Community Resilience Plan

CHART SUTTON

2026

Version number:	**V2**
Date written:	**January 2026**
Adopted by:	**CHART SUTTON PARISH COUNCIL**
Review due:	**MARCH 2027**

Developed by: **Chart Sutton Community Emergency Plan Steering Group**

Main Contacts: **Stephen Hill, Parish Clerk**
Telephone 07860 721924
Email: clerk@chartsutton-pc.gov.uk

John Gatward, Resilience Lead

Email: john@towtrucktrader.co.uk

Telephone: Redacted

Full plan distribution list:

Maidstone Borough Council Emergency Planning

Parish Council website (Public version ie redacted so as ensure all personal data and appendices are withheld from public plan in line with data protection regulations)

ROLE / ORGANISATION	CONTACT DETAILS
Maidstone Borough Council Emergency Planning (Resilience Team)	emergencyplanning@maidstone.gov.uk
Stephen Waring Parish Council Chair Robert Sagrott, Parish Council Deputy Chair Stephen Hill, Parish Council Clerk	01622 843112 01622 843252 07860 721924
KCC Community Warden Team Leader Sandra Edmonds	07969 584183
KCC Volunteer Support Warden	
PCSO Chart Sutton area PC Harry Greenfield	harry.greenfield@kent.police.uk https://www.kent.police.uk/a/your-area/
Neighbourhood Watch Co-ordinator	01622 843232

Revision History:

SUMMARY OF CHANGES	ISSUE NUMBER & DATE	CHANGED BY
New issue	V1 – MARCH 2025	Chart Sutton Parish Council
New issue	**V2 – January 2026**	**Chart Sutton Parish Council**

CONTENTS

Section	Page no
1. Introduction	5
2. Flow of response	6
3. Communication tree for Chart Sutton Parish Council response team / (M)ETHANE	7
4. Risk Assessment	9
5. Communication with the community	12
6. Resources	12
7. Insurance	12
8. Checklists for responding to an emergency	13
9. Additional information	15
Appendices *(see page 4 for further details)* RESTRICTED	16+

Appendix Ref	Details
APPENDICES	
A	**Chart Sutton Parish map**
B	**<u>Contact Details</u> (1) External Organisations (2) Community Response Team (3) Volunteer List (4) Vulnerable People, Properties or Locations**
C	**<u>Record keeping</u> (1) Information Gathering Form (2) Incident and Decision Log**
D	**Flood Plan & Flood Maps**
E	**Chart Sutton Parish Council Grab Bag Contents List**

1. INTRODUCTION

Why do we have this plan?

1) To support Maidstone Borough Council's (MBC) Emergency Plan.

2) To mitigate risk, increase readiness and resilience within Chart Sutton Parish Council (CSPC) and the local community.

3) To information gather in support of an incident.

4) To enable assistance, in support of MBC throughout the recovery phase of an incident.

This plan includes:

1) Relevant steps to mitigate risk to expected and unexpected emergency situations

2) Local Risk Assessment

3) Checklists to guide how the plan works and how we communicate with other agencies and our local community.

Geographical area covered

The civil parish of Chart Sutton covers three principal areas;

1. The main village
2. Houses on Chart Road, running into Sutton Valence
3. Rural area to the south

The first two areas are on high ground and not liable to river flooding although blocked drains and roadside ditches are not uncommon. The rural area is vulnerable to flooding from the River Beult.

See Appendix A – Parish map.

Scope

The plan is designed to prepare for an emergency or major incident affecting our local community. Our response aims to react to the initial **30 minutes only** to assist with emergency services response and to support Maidstone Borough Council in setting up longer-term response plans.

This plan is not an attempt to encroach on the roles of the blue light emergency services or MBC Emergency Planning.

2. FLOW OF RESPONSE

PROACTIVE:

Pre-planning to achieve mitigation of incident:

- Daily scanning of the environment to enable situational awareness by Chart Sutton Parish Councillors.

- Communicate information on preparedness and mitigation measures to the community utilising websites and links to helpful guidance such as:

    - Priority Register services (UK Power Networks and South East Water)
    - Flood support and Flood Alert registrations (Environment Agency)
    - Weather alerts and warnings (Met Office)
    - Kent & Medway Resilience Forum (KMRF) Kent Prepared website
    - Maidstone Borough Council's Emergency Preparedness webpages

- Signposting and availability of Emergency Planning training to all Resilience Officers and Volunteer Coordinators, such as Community Prepared training and EA Flood Wardens.

REACTIVE:

Incident happens: Blue light agencies attend and will be lead agency for emergency according to incident (such as a fire will be led by KFRS)

- Situation Led - Maidstone Borough Council Emergency Planning
- Support Led – Chart Sutton Parish Council nominated Resilience Officer / Community Resilience Lead

If MBC and Blue light services are unable to immediately respond (such as due to access issues or widespread incident), Chart Sutton Parish Council will become the primary lead organisation for our community.

RECOVERY:

Post-incident phase:

- Maidstone Borough Council Emergency Plan – multi-agency response and recovery groups
- Chart Sutton Parish Council may be requested to form part of the Recovery Group for Community impact and actions

The above shows what the Community Resilience Plan covers, primarily to support a multi-agency response before, during and after an emergency.

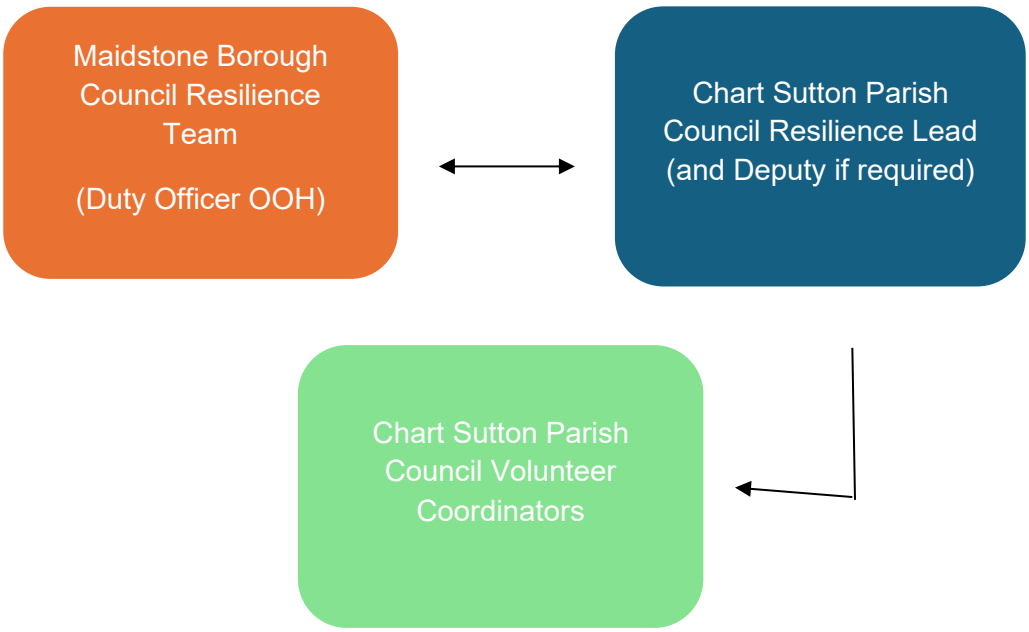
3. COMMUNICATION TREE FOR CHART SUTTON PARISH COUNCIL RESPONSE TEAM

This structure supports the role of the **on call** Chart Sutton Resilience Officer, to enable notification to Maidstone Borough Council (MBC).

The **Chart Sutton Parish Council Resilience Lead** will be centrally based and will be the main coordinator for Chart Sutton in an emergency.

They will liaise with emergency services (where appropriate) and Maidstone Borough Council's Resilience Team. They will also deploy and manage any assigned Volunteer Coordinators where required.

The volunteer coordinators will feedback information to the **Chart Sutton Parish Council Resilience Lead** who will in turn update the MBC Resilience Team during Office Hours. Out of Hours (OOH), this will be picked up via the MBC assigned Duty Officer who can be contacted via the main line of 03000 41 41 41



Depending on the scale or severity of the incident will determine if a Deputy Resilience Lead is required and how many volunteer coordinators are needed to support.

It is easier to scale down than scale up so advisable to gather as many resources as possible on standby.

Information gathered by the Chart Sutton Parish Council Resilience Lead will be passed to the MBC Resilience Team and Initial Emergency Service Officer in charge. This will be in the format of the 'M/ETHANE' message. Please see **Appendix C1** for the Information Gathering Form.

M/ETHANE		
M	**Major** Incident declared (Yes/No)	County or Local? Which organisation?
E	**Exact** Location including postcode and/or 'What 3 Words' where possible	
T	**Type** of incident	Fire / Flood / Accident
H	**Hazards** present or suspected	Unstable buildings / chemicals / flooding
A	**Access** to site including RVP	Any roads blocked?
N	**Number** of casualties or people/houses affected	Evacuees/Housing
E	**Emergency Services** and other organisations involved	Are Police/Fire or Ambulance on scene?

Any additional information or guidance can be given via local knowledge, such as vulnerable people in the area, special events taking place on the day that may be affected or sites that will be disrupted, such as nursing homes or local schools.

4. RISK ASSESSMENT

The following table has been completed with generic risks that could affect all communities with relevant actions that could be taken in these circumstances.

RISK	IMPACT	MITIGATION	RESPONSE	RECOVERY
Electricity Failure	Loss of streetlights Loss of traffic signals Loss of business Unable to cook food Vulnerable people at risk- personal medical support machinery Limited Communications	Encourage residents to keep at least one mobile phone to hand - digital and cordless phones won't work in a power cut Encourage Vulnerable residents to sign up to the UKPN Priority Services Register Encourage residents not to open fridges any longer than necessary Encourage Residents to make sure their home is well insulated. It could stay warm for 12 hours or more in a power cut.	Check if neighbours have lost services too. Establish from the utility company how long they think the power will be off for. Establish the extent of the power cut If it is a prolonged power cut or in particularly cold weather look at opening a Community Shelter if any have alternative fuel sources If the power cut is for a prolonged period, take precautions to stay safe.	Assist people in recovering from the emergency.

RISK	IMPACT	MITIGATION	RESPONSE	RECOVERY
Fire	Damage to Property Damage to Local Infrastructure Residents evacuated.	Encourage Residents to check their smoke alarms	Look at providing temporary shelter if required. Assist with the provision of welfare.	Assist people in recovering from the emergency.
Flooding	Flooding of Local streets. Damage to property. Contamination from foul watercourses.	Understand risk areas. Monitor flood warnings. Report river blockages to Environmental agency. Deploy Community level flood defences and bags.	Communicate expected levels and actual levels to community. Provide temporary rescue centre dependant on severity.	Assist community with clean up. Assist ASB with relocation as required. Communicate recovery water levels to community.
Gas Failure	Extreme cold especially vulnerable people Unable to cook food.	Source of alternative heating available.	Establish from the utility company how long they think the gas will be off. Establish the extent of the gas outage. Prolonged gas outage or in particularly cold weather open a Community Shelter if any have alternative fuel sources.	Assist people in recovering from the emergency.

RISK	IMPACT	MITIGATION	RESPONSE	RECOVERY
Heavy Snow & Extreme Cold	Damage to property Loss of business Vulnerable people at risk Travel disruption.	Encourage Residents to stock up on essentials. Provide a point of contact for residents (particularly Vulnerable residents) Provide advice to residents about staying warm. Encourage residents to stay in touch with the latest forecast and cold weather alerts.	Provide a point of contact for the coordination of volunteers around clearing/ salting paths. Clear essential paths. Visit vulnerable to assess any needs.	Assist people in recovering from the emergency.
Water Supply Failure	Health hazard from untreated water Vulnerable people at risk.	Emergency water supply. The average adult should take in 1.5 to 2 litres of water in a typical day (6-8 250ml glasses.) Establish which residents would require assistance.	Coordinate the delivery of bottled water to residents who are unable to get out.	Assist people in recovering from the emergency.

5. COMMUNICATION WITH THE COMMUNITY

TYPE	WHERE
Public Noticeboards	Amber Lane, at junction with Laxton Drive Chart Corner, outside Shop on the Green Chart Hill Road, outside the village hall Chart Road, on path to church Forsham Lane, at junction with Babylon Lane
Posters	Village shop
Leaflets	Village Shop, Pub, Residences
Social media and websites	Chart Sutton Parish Council website www.chartsutton-pc.gov.uk Chart Sutton Parish Council Facebook page

Communication with Chart Sutton Parish Council Community Response Team

Ensure lines of communication are maintained during incident with all responders for the community. This can take place via:

Face-to-face meetings for Resilience Lead to get updates for MBC, using the Village Hall.

Telephone and Text - landline and mobile numbers / WhatsApp group chat

6. RESOURCES

The Community Response Team will encourage local residents to provide information to assist with any perceived emergency recovery.

During an emergency, community volunteers may come forward to assist, however it should be noted that they would do so at their own risk.

It is advisable for contact details of those that wish to volunteer to be held in advance so you can list their role and duties within this plan.

Spontaneous volunteers need to be managed at the time of response. This will change according to the scale and nature of the incident.

See Appendix B - Contact Details.

7. INSURANCE

The roles in this plan are voluntary, and volunteers are not expected to put themselves in any danger. It is not expected that volunteers are covered by CSPC's insurance policy. As such, volunteers are offering their services at their own risk. Having said that, if a responding agency deploys a volunteer (e.g. a flood warden), they may be covered by the responding agency's insurance.

8. CHECKLISTS FOR RESPONDING TO AN EMERGENCY

These checklists provide help as a useful reminder when responding of actions to take. These should be provided to parish council response team before an incident to familiarise themselves with.

Copies of the checklist can be used actively to tick when complete during activation.

Chart Sutton Parish Council Resilience Lead / Deputy Resilience Lead	
ACTION	**COMPLETE (✓)**
Ensure you are not in immediate danger.	
Call 999 and follow any advice given.	
Contact MBC Emergency Planning or MBC Duty Officer if out of hours for advice, providing them with initial updates.	
Contact the Chart Sutton Volunteer Coordinators (Appendix B2) and meet to discuss the situation.	
Start writing a log (Appendix C2) containing any decisions you made and who you spoke to/what was said.	
Construct a formal 'METHANE' message to pass to MBC and Initial Incident Commander via Information Gathering Form (Appendix C1)	
Agree actions and ensure each member of the Chart Sutton Parish Council Response Team know what they are doing. For example, liaising with MBC on the opening of the Rest Centre / communicating situation with Chart Sutton Volunteer Coordinators.	
Meet regularly to discuss the developing situation, outstanding actions, community priorities and resources available/required.	
Once the immediate actions are completed and the situation starts to improve, start thinking about the recovery phase and how the Community Emergency Response Team can help the community return to their day-to-day life.	
Schedule a debrief and review preparedness/plan as necessary.	

Chart Sutton Parish Council Community Volunteer Coordinator(s)	
ACTION	**COMPLETE (✓)**
Ensure you are not in immediate danger.	
Meet with the Chart Sutton Parish Council Resilience Lead and discuss plan of action.	
Attend the incident if safe to do so with two coordinators located at different points of the incident to enable a complete overview.	
Keep lines of communication open with Resilience Lead and report back at regular intervals with a situation report (Sit Rep).	
Support and handover information to emergency services / other authorities as required.	
Confirm and communicate the end of the incident.	
Liaise with the Resilience Lead on whether to stand down once Emergency Services/Maidstone Borough Council in attendance.	
Attend a debrief and review preparedness/plan as necessary.	

9. ADDITIONAL INFORMATION

Landing point for air ambulance,

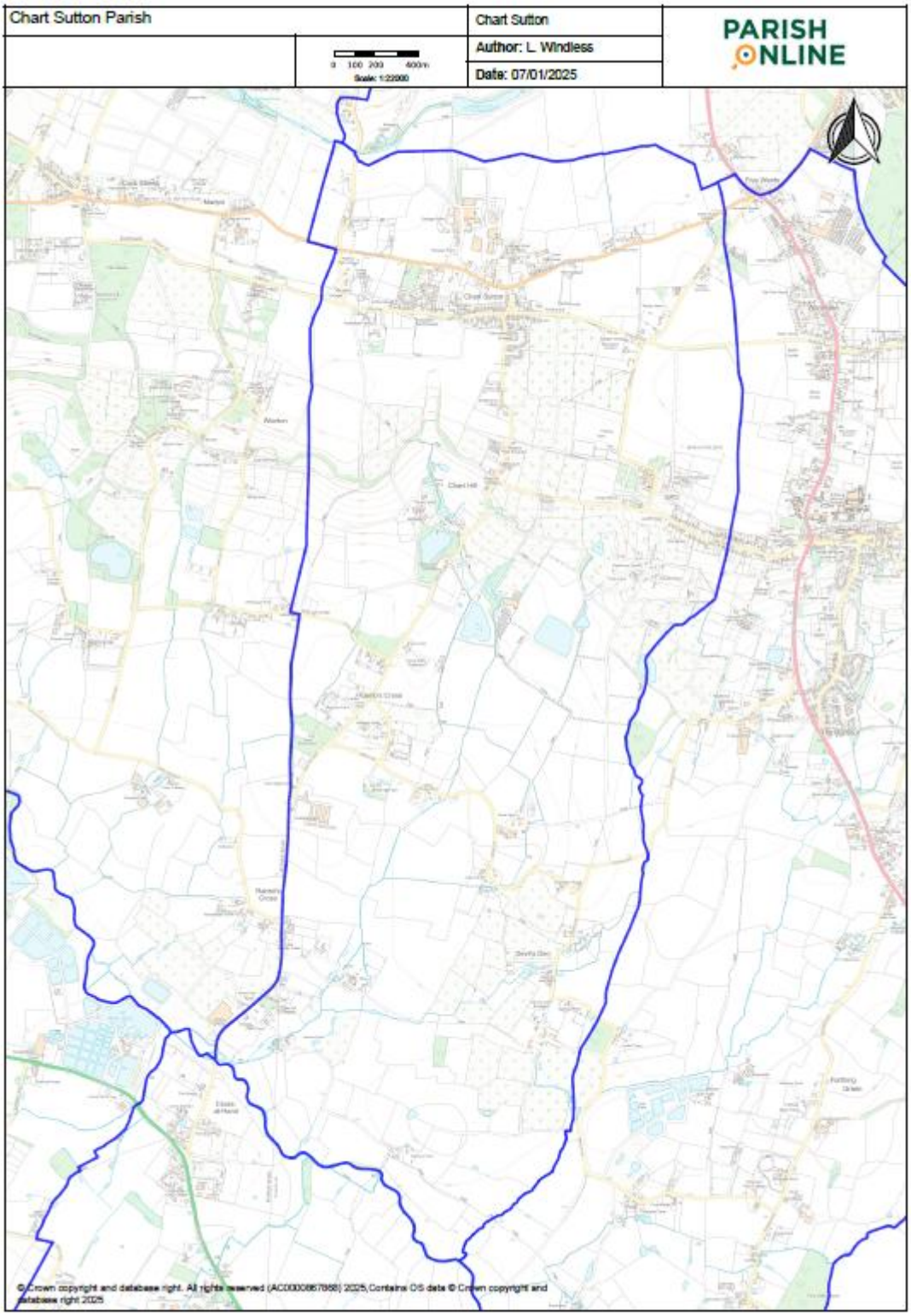
Playing Field

Defibrillator Locations within Chart Sutton Parish Council

Village Shop

Appendix A:

Chart Sutton Parish map



Appendix B: Contact Details

Please note that all Appendix B Contact Details must be redacted from public version of the plan.

B1 External Organisations

Organisation / Department	Email or website address	Telephone Office Hours	Telephone Out of Hours
If you are in immediate Danger call 999			
Maidstone Borough Council - Main Switchboard	n/a		
Maidstone Borough Council - Emergency Planning	emergencyplanning@maidstone.gov.uk	Uche Olufemi 01622 602562 Graham Seeley 01622 602942 Abbie Restall 01622 602350	01622 602000 (ask for Activation Officer)
Maidstone Borough Council - Emergency Centre *(This will only be activated once in response to an incident or emergency)*	emergencyplanning@maidstone.gov.uk	Uche Olufemi 01622 602562 Graham Seeley 01622 602942 Abbie Restall 01622 602350	01622 602000 (ask for Activation Officer)
Our area Community Warden	https://www.kent.gov.uk/leisure-and-community/community-safety/community-wardens	03000 41 34 55 (Head Office)	Not Covered by MBC
Our Police beat officer	PC Harry Greenfield harry.greenfield@kent.police.uk https://www.kent.police.uk/a/your-area/	101	101
Our elected ward members	ANNE DAWES	01622 299052	07790 857990
Kent County Council Main Switchboard	county.hall@kent.gov.uk	03000 41 41 41	03000 41 41 41
Kent County Council Resilience and Emergencies Unit	emergency.planning@kent.gov.uk	03000 41 41 41	03000 41 41 41
KCC Highways & Transportation Main Switchboard	http://www.kent.gov.uk/roads-and-travel	03000 41 81 81	03000 41 81 81
Kent & Medway Resilience Forum	KRT@kent.fire-uk.org	01622 212409	*Contact via MBC Emergency Planning*
Kent Police Force Control Room	https://www.kent.police.uk/contact-us	101	101
Kent Fire & Rescue Main switchboard	enquiries@kent.fire-uk.org	01622 692121	n/a

Organisation / Department	Email or website address	Telephone Office Hours	Telephone Out of Hours
Southeast Coast Ambulance Headquarters	https://www.secamb.nhs.uk/contact-us/	0300 123 0999	n/a
NHS	http://www.nhs.uk	111	111
Environment Agency General enquiries	enquiries@environment-agency.gov.uk	03708 506 506	n/a
Environment Agency Incident reporting	n/a	0800 80 70 60	0800 80 70 60
Environment Agency Floodline	n/a	0345 988 1188	0345 988 1188
Electricity - Power cuts UK Power Networks	http://www.ukpowernetworks.co.uk/internet/en/power-cuts/	0800 316 3105	From mobiles: 0333 323 2105
Gas Leaks (National Grid)	https://www.nationalgas.com/safety advice	0800 111 999	0800 111 999
Southern Water General enquiries	https://www.southernwater.co.uk/contact-us	0330 303 0368	n/a

B2 Chart Sutton Parish Council Community Response Team

Role	Name and Address	Contact No. 1 (Landline)	Contact No. 2 (Mobile)
Resilience Lead	John Gatward Mercer Way Chart Sutton ME17 3RH	Redacted	Redacted
Resilience Lead (Deputy 1, North)	John Killick Highfield Plough Wents Road Chart Sutton ME17 3SA	01622 298399	07957 113897
Resilience Lead (Deputy 2, South)	Robert Sagrott The Fives, Chart Hill Road Staplehurst TN12 0DE	01622 843252	07752 576685
Admin Support	Steve Hill – Parish Clerk		07860 721924
Volunteer Coordinator 1			
Volunteer Coordinator 2			

B3 Chart Sutton Parish Council Volunteers List

Name and Address	Role / skill volunteered	Contact No. 1 (Main)	Contact No. 2 (Out of Hours)
Steve Waring	4x4 owner / snow clearance/ chainsaw/Flood Warden	01622 843112	07808 520768
Kevin Waterman	Multiple (ex Fire Brigade)		Redacted
Adam Ormrod	Paramedic, first aid kits, chainsaw		Redacted
Julie Ormrod	Paramedic, first aid kits, chainsaw		Redacted
John Gatward	4x4 owner with winch/warning beacons and chapter 8 compliant reflective markings, chainsaw	Redacted	Redacted
Chris Webb	Flood Warden		Redacted
Robert Sagrott	Flood Warden/chainsaw	Redacted	Redacted
Ray Butler	Large tractors, telehandler etc		Redacted

Appendix C: Record Keeping

C1 Information Gathering Form (M/ETHANE)

To be completed by the Resilience Lead in communication with the Volunteer Coordinators.

MAJOR INCIDENT:
EXACT LOCATION:
TYPE OF INCIDENT:
HAZARDS:
ACCESS:
NUMBER AND TYPE OF CASUALTIES:
EMERGENCY SERVICES PRESENT AND REQUIRED:

C2 Incident and Decision Log **Example*

Copies of this log can be printed separately to be used by Community Response Team during an emergency or incident. Multiple pages needed.

INCIDENT & DECISION LOG

INCIDENT: *Car Crash into residential houses*	**LOCATION:** *Top of High Street, Example town, ME xx. If possible, use the postcode or What 3 Words*	
DATE: *12th January 20XX*	**COMPLETED BY:** *xx*	**PAGE** 1 **of**

LOG No *(1,2)*	TIME TO *(24 hr clock)*	TIME FROM *(24 hr clock)*	ENTRY *(Key details of information/discussion)*	DECISION – ACTION *(Key details of actions/decisions)*	RATIONALE (IF APPLICABLE) *(Why decision made)*
1	*23.20*	*23.30*	*Car crashed into house at top of the High Street. 6 houses affected – need to be evacuated.*	*Opened CRC for affected residents.*	*Very cold outside with vulnerable residents. Awaiting Rest Centre set up/alternative housing from MBC*

OFFICIAL – SENSITIVE *(Once complete)*

INCIDENT & DECISION LOG

INCIDENT:		**LOCATION:**
DATE:	**COMPLETED BY:**	**PAGE of**

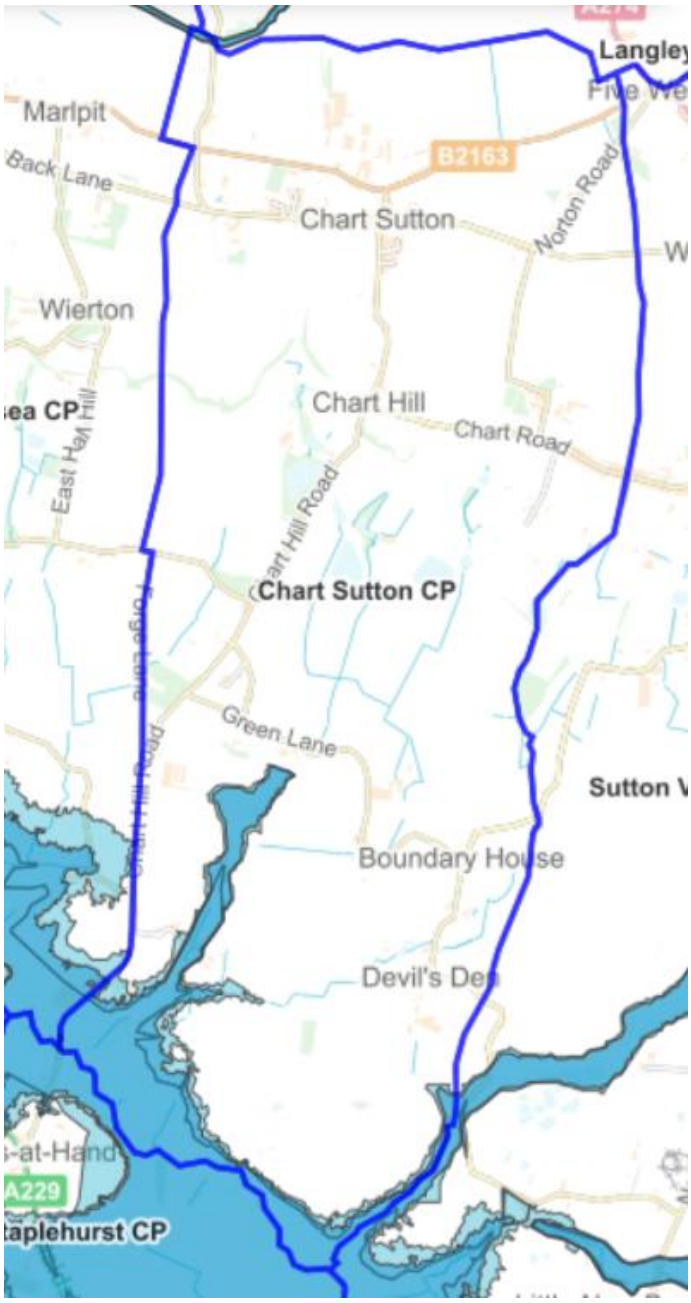
LOG No *(1,2)*	TIME TO *(24 hr clock)*	TIME FROM *(24 hr clock)*	ENTRY *(Key details of information/discussion)*	DECISION – ACTION *(Key details of actions/decisions)*	RATIONALE (IF APPLICABLE) *(Why decision made)*

OFFICIAL – SENSITIVE *(Once complete)*

Appendix D:

Flood Plan & Flood Maps

Chart Sutton Parish Council Flood Map



Dark blue = Flood Zone 3 (1% or greater chance of flooding each year from rivers)
Light blue = Flood Zone 2 (0.1% chance of flooding each year from rivers)

Appendix E:

Chart Sutton Parish Council Grab Bag Contents List

A grab bag can be useful in an emergency. One will be held with the Resilience Lead and another with the Deputy Resilience Lead (South) for use in an emergency by Volunteers at site and scene. Each bag contains:

Item	Details
Community Resilience Plan	*x1 printed copy*
Large Scale Parish Map	*x1 A1 printed copy*
Hi-Vis Vests	*X3*
LED Torch	*With batteries*
Clipboard and Pen	*x2*
Information Gathering Forms (M/ETHANE)	*X5 spare printed copies + x1 copy on each clipboard (7 total)*
Incident and Decision Log	*X5 spare printed copies + x1 copy on each clipboard (7 total)*