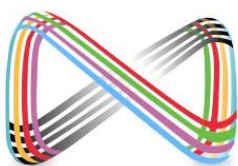


If you are in immediate danger call 999

Potter Heigham Community Emergency Plan

**Preparing for and responding to emergencies and
community challenges**

Plan last updated on: 04/02/2013



**NORFOLK
RESILIENCE FORUM**

preparing for emergencies

 **Norfolk**
Association of
Local Councils

How to use this template

This part-completed template is designed for you to fill in the details of your community emergency preparations.

It is based on government best practice guidance and has been adapted for Norfolk with the help of Parish and Town Councils, the Norfolk Association of Local Councils, the Environment Agency and the local authorities.

Notes on how to create your plan can be found on the Norfolk Prepared website www.norfolkprepared.gov.uk and the Cabinet Office website www.cabinetoffice.gov.uk/communityresilience

General notes and example text for you to amend are shown in blue.

Text in black (e.g. external contacts or the first meeting agenda) is pre-completed information that you should not need to change.

Important

Documents in the Appendix are those you might need to grab in the event of an emergency.

In addition, some documents in the Appendix **contain personal data that should not be made available to the public**, i.e. you can publish the main body of the plan on the parish or community website, but not the Appendix.

Your local Emergency Planning department will be pleased to help you on request.

Plan distribution list

	Issued on
Parish or Community Organisation Chair	
Parish or Community Organisation Emergency Co-ordinator	
Parish or Community Organisation Deputy Emergency Co-ordinator	
District Council Emergency Planning	
Voluntary Organisation Chair e.g. Local Flood Warden Group Chair	
Parish Council or Community Organisation Website	
NRF Website	
Good neighbor scheme Secretary	
River Thurne Tenants Association	
The Broads Authority	

Consider carefully who should have a copy of the plan. Copies of the plan must be kept securely.

You should make the emergency services aware of your plan and ask if they would like a copy.

If you refer to voluntary organisations in your plan you should make them aware of this and ask if they would like a copy.

Plan amendment list

Date of amendment	Date for next revision	Details of changes made	Changed by
04 Feb 2013	04 Feb 14	Transferred into new format	Community Emergency Coordinator
25 Feb 2013	25 Feb 2014	Add in more detail	Community Emergency Coordinator

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Aim and objectives

The aim of this plan is to enhance community resilience. The objectives are to:

- Identify hazards within the community
- Identify resources and key contacts in the community
- Assist in the identification of the vulnerable people and areas within the community

Emergency co-ordinator roles & responsibilities

The role of Emergency Co-ordinator (and their deputy) is fulfilled by volunteer residents who provide a vital link between residents and organisations planning for and responding to an emergency. Their role is to:

- Facilitate the completion and maintenance of the Community Emergency Plan (this plan)
- Call a community meeting during an emergency (if deemed necessary)
- Provide the focal point for the community response to an emergency
- Provide a link between the community and other agencies responding, which may include the Emergency Services and the local council
- Assist the local council and appropriate agencies in emergency preparedness through awareness-raising activities

The Emergency Co-ordinator for Potter Heigham is John Holland.

The Deputy Emergency Co-ordinator is Harry May

Community emergency volunteer roles

Community Emergency Volunteers are residents who provide a link between the Emergency Co-ordinator (or Deputy) and residents in their immediate locality. This could be for one street or a cluster of streets.

Their primary role is to receive information from, and pass it on to, residents in their area.

Some Community Emergency Volunteers may have formal qualifications or training e.g. first aid, that may be of assistance until the emergency services arrive.

Other Community Emergency Volunteers may, for example, visit and monitor vulnerable people, help with transport or pass messages on foot when communications are down.

Local hazard assessment

Hazards affecting the community to be listed in the local hazard assessment table could include:

- Severe weather – snow, ice, gales, heat wave
- Total or partial loss of gas, electricity and water supplies
- Tidal, river or surface water flooding
- Loss of road access
- Anything specific to your community that would test your resources and require a community response.

One worked example is given below. Further example hazards, impacts and actions for you to cut and paste into this table can be found in the Supporting Information that accompanies this template at www.norfolkprepared.gov.uk.

Hazard	Impact on community/Location	What can the Community Emergency Group do to prepare / assist?
Flooding	Loss of access, Property damage	Monitor flood warnings from EA, monitor radio Norfolk. Warn and inform those who properties are in danger. Contact Local flood wardens and if required contact NNDC. Contact Fire Service if pumping is required
Loss of electricity	Could affect vulnerable	If Pre-warned, warn and inform. Contact UK Power Networks for update. Move vulnerable people to locations unaffected by power outage. Consider Village Hall, Church, and Chapel, or neighbouring villages. Contact NNDC
Loss of water	Could affect vulnerable	If Pre-warned, warn and inform. Contact Anglian Water for update.

		Consider moving people to alternative location Contact NNDC
Loss of Telephone	Cause disputation and loss of contact	Use Mobile Numbers Contact BT for update. Contact vulnerable to ensure any essential services are maintained
Serve Weather	Loss of access to homes. Fallen trees Loss of access from homes to shops and essential services	Monitor Radio and local TV broadcasts. Contact the vulnerable to ensure they have essential services. If loss of heating contact NNDC housing S Department for assistance.
Major fire	Could affect all the community	Monitor local media. The police and fire may request evacuation, be prepared to assist in moving people.
Loss of road access	Loss of access to vulnerable homes	Monitor local media, use 4x4 rescue or 4 x 4 owners, consider access by boat.
Incident at Flo Gas plant Ludham	Possible evacuation of public at Reynolds Lane area of village	Contact Site Manager and arrange temporary shelter if required

Local skills and resources

[Consider what tools and machinery might be needed in an emergency - there may be people in your community who are qualified, capable and willing to operate them. Use local knowledge and information from community groups. You might want to use the resident questionnaire in *Supporting Information to aid the completion of the Community Emergency Plan*. The Emergency Planner from your local council will advise you.]

Skill/Resource	Who?	Contact details	Location	When might be unavailable?
4 wheel drives and tractors	Gordon Playford	01692 670604		
4 wheel drives and tractors	Paul Thain	01692 670142		
Trained first aider	Will ask for volunteers in the Gazette			
4x4 owner/driver	Will ask for volunteers in the Gazette			
Water/food supplies	Village Shop Lathams			
Portable heaters/lighting	Lathams/Herbert Woods			
Electric generators	Lathams			
Trailer/ropes/gas stoves	M/s Playfors & Thain			

Key locations identified for use as places of safety

[Identified with the Local Authority as safe places of assembly for evacuation or temporary accommodation e.g. Community Hall, Scout Hut.]

Building	Location	Potential use in an emergency	Contact details of key holder
Village Hall (Capacity 100-120) Oil heating	School Road	01692 670056	Jenny Cook
The Falgate Public House Oil heating Open fires	Ludham Road	01692 670003	Landlord
Chapel (Capacity 50-60)	Green Lane	01493 740237	Chris Shreeve
St. Nicolas Church (Capacity approx. 40)	Church Road	01692 678282	Rev'd John Stride

[You might want to include a map showing key buildings and features e.g. rest centre, evacuation assembly point, schools, care homes etc.]

List of community organisations that may be helpful in identifying vulnerable people or communities in an emergency

[Note: Use this space to record details of your local voluntary and faith sector contacts e.g. local church, first aid group, Women's Institute etc.]

Organisation	Name and role of contact	Phone number
Good Neighbor Scheme		01692670
River Thurne Tenants Association	Harry May	01692670542

Actions agreed with emergency responders in the event of an evacuation

[Note: Use this space to record details of the actions you can take to help emergency responders (e.g. police, local authority) if an evacuation is necessary in your community.]

1. Help police/local authority with the identification of vulnerable people (who should receive the earliest possible warnings and instructions).
2. Help police/local authority warn and inform the public e.g. if requested, assist with communicating the message to evacuate or door knocking.
3. Other points specific to your community.

[Note: "Vulnerable people" includes but is not limited to: the very young and old, those who are immobile, disabled, have dementia, have a sensory impairment, have recently had an operation, are dependent on prescription medication (which they would need if evacuated, for example), have language issues, limited access to transport, are visitors to the area or are transient.]

Alternative arrangements for staying in contact if usual communications have been disrupted

[Note: It would be helpful to responding services to have a means to communicate to a significant amount of the population as quickly as possible to help warn and inform the public. Please consider how you could help with this. Also consider communications between the Emergency Co-ordinator, Community Emergency Volunteers and the community. Consider and record the network coverage of mobile phone providers in your area.]

Communication Type	Name of contact	Location
Message runners	Allocated on the day	
Radio Enthusiast	?	?
Information boards at [location]	Parish Council Notice Boards	o/s Post Office o/s Playing Field

Activation triggers

[Use this space to record details of how your plan will be activated. You should include details of how the plan will be activated as a result of a call from the emergency services, and also how your community will decide to activate the plan yourselves, if the emergency services are unavailable.]

1. When we get a flood warning
2. When contacted by Emergency Services
3. When contacted by the NNDC Emergency Planning Team or Duty Officer
4. When EA flood alert/Warning is received
5. On hearing of an emergency incident

First steps in an emergency

	Instructions	Tick
1	Call 999 (unless already alerted) to ensure the emergency services are aware of the emergency. Follow any advice given.	
2	Ensure you are in no immediate danger.	
3	Review activation triggers and decide whether to activate this plan. Use the log sheet in the Appendix to record decisions made, who you spoke to and what you said.	
4	Contact other members of the community that need to be alerted: • The Parish/Town Council via the Clerk • Members of the Emergency Group • Those specifically under threat Contact initially may be to inform them of the emergency or inform them of current Emergency Service advice regarding any action to be taken.	
5	Determine if a Community Emergency Meeting is necessary. If one is needed: • Check the meeting venue is safe and people can get there safely • Contact the key holder for the building • Contact Community Emergency Volunteers via the call cascade, if not already done • Tell the community there will be a meeting (if appropriate) • Advise the District / Borough / City / Town Council you are holding a Community Emergency Meeting • Take a copy of the First Agenda to the meeting.	
6		
7		

Do not put yourself or others at risk to fulfill these tasks

External contacts list

Service / Role	Additional info	Telephone number	Website / email
Emergency Services		999	
Police HQ	For non-999 calls	101	www.norfolk.police.uk
Fire Service HQ		01603 810351	www.norfolkfireservice.gov.uk
Coastguard (Maritime & Coastguard Agency)	Maritime Rescue Co-ordination Centre (9am-5pm) Control Room (24 hr)	01493 841300 01493 851338	www.dft.gov.uk/mca
Environment Agency	Floodline and Flood Warnings Direct	0845 988 1188	www.environment-agency.gov.uk
Broads Authority		01603 610734	www.broads-authority.gov.uk
Norfolk County Council	Customer Service Centre number	0344 800 8020	www.norfolk.gov.uk
District / Borough	NNDC Out Of Hours Emergency GYBC Out Of Hours Emergency	01223 849782 01493 330369	Call Centre in Cambridge will page Out of Hours emergency officer
Local Authority Emergency Planning	Richard Cook (North Norfolk) Jan Davis (Great Yarmouth Borough Council)	01263 516172 07748 641747 01493 742195	Emerg-planning@north-norfolk.gov.uk http://www.northnorfolk.org/

External contacts list - continued

Service / Role	Additional info	Telephone number	Website / email
Water - Anglian Water	24hr Control	08457 145 145	www.anglianwater.co.uk
Electricity - National Grid	Infrastructure. 24hr reporting of hazards on or near overhead electricity lines	0800 40 40 90	www.nationalgrid.com/uk/
Electricity - UK Power Networks	Supply interruption. 24hr fault line	0800 783 8838	www.ukpowernetworks.co.uk
Electricity - UK Power Networks	Substation issues. (Vandalism or unauthorized entry)	0800 587 3243	www.ukpowernetworks.co.uk
Gas - National Grid	24hr emergency number for gas safety	0800 111 999	www.nationalgrid.com/uk
Telephones British Telecom	BT faults and all line faults	151	www.bt.com www.bt.com/consumerFaultTracking
Flo Gas Ludham	Paul Albow Site Manager	07810 157221	
NHS direct	24hr health advice and information	0845 46 47	www.nhsdirect.nhs.uk
Local doctors' surgery	Ludham	01692 678611	
Local hospital	James Paget N&N	01493 452452 01603 286286	

Appendix

- Log sheet
- Emergency contact list
- Cascade Telephone Tree
- Community Emergency Group first meeting agenda
- Vulnerable people and assistance they may require

Log sheet

[It is essential to keep a log of the actions you have taken during an emergency.]

Date	Time	Information / Decisions / Actions	Initials

Emergency contact list

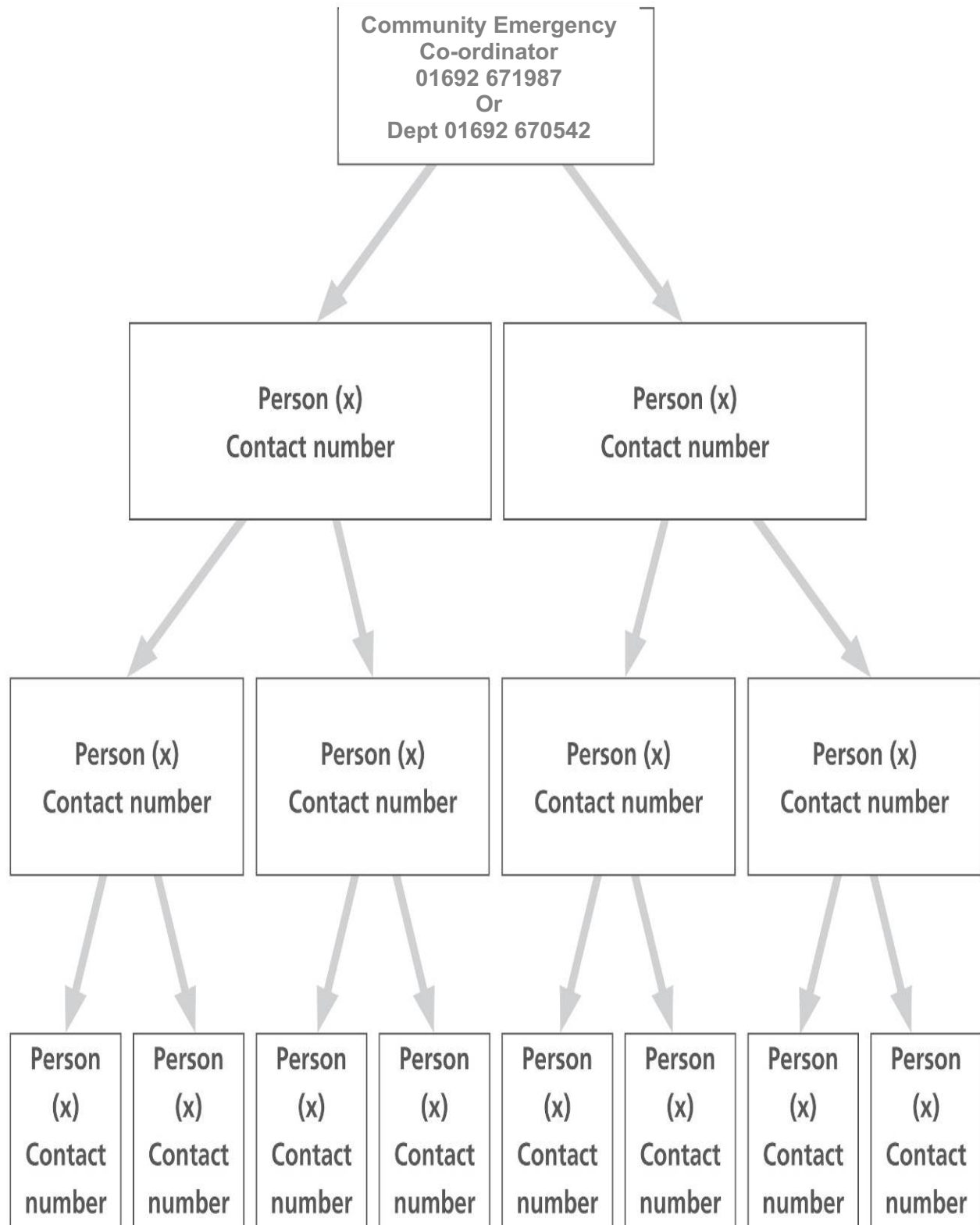
Name:
Title: Emergency Co-ordinator
24hr telephone contact: 01692 670
Email:
Address

Name Harry May
Title: Dept Emergency Co-ordinator
24hr telephone contact: 01692 670542
Email:
Address: Hazeldene. Ludham Rd Potter Heigham Nr29 5HZ

Name
Title:
24hr telephone contact:
Email:
Address:

Cascade telephone tree

In the event of an emergency, the cascade telephone system will be implemented as quickly as possible. If the landline telephone system is unavailable, mobiles will be used. If both landlines and mobiles are unavailable, local area representatives will be contacted on foot.



Community Emergency Group first meeting agenda

Date & time:

Meeting venue:

Attendees: (Numbers. Identify key individuals)

1. Briefing on the current situation. Issues to consider:

- Location
- Type of incident
- Numbers of people involved and their condition
- Threats to life
- Current and potential hazards
- Access to the scene
- Condition of utilities (electricity, gas, water, sewerage, telephones)
- Availability of fuel oil, coal etc
- Vulnerable people (e.g. very young/old, immobile, disabled, dementia, sensory impairment, recent operation, dependent on prescription medication, language issues, visiting the area, transient)

2. Immediate actions and resources to aid the response to the emergency

Issues to consider:

- Assistance that can be given to the emergency services / establishing contact with the emergency services if not already done
- The actions that can safely be taken - consider health and safety of all responders
- How the actions are to be co-ordinated within the emergency group and with emergency services
- Communication with the emergency services, Community Emergency Volunteers and the community
- Vulnerable people - welfare checks, language issues

3. Actions and resources required in the longer term to aid community recovery e.g. Advice, guidance, physical assistance

4. Who is going to take the lead for the agreed actions?

5. Any other issues?

6. Time, date and venue of next meeting

Record key points on the log sheet

Vulnerable people & assistance they may require

Name	Contact details	Location	Type of assistance required

[Note: You do not have to complete this table. You might consider the “List of community organisations that may be helpful in identifying vulnerable people or communities in an emergency” is sufficient to identify most vulnerable people.

If you would like to compile this more comprehensive list, use local knowledge and information from community groups and care providers as well as that gained from the resident questionnaire in the Supporting Information document to help you complete it.

Data in this table will have to be reviewed annually.]

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