



INCIDENT QUICK START

A concise first-response guide for Penallt community incidents.

OPERATIONAL	VERSION 1.0 FINAL	15 SEPTEMBER 2026
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Immediate danger: call 999. Official emergency-service and responsible-authority instructions take precedence.

1

Response stages
MONITOR / STANDBY / ACTIVATE describe the stage of the response. Base Mode continues throughout.

MONITOR Watch warnings and check information, for example when severe weather is forecast.	STANDBY Prepare as the threat approaches, for example just before a storm reaches Penallt.
ACTIVATE Respond when impacts require action, or when the relevant Action Card or an official request calls for a response.	BASE MODE For every incident: share reliable information, help people contact the right organisations, identify welfare needs and support neighbours.

2

First actions
Use the relevant Operational Action Card for incident-specific triggers.

1	Confirm what has happened, where and when.
2	Confirm whether anyone is in immediate danger or injured.
3	Identify the relevant Operational Action Card.
4	Confirm who is acting as Community Emergency Coordinator and declare or record MONITOR / STANDBY / ACTIVATE.
5	Use Base Mode for every incident.
6	If Pelham Hall is needed, confirm whether it is partner-managed or community-managed. Only one Hall arrangement applies at a time; record any handover.
7	Start the Community Emergency Incident Log at Standby or Activate, or earlier if decisions, welfare contact or volunteer tasking have begun.
8	Confirm which communication channels are working.
9	Issue only verified, factual information and state when the next update is expected.

3**Volunteer rules**

These apply to volunteers specifically tasked under the plan. Independent neighbourly help is not a deployment.

1

Do not self-deploy.

2

Accept a defined task only after hazards, limits, route, communications and stop conditions are understood.

3

Work within competence.

4

Do not enter floodwater, smoke, hazardous roads, unstable-tree areas or approach fallen power lines.

5

Record tasking and completion.

4**Common public contacts**

Use the relevant Action Card for incident-specific official contacts and reference numbers.

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

Pelham Hall arrangements

Partner-managed: MCC, National Grid or another organisation manages the Hall; Penallt provides access and agreed local help. Community-managed: Penallt manages the Hall using the Pelham Hall Community Support Centre checklist. An activated response does not require the Hall to open.