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Dear Parish Clerk/Chairman

Wiltshire and Swindon Prepared Emergency Community Contacts

As the Local Resilience Forum (LRF) Community Resilience Officer, I am reaching out to all Town and Parish Councils across Wiltshire and Swindon to ask for your help in developing a database of emergency contacts in the Wiltshire and Swindon communities.

What is it?

Wiltshire and Swindon have a long-proven history of planning and preparing for emergencies but, one of our recent learnings is the need to increase our community engagement before and during an incident. We are in the process of rolling out a number of new and improved schemes across the county and a key part of this is the utilisation of your own expert knowledge and understanding of your communities.

One of the key considerations during an incident is to understand exactly what is happening 'on the ground' in a local area during such times as floodings, storm damage and widespread emergencies. This will give us a much better overview of the current situation in your area.

An ideal way to achieve this understanding of the local impacts is for us to have a direct link into an affected community. It is for this reason; we have decided to move forward with creating the Emergency Community Contact Scheme. This scheme will hopefully enable us to utilise the expert community knowledge to hand and, we are therefore asking for at least 3 people to act as an emergency community contact for your Town/Parish or geographical area. The contacts should have sufficient knowledge of their community and be able to give current information about how an emergency is affecting your area and any problems arising where help may be needed.

The main roles (but are not limited to) of the Emergency Community Contacts are:

- To be a first point of contact during emergencies,
- To be a point of liaison with Parish/Town Councils,
- Be able to liaise with local residents with identified roles, i.e., neighbourhood watch, flood wardens etc,
- Be able to identify and pass information about vulnerable residents,
- Identify severe and dangerous road conditions restricting transport,
- Gathering, receiving, and passing information from and to the community,
- To have good communications via access to phones, email, and internet
- Be available as a point of contact within the community.

We do not expect the individuals covering the roles to be available all the time and the scheme will operate a call down list. Anyone undertaking the role will do so on a best endeavours approach (therefore you carry on with life as normal).

Information Held

We will only collect names, phone numbers and email addresses from the emergency community contacts, which will be held on an internal database. Only Local Authority staff in the Emergency Planning/Civil Protection teams in Wiltshire Council and Swindon Borough Council will have access to this information.

Initial contact with the community contact in an emergency will always come through the Local Authorities and only if the incident requires it (and with agreement of the community contact at the time) will their details be passed to other agencies (e.g., Fire and Police).

What is required?

We would like to have as many communities represented as possible on our database, making Wiltshire and Swindon become more resilient. We would therefore please ask you to complete the section below and email it back to us on: wiltshireandswindonprepared@wiltshire.gov.uk

Emergency Community Contact Details			
Community:			
	Name	Phone	Email
1 st			
2 nd			
3 rd			

Ideally, we would like to have at least three contacts for each community, however if you are only able to provide 1 or 2 that will provide us with a great starting point, equally if you'd like to provide more than 3 then that is also incredibly helpful.

Further Information

For more information on the scheme please visit

<https://wiltshireandswindonprepared.org.uk/community-emergency-contacts>

I have however put some FAQs below. Should you have any questions in relation to this scheme please do not hesitate to contact me using any of my contact details at the bottom of this letter.

I look forward to hearing from you.

Yours sincerely

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FAQ's

Who runs/owns this scheme?

This scheme is run/owned by Wiltshire and Swindon Prepared (Local Resilience Forum).

Is the role paid?

This is a voluntary role and therefore it is not a paid position.

Do I need to be available all the time?

No. As this is a voluntary position your availability to answer the phone is only on a best endeavours approach.

What happens if I don't answer the phone?

We will ring the next person down on our list. You do not need to worry if you've missed our call.

What happens if all contacts in my area don't pick up the phone?

In this case we will look to send out a member of staff to the scene or determine the requirements via another method.

Will I be contacted by phone for anything other than local emergencies?

We will only phone you in an emergency related to your local area.

Why do you need my email address?

This is used to check the data every year – we will send you an email to ask if you wish to remain on the scheme.

What if I want to leave the scheme?

Should you wish to leave the scheme please email wiltshireandswindonprepared@wiltshire.gov.uk and just ask for your details to be removed. Your contact details will subsequently be removed within the following 7-14 days.

What Privacy Policy's does this scheme abide by?

As the data will be held by both Wiltshire Council and Swindon Council, the scheme is subject to both Privacy Policies as seen below.

[Privacy notice - Wiltshire Council](#)

[Privacy Notice | Swindon Borough Council](#)

Where will my information be held?

Although the scheme is run by Wiltshire and Swindon Prepared, the data will be held by Wiltshire Council and Swindon Borough Council, who are both members of Wiltshire and Swindon Prepared. All data will be held by the Emergency Planning team in Wiltshire Council and the Civil Protection Team in Swindon Borough Council. The data will not be passed to any other team or organisation unless agreement is given by the data owner (the individual themselves).

What if I want to update my details (email, name or phone number)?

Should you want to update any of your information please email:

wiltshireandswindonprepared@wiltshire.gov.uk

Is anyone able to request the details for their area?

We will not publicly state the details for any area other than showing if a community has any community emergency contacts or not (we do not publicly reveal names, emails or contact numbers of any of the CECs).

The only person we will reveal (upon request) the names (not numbers or emails addresses) of the CEC's to is the Parish Clerk or the 1st contact for that area/parish/town. This is to ensure that each area has some ownership of their own CEC list.