool.net
Holt Parish Council	Parish Council	07887 932665	clerk@holt-dorset-pc.gov.uk
Jewson Ltd	Builders Merchants	01202 842000	branch0732@jewson.co.uk
Jehovahs Witnesses	Church		Head Office 02089 062211
Little Canford Garage	Garage	01202 889885	
One Stop	Shop	01202 882018	
Pilford Farm	Farm	0774 701 6272	
Quarterjack Surgery	GP	01202 848261	
Shell petrol station	Garage	01202 612315	
Spar Wimborne	Shop	01202 882053	
St Michael's Church	Church & Centre	01202 841677	stmichaelschurchcolehill1@gmail.com
St Michael's School	School	01202 883433	office@stmichaelsmiddle.org
The Barley Mow	Pub	01202 882140	
The Horns Inn	Pub	01202 883557	thehornsinncolehill@outlook.com
The Reef	Community Centre	01202 062121	admin@thereef.uk
Tops Day Nurseries	School	01202 841691	enquiries@topsdaynurseries.co.uk
Wimborne Foodbank		07766 395944	wimbornefoodbank@faith-works.org.uk
Wimborne Minster Town Council	Town Council	01202 881655	louise.harrison@wimborne.gov.uk office@wimborne.gov.uk

Version History

Date	Summary of Changes
6/10/26	New plan

This Plan will be reviewed and tested annually, next review due Oct 2027.

Appendix A - Emergency Response Team - Terms of Reference

Under Standing Order 4 the Council may set up advisory committees that consist of Councillors and members of the public.

1. Sponsorship

The Emergency Response Team (ERT), was established by Council at the meeting held on 6th October 2026.

2. Scope

To manage our response to any emergency situation.

Scope includes:

- To actively monitor potential emergency incidents, including trigger warnings.
- To assess emergency incidents that do occur and determine whether an emergency response should be triggered.
- To liaise as appropriate with the Emergency Services, National Authorities or Dorset Council teams managing the incident.
- To establish what support is required for our community to recover from the incident.
- To issue appropriate communications to our community via our website, social media channels, noticeboards, lampposts etc.
- To continue to actively monitor the incident until fully resolved.
- After the incident, to review our response and identify any amendments required to the CERP or other lessons learned.

3. Approach

- The ERT will be managed in accordance with the Council's Working Group Protocol.
- The ERT may liaise as appropriate with Dorset Council and neighbouring parish/town councils to seek a consistent approach to incident management.
- The ERT has no decision making or budgetary powers. For all decisions the ERT will present recommendations to full Council or an appropriate Committee.
- The ERT will report all emergency incidents to the next available Council or F&GP meeting.

4. Membership

The ERT may co-opt additional members (including members of the public) at its discretion. It must consist of at least two Councillors and include either the Town Clerk and/or the Press Officer.

5. Meetings

The ERT will meet as and when required.

Appendix B – Civil Resilience Structure

National Resilience

The [Civil Contingencies Act 2004](#) establishes a legislative framework for civil protection in the United Kingdom. It imposes a clear set of roles and responsibilities on those organisations with a role to play in preparing for and responding to emergencies.

The [UK Government Resilience Framework](#), outlines how the central government works with Lead Government Departments, devolved administrations, and local emergency responders to manage risk.

Local Resilience

Locally resilience is led by Local Resilience Forums (LRFs) which are multi-agency partnerships made up of representatives from local public services, including the emergency services, local authorities, the NHS, the Environment Agency and others. These agencies are known as **Category 1 Responders**, as defined by the Civil Contingencies Act.

LRFs are also supported by organisations, known as **Category 2 Responders**, such as the Highways Agency and public utility companies. They have a responsibility to co-operate with Category 1 organisations and to share relevant information with the LRF. The geographical area the forums cover is based on police areas.

The LRFs plan and prepare for localised incidents and catastrophic emergencies. They work to identify potential risks and produce emergency plans to either prevent or mitigate the impact of any incident on their local communities.

Under the Civil Contingencies Act 2004, the Dorset Local Resilience Forum is required to ensure that events or situations which threaten serious damage to the people of Dorset, or our environment, are identified, and where possible, controlled or mitigated against. The Dorset LRF have published a list of the [Types of Risk](#) identified which may affect Dorset.

Category 1 Responders

Category 1 Responders are the organisations at the core of the response to most emergencies. They are required to:

- Assess the risk of emergencies occurring and use this to inform contingency planning.
- Put in place emergency plans.
- Put in place business continuity management arrangements.
- Put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency.
- Share information with other local responders to enhance co-ordination.
- Co-operate with other local responders to enhance co-ordination and efficiency.
- Provide advice and assistance to businesses and voluntary organisations about business continuity management (local authorities only).

The Category 1 Responders are as follows:

- **Dorset Police** – The Police co-ordinate all the activities of those responding to a land-based, sudden-impact, emergency. They have a responsibility for saving and protecting life as a priority. They are also required to preserve what is a potential crime scene. They are responsible for establishing and maintaining protective cordons around an incident site. They take the lead in criminal investigation and facilitate the enquiries of other organisations (eg Health & Safety Executive). They are responsible for casualty processing the identification and removal of those who have died in an incident. Assess the risk of emergencies occurring and use this to inform contingency planning.
- **Dorset and Wiltshire Fire & Rescue Service (DWFRS)** - The primary role of the DFRS is the rescue of people trapped by fire, wreckage or debris. They will prevent further escalation of an incident by controlling or extinguishing fires, by rescuing people and by undertaking other protective measures. They deal with released chemicals or other contaminants to render safe an incident site or exclusion zone. They assist the ambulance service with casualty handling and the Police with the removal of bodies.
- **South Western Ambulance Service (SWAS)** - SWAS co-ordinate the on-site National Health Service (NHS) response. They endeavour to sustain life through emergency treatment at the scene, they determine the priority of release for trapped casualties and will, in conjunction with DFRS assist in decontamination of individuals affected by a Chemical, Biological, Radiological or Nuclear incident. They transport the injured to hospital on the basis of their urgency of need.
- **Maritime and Coastguard Agency (MCA)** - The MCA comprises 2 distinct branches of direct relevance to potential crises: HM Coastguard and the Maritime Pollution Control Unit (MPCU). HM Coastguard's prime responsibility is to initiate and co-ordinate civil maritime search and rescue (SAR); this role may include the response to assist people in distress from inland flooding. HM Coastguard may assist other emergency services and local authorities by request. The MPCU is responsible for dealing with pollution at sea and, in conjunction with local authorities, for the shoreline clean-up of oil spill and inert or other contaminants.
- **Local Authority (Dorset Council)** - The principal concern of the local authority immediately following an emergency is to provide support to people in their area. They will co-operate closely with the emergency services in the response phase of an incident and will use their own resources to help mitigate the effects of a crisis on people, property and essential infrastructure. They play a key role in co-ordinating the response from the Voluntary Sector. They also aim to continue to provide their normal support and care for the wider community throughout any disruption. As a crisis moves from response to recovery, so the local authorities will take the leading role in rehabilitation and restoration.
- **Environment Agency** - The EA has primary responsibility for environmental protection of water, land and air in England and Wales. Its key roles include maintaining flood defences, on certain rivers and coastlines; issuing warnings to

those likely to be affected by flooding or environmental damage; the provision of specialist environmental advice; monitoring the effects of, and response to, an incident, to minimise the impact on the environment; and investigating the cause of an incident (if natural rather than criminal).

The Military

The Military may provide assistance to the civil authorities when they have an urgent need for help to deal with an emergency arising from a natural disaster or a major incident. Assistance is on an 'as available' basis and there are no guarantees that assistance will be given to meet specific emergencies, thus civil plans are not to assume Military support. Any Military response may take time to generate as the Civil Contingencies Reaction Forces (CCRF) are part of the Reserve Forces and require time to mobilise. Requests for assistance will be coordinated by the Police in the response phase of an incident.

Community Resilience

An initiative from within a community to plan and respond to emergencies using local people, knowledge and resources.

Appendix C – Incident Log Sheet

INCIDENT: _____

DATE: _____

TIME:	CONTACT	DETAILS	ACTION:

Appendix D – Community Support Centre Register

CENTRE: _____

DATE: _____

NAME:	ADDRESS:	PHONE NUMBER(S):	COMMENTS : (e.g. medication, pets etc.)	TIME IN	TIME OUT

Appendix E – Outstanding Actions

Action	Who	When	Comments
Actions to Implement Post Sign-Off			
Create emergency@colehill.gov.uk email group	LG	Oct 26	
Distribute printed unredacted copies to ERT members & Reef	ZC	Oct 26	
Share CERP with Local Resilience Forum	LG	Oct 26	
Create redacted version – removing phones/emails	LG	Oct 26	
Publish redacted CERP on website & link via social media	LG	Oct 26	
Send copy of redacted CERP to our insurers	ZC	Oct 26	
Conduct tabletop test	All	Q4 26	AT to act as facilitator
Establish a 'what can you do to be prepared' page on website	LG	Q4 26	Include: emergency kit idea
Seek agreement for inclusion from community support centres	LG	Q4 26	Confirm facilities and contact point
Encourage the vulnerable to join priority services register (PSR)	LG	Q4 26	Post on website & facebook
Actions for ERT Members			
All ERT Members to sign up for Met office weather alerts	All	Oct 26	
Review emergency kit and purchases required	ZC/LG	Q4 26	
Establish procedures for requesting deployment of sandbags	AT	Q4 26	
Incorporate earmarked reserve in budget for 2027/28	LG	Dec 26	
Amend Financial Regulations to allow spend against Reserves	LG	Jul 27	Also check any changes to Standing Orders & Scheme of Delegation