



COMMUNITY RESILIENCE AND RESPONSE FRAMEWORK

A practical reference for preparing, coordinating and supporting Penallt during an emergency.

PUBLIC	VERSION 2.2 FINAL	16 SEPTEMBER 2026
--------	-------------------	-------------------

Prepared • Connected • Resilient

Pelham Hall is an optional operational base and Community Support Centre.
Do not attend during an incident unless a community update confirms that it is open and gives safe access information.

A

Document control

The current approved status and ownership of this public reference document.

Document reference	CEP-01
Status	Final
Version	2.2
Issue date	16 September 2026
Document owner	Community Emergency Coordinator
Prepared by	Simon Angell
Approval	Approved for issue
Classification	PUBLIC
Next review	Within 12 months, or sooner following an incident, exercise or material change

i

PRINT CONTROL

Printed copies are uncontrolled. Where circumstances permit, check that you are using the current electronic version. Operational laminated copies should be replaced whenever the version or review date changes.

How to use this plan

This is the main public reference framework. It explains how Penallt can organise safe local support, how the response stages work alongside Base Mode, and how the supporting documents fit together. During an incident, use the Incident Quick Start and the relevant Operational Action Card. Start the Community Emergency Incident Log at Standby or Activate, or earlier if decisions, welfare contact or volunteer tasking have begun.

Main public framework

CEP-01 - this document
Purpose, limitations, operating model, communications, risks and Pelham Hall arrangements.

Resident guidance

CEP-02 and CEP-03
Household preparedness advice and a plain-English guide to local risks and community response.

Operational tools

Incident Quick Start, Action Cards, Incident Log and Hall checklist.
Short documents used by the coordinator and tasked volunteers during an incident.

Restricted information

Contacts, volunteers, resources and completed records. Personal details and frequently changing operational information are controlled separately and are not published.

1

Purpose, scope and limitations

What this plan is designed to do - and what it cannot promise.

This plan provides a practical framework for Penallt to organise local support before, during and after an emergency. Its primary community capability is clear, verified communication and signposting, backed by proportionate volunteer support where a specific need exists.

!

EMERGENCY SERVICES

Call 999 whenever there is an immediate threat to life. Instructions from the emergency services, Monmouthshire County Council or another responsible authority take precedence over this plan.

Current operating model

Every incident uses Base Mode: share reliable information, help people contact the right organisations, identify welfare needs and support neighbours. Monitor, Standby and Activate describe the stage of the response and work alongside Base Mode. Base Mode continues throughout whether Pelham Hall is closed, partner-managed or community-managed.

- There is no standing warden network. Independent help between neighbours is not a volunteer deployment under the plan.
- Volunteers are specifically tasked only after confirming that they are available, willing and competent.
- The plan cannot guarantee direct contact with every household.
- Volunteer, vehicle, equipment and Pelham Hall availability must be confirmed before they are committed.
- TUCC has no operational role in this plan.
- The plan does not authorise road closures, traffic control, evacuation or entry onto private land.

Who this plan is for

Residents

Understand how reliable community information will be shared, what support may be available and the limits of the local response.

Coordinator and volunteers

Use the Quick Start, response stages, Action Cards, Incident Log and confirmed resources to coordinate safe tasks.

Responding organisations

Understand Penallt's local geography, communication arrangements and potential use of Pelham Hall.

Pelham Hall team

Understand when the Hall may be used, who is managing it and when the community-managed checklist applies.

2

Immediate safety principles

These apply to every incident and every volunteer task.

1	Call 999 where there is an immediate threat to life, serious injury, fire, dangerous flooding or another emergency requiring urgent assistance.
2	Follow emergency-service and responsible-authority instructions; they take precedence over community arrangements.
3	Do not enter or drive through floodwater, approach fallen power lines, enter smoke, or work near unstable trees and structures.
4	Do not self-deploy. A volunteer task must be defined and understood before it is accepted.
5	Work within competence. Only trained and competent people may use specialist equipment or undertake higher-risk work.
6	Keep a record. Start the Incident Log at Standby or Activate, or earlier if decisions, welfare contact or volunteer tasking have begun.

H
PELHAM HALL

Do not travel to Pelham Hall unless a community update confirms that it is open, explains its purpose and gives safe access arrangements. Opening the Hall is never automatic.

3

Response stages and Base Mode

A scalable response that can operate with very limited staffing.

BASE MODE

Applies to every incident, regardless of response stage. Share reliable information; signpost official help; identify welfare needs; support neighbours; avoid unnecessary process.

MONITOR

A heightened risk exists. Verify warnings and local reports; watch official sources; check communication channels; prepare a short factual message if useful.

STANDBY

Local impact is credible or likely. Confirm who is coordinating; begin the Incident Log; check communications, volunteers and key resources; prepare for incident-specific tasks.

ACTIVATE

Community action is required. Issue verified updates; request and task volunteers where needed; coordinate with responders and utility providers; continue Base Mode.

Stand-down and recovery

When immediate danger has reduced, confirm outstanding tasks and welfare needs, recover equipment, close facilities safely, share verified recovery information, and capture improvements.

Who can declare a response stage?

The Community Emergency Coordinator, or the person acting in that role, may declare Monitor, Standby or Activate. The declaration does not create authority over residents or statutory responders; it starts the local coordination arrangements in this plan.

First coordination check

- What has happened, where and when?
- Is anyone in immediate danger or injured?
- What is confirmed, reported or still unknown?
- Which organisations are involved or need to be contacted?
- Which communication channels are working?
- What community support is actually required now?
- Who is available and what safe tasks can be assigned?

4

Coordination roles and Pelham Hall management

Roles are assigned for the incident; Pelham Hall is optional.

Community Emergency Coordinator	Maintains the overview, confirms the response stage, approves messages, requests volunteers where needed, liaises with responding organisations and ensures records are kept.
Log and communications support	Records information and decisions, prepares agreed messages, monitors official sources and keeps a record of updates issued.
Welfare support	Makes agreed welfare contacts and helps identify requests for assistance where resources permit.
Tasked Community Volunteer	Accepts a defined task, works within agreed limits, maintains contact and reports completion or problems.

Partner-managed Hall

MCC, National Grid or another organisation manages activities at Pelham Hall. Penallt provides authorised access and agreed local help, but follows that organisation's arrangements and does not assume responsibility for running the Hall.

Community-managed Hall

Penallt manages Pelham Hall. Use the Pelham Hall Community Support Centre Checklist for opening, staffing, registration, information, welfare, safeguarding, closure and handover.

H

HANDOVER

Only one Hall arrangement applies at a time. If responsibility changes, make a clear handover and record who took responsibility and when.

Minimum viable response

A small incident may need no formal volunteer structure beyond one person maintaining reliable communications and a record. Create additional functions only when there is a real need and a suitable person has confirmed availability.

Tasking a volunteer

1	Define the task: state exactly what is required, where, why and by when.
2	Explain the risks: identify hazards, limits, required equipment and stop conditions.
3	Confirm the person: check availability, capability, transport and means of communication.
4	Record the task: enter the task, volunteer and expected completion time in the Incident Log.
5	Maintain contact: agree how and when the volunteer will report back.
6	Close the task: record completion, problems, further needs and the volunteer's safe return.

Communications framework

Clear, verified information is the community's primary response capability.

Primary channels

Public Community Emergency Plan / emergency information website
Village WhatsApp
Penallt social media
Email and newsletter lists
Penallt village website
Official mobile alerts

Fallback channels

Telephone calls
Neighbour-to-neighbour relay
Notices at agreed locations
Local radio
Direct contact requested by responders

Trusted sources

Emergency services
Monmouthshire County Council
Natural Resources Wales
Met Office
Utility providers

Every message should

Say what is known
State the source and update time
Explain what residents should do
Avoid speculation
Say when the next update is expected

Communication by response stage

Base Mode	Share useful, verified information and signpost official advice. Avoid creating process where simple communication is enough.
Monitor	Share an awareness message only when it adds value. Signpost official warnings and avoid unnecessary alarm.
Standby	Confirm the risk, likely locations and practical preparation. Alert potential volunteers only where a specific need is credible.
Activate	Issue short updates whenever there is a material change. For a major incident, use the incident website process if it improves public access to verified information.
Recovery	Share verified information on access, utilities, welfare support, clean-up and closure until essential community arrangements have ended.

!
COVERAGE

The plan cannot guarantee that every household will receive direct contact. Residents should monitor official warnings and community channels and check safely on neighbours where appropriate.

6

Community profile

Local geography and communications strongly influence how incidents affect Penallt.

Population

Local plan data - March 2024
Approximately 467 residents, with an estimated additional visitor population of up to 30.

Rural geography

A dispersed hilltop community with steep lanes descending towards the River Wye and several narrow access routes.

Addressing and access

Many properties are identified by house names rather than road numbers. Community maps are important for locating properties and access routes.

Communications

Mobile coverage is inconsistent across all networks. Many households rely on broadband and Wi-Fi calling, which may fail during power or telecommunications outages.

Local factors that may increase impact

- Surface-water run-off from agricultural land can concentrate on roads and overwhelm drains and culverts.
- Mature trees and narrow lanes can obstruct access during storms and complicate emergency-service movements.
- Some homes depend on electricity for heating, cooking, communications or medical equipment.
- Loss of mains water can require residents without transport to receive local delivery support.
- Older people, disabled people, carers, young children and residents without local support may need additional assistance during prolonged incidents.

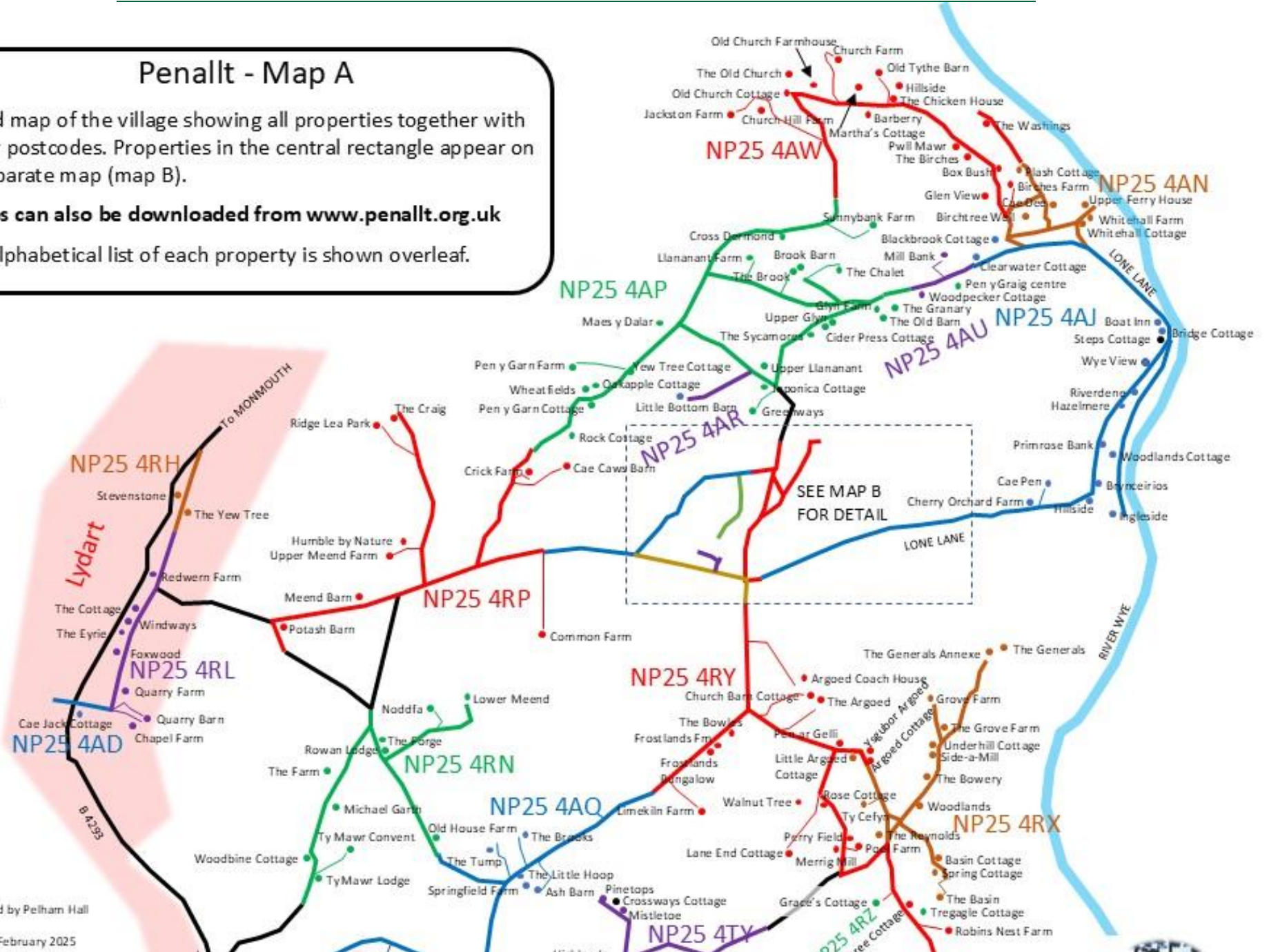
M
MAP USE

The following maps show property names, postcodes and local routes. They are reference maps, not live traffic or flood maps. Always confirm current road conditions before travel.

COMMUNITY MAP A

Road map of the village showing all properties together with their postcodes. Properties in the central rectangle appear on a separate map (map B).

An alphabetical list of each property is shown overleaf.



Map supplied through the Penallt village mapping project. Verify current road conditions before travel.

COMMUNITY MAP B — CENTRAL PENALLT

Penallt - Map B

Road map of the village showing all properties together with their postcodes. Properties in the central rectangle appear on a separate map (map A).

Maps can also be downloaded from www.penallt.org.uk

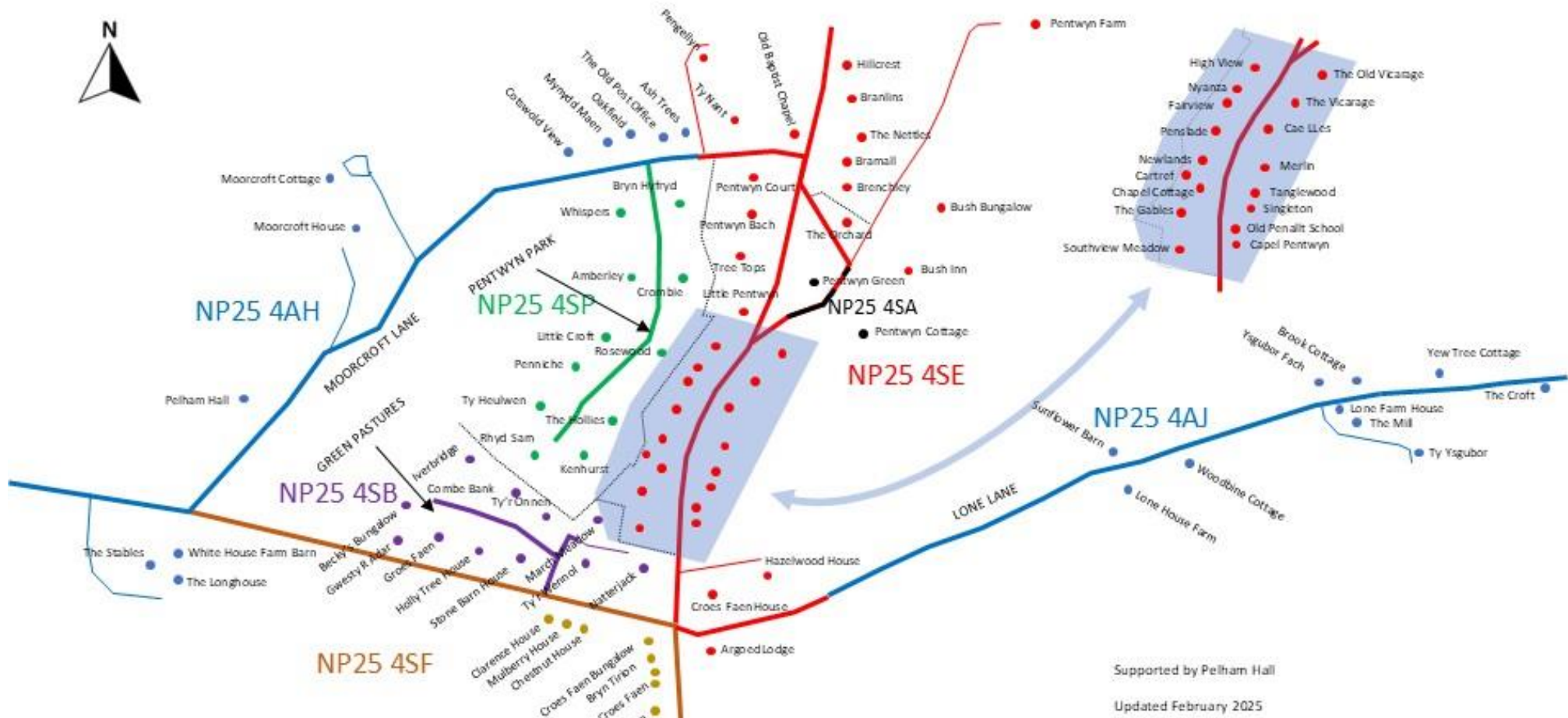
An alphabetical list of each property is shown overleaf.



PELHAM VILLAGE HALL

PENALLT, MONMOUTH, MONMOUTHSHIRE, NP25 4AH

Registered Charity 524369



Supported by Pelham Hall

Updated February 2025

Map supplied through the Penallt village mapping project. Verify current road conditions before travel.

7

Local risk summary

The Action Cards provide the detailed operational response for each risk.

Flooding

LOCAL LIKELIHOOD: MEDIUM | IMPACT: LOCALLY SEVERE

Primary concern: rapid surface-water run-off, overwhelmed drains and culverts, flooded lanes and isolated properties.
Operational tool: Flooding Action Card.

Prolonged power outage

LOCAL LIKELIHOOD: MEDIUM | IMPACT: SIGNIFICANT

Primary concern: loss of heating, cooking, lighting, communications and support for electrically dependent equipment.
Operational tool: Prolonged Power Outage Action Card.

Severe weather and blocked roads

LOCAL LIKELIHOOD: LOW | IMPACT: ACCESS DISRUPTION

Primary concern: fallen trees, debris, ice or other obstructions affecting narrow local roads and access for residents and responders.
Operational tool: Severe Weather / Blocked Roads Action Card.

7

Local risk summary - continued

Review the risk assessment after incidents, exercises and material local change.

Extreme heat

SEASONAL RISK | IMPACT: WELFARE AND HEALTH

Primary concern: heat-related illness, dehydration, impacts on older or medically vulnerable residents, and overheating in homes or community buildings.
Operational tool: Extreme Heat Action Card.

Wildfire / vegetation fire

LOCAL LIKELIHOOD: LOW | IMPACT: POTENTIALLY EXTREME

Primary concern: fast-moving fire affecting woodland, grassland, crops, homes, livestock and access routes, especially during dry and windy conditions.
Operational tool: Wildfire / Vegetation Fire Action Card.

Loss of mains water

LOCAL LIKELIHOOD: LOW | IMPACT: COMMUNITY-WIDE DISRUPTION

Primary concern: drinking water, hygiene, cooking and support for residents who cannot collect bottled water independently.
Operational tool: Loss of Water Supply Action Card.

i
RESIDENT GUIDE

The separate Penallt Community Risks and Response Guide explains what residents may experience, what the community may do and what residents should do for each risk.

8

Pelham Hall arrangements

Operational base and potential Community Support Centre.

Pelham Hall
Moorcroft Road, Penallt, Monmouthshire, NP25 4AH
Grid reference: SO 5169 0906
Pelham Hall is optional; an activated response does not require it to open.

Partner Hall Mode

MCC, National Grid or another organisation runs activities at Pelham Hall. Penallt provides authorised access and agreed local help. Follow the responsible organisation's arrangements and do not assume responsibility for operating the facility.

Community Hall Mode

Penallt runs the Hall. Open only after confirming need, authorisation, safe access, building safety and enough suitable volunteers. Use the Pelham Hall Community Support Centre Checklist.

H
SINGLE ARRANGEMENT

Only one Hall management arrangement applies at a time. Record any handover of responsibility in the Incident Log.

Community-managed opening conditions

- There is a demonstrated community need that cannot be met more safely in another way.
- The building and access routes are safe for the intended use.
- Use has been authorised under the agreed Pelham Hall arrangements.
- Enough suitable volunteers are available to prepare and operate the facility safely.
- Power, water, heating, communications and sanitation limitations have been assessed.
- Battery readiness has been confirmed.

!
RESIDENT INSTRUCTION

Do not attend Pelham Hall until a community message confirms that it is open, explains its purpose and gives safe access arrangements.

9

Emergency box and community resources
Resources are useful only when their condition, access and availability are confirmed.

The Community Emergency Box is held at Pelham Hall. Access details and the controlled inventory are maintained in the restricted Contacts, Volunteers and Resources Annex.

Category	Typical contents
Core documents	Current main plan, Incident Quick Start, Operational Action Cards, blank Incident Logs, maps and operational forms.
Visibility and lighting	High-visibility clothing, torches, head torches and rechargeable work lights.
Communications	Battery or wind-up radio, charging arrangements and printed contact information.
Welfare and first aid	First-aid equipment and basic welfare supplies, subject to inspection and expiry controls.
Stationery	Waterproof map cases, pencils, markers, clipboards and labels.

!

AVAILABILITY

The plan must not promise a volunteer, vehicle, generator, specialist tool or supply until the owner or responsible person has confirmed that it is available and safe to use.

Resource controls

- Inspect the Emergency Box periodically and after every use.
- Record missing, damaged, discharged or expired items and arrange replacement.
- Keep personal contact details, access information and resource owners in the restricted annex.
- Only competent operators may use specialist equipment such as chainsaws, generators or agricultural machinery.
- Community equipment does not replace the equipment or responsibilities of statutory responders.

10

Training, review and information management

The plan remains useful only if it is maintained, exercised and learned from.

Review

Review at least annually and after an incident, exercise, major personnel change, new risk information or change to Pelham Hall arrangements.

Exercise

Use short, proportionate exercises to test communications, logging, volunteer tasking, Action Cards and Pelham Hall readiness.

Debrief

Capture what worked, what failed, actions, owners and target dates. Update documents rather than relying on memory.

Data protection

Public documents must not contain private contact details. Completed logs, registration records and volunteer information are restricted.

Document ownership

The Community Emergency Coordinator maintains the plan and supporting operational documents. Pelham Hall arrangements are maintained with the Pelham Hall Committee. Monmouthshire County Council and the emergency services may provide advice, but local ownership remains with the Penallt community.

Classification	Examples
PUBLIC	Main Plan, Household Emergency Advice, Community Risks and Response Guide.
OPERATIONAL	Incident Quick Start, blank Action Cards, Incident Log template and Pelham Hall checklist.
RESTRICTED	Contacts and resources annex, completed logs, registration forms, tasking records and any document containing personal information.

11

Essential public contacts and official information

Use official sources for current warnings, road conditions and service restoration.

Immediate danger	999
Police non-emergency	101
NHS urgent advice	111
Monmouthshire County Council	01633 644644
MCC out-of-hours emergencies	0300 123 1055
Power cut reporting and information	105
Dŵr Cymru water services and emergencies	0800 052 0130
Dŵr Cymru sewerage services and emergencies	0800 085 3968
NRW Floodline	0345 988 1188
NRW environmental incident reporting	0300 065 3000

Official online sources

Monmouthshire County Council - flooding and emergency planning
Local flooding information, reporting routes and council advice.

Natural Resources Wales - flood warnings, risk and preparedness
Live warnings, river information, flood risk and preparation guidance for Wales.

Natural Resources Wales - check flood risk by postcode
Location-specific flood-risk information and access to Floodline.

Met Office - UK weather warnings
Official warnings for rain, wind, snow, ice, thunderstorms, lightning, fog and extreme heat.

UK Government - Prepare and Emergency Alerts
Household preparedness and information about UK Emergency Alerts.

Powercut 105
Report a power cut and find the local electricity network operator.

Dŵr Cymru - incidents in your area
Check reported incidents and planned work affecting water services.

12

Amendment and distribution record

Major changes are recorded here; detailed working actions are managed separately.

Date	Version	Summary of change	Author
20 January 2025	0.1	Initial draft created.	S. Angell
23 January 2025	0.5	Draft issued for review.	S. Angell
16 November 2025	1.x	Communications framework and incident-learning updates added.	S. Angell
12 July 2026	1.7	Current consolidated plan issued.	S. Angell
12 July 2026	2.0 Draft	Complete restructure into a public reference framework; warden and TUCC assumptions removed; document suite and Action Card model established.	S. Angell
12 July 2026	2.1 Draft	Added common Pelham Hall battery-readiness action for weather and flood warnings affecting Penallt.	S. Angell
16 September 2026	2.2 Final	Revised operating model following September review: Base Mode established; communications-first approach clarified; Pelham Hall split into partner-managed and community-managed arrangements; Incident Quick Start and updated Hall checklist incorporated.	S. Angell

Distribution

- Current public electronic copy: Penallt community emergency information website and agreed community channels.
- Controlled printed copy: Community Emergency Box at Pelham Hall.
- Operational copies: Community Emergency Coordinator and people assigned operational roles.
- Restricted annexes and completed incident records: limited to authorised users with a defined need.

✓
END OF MAIN PLAN

During an incident, use the Incident Quick Start and the relevant Operational Action Card. Start the Community Emergency Incident Log when the response reaches Standby or Activate, or earlier if decisions, welfare contact or volunteer tasking have begun. This document is the reference framework, not the step-by-step incident checklist.