

Community Resilience Plan

Preparing and responding to
emergencies and community
challenges in Stokesby
Plan Version 4

This plan has been authorised by the undersigned on
behalf of the
Community of Stokesby

Name: Stuart Ward

Authority/Role: Stokesby with Herringby Parish
Council

Signature: _____

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Record of Amendments

Version	Date	Amendment	Amended by
1.0	30/08/2013	Included "Isolation" in list of hazards; Added contacts for schools	JD
2.0	11/9/2013	Amended and approved by Parish Councillors	Parish Clerk SAW
3.0	11/11/2015	Amended and approved by Parish Councillors	Parish clerk S Welsh.
4.0	8/11/2017	Amended and approved by Parish Council	Parish clerk S Welsh
5.0	05/01/2022	Amended and approved by Parish Council	Parish Clerk C Moore

Community Resilience Plan for the community of Stokesby with Herringby

1a. Emergency Community Co-ordinator

Ed Wharton

1b. Deputy Emergency Co-ordinator

Vivienne Fabb

2. Distribution of the plan

(people or places holding a copy of the plan)

1. Emergency Co-ordinator
2. Deputy Emergency Co-ordinator
3. Parish Council – listed below Parish Councillors:
Ed Wharton
Stuart Ward
Richard Youngs
Philip Crane
Rob Lloyd
Leigh-Ann Medhurst
Dawn Lamb
4. Great Yarmouth Borough Council Emergency Planning
5. Police Superintendent, Great Yarmouth Police Station
6. Fire & Rescue Service, Great Yarmouth Station Manager

3. Aim and Objectives

Aim of the plan

To enhance resilience to emergencies and disruptions affecting the local community.

Objectives of the plan

- Identify hazards to which the community may be exposed
- Assess vulnerability of the community to those hazards
- Assess risk based on the hazards and community vulnerability
- Identify capacities, resources and key contacts within the community
- Identify action points in the event of an emergency and in recovery following an emergency

Emergency Co-ordinator & Deputies roles & responsibilities

The role of Emergency Co-ordinator and Deputies is fulfilled by volunteer residents who provide a vital link between residents and organisations planning and responding to an emergency.

Their role is to:

- Facilitate the completion and maintenance of the Community Resilience Plan (this plan)
- Provide a link with the Emergency Services and the GYBC Resilience Manager
- Assist the local council and appropriate agencies in emergency preparedness through awareness raising activities
- Provide a local “point of contact” for a community response to an emergency and recovery following an emergency.

Community Contacts	
Community Contacts are volunteer residents who provide a link between the volunteer Emergency Co-ordinator (and Deputy) and residents in their immediate locality. Their role is to receive and pass on information to, and from, residents. The localities in this plan are as follows:	
Name of Locality	Name of Contact/Deputy
Area 1: a.Winsford Hall and all the properties ass. b.Herringby Hall up to but not including c.Bure Reach. d. Hall Farm as ass properties	Ed Wharton / Vivienne Fabb
Area 2: a.Private Road b.Filby Road from Private Road to Mill Road junction c. The Street d. Market Road	Vivienne Fabb / Ed Wharton
Area 3: a.Bure Reach/Bure Reach Lodge b.Glebe Farm c.Poppy Gardens d.Community side of the road down to The Green then down to the Ferry Inn	Rob Lloyd / Stuart Ward
Area 4: a.Mill Road to Chicken Farm property b.The Street from Poppy Gardens c.Paved Yard d.Chapel Yard/Private Drive e.Riverside and The Green (Acle end) f.Properties behind the Village Sign	Stuart Ward / Rob Lloyd
Area 5: Croft Hill	Leigh-Ann Medhurst / Dawn Lamb
Area 6: Mill Road both sides from the Chicken Farm to Ferry Court	Richard Youngs / Philip Crane
Area 7: a.Ferry Court - both sides of Mill Road to Manor Farm Mill Road down to Furze Hill	Philip Crane / Richard Youngs.

Local Councillors			
Ward	Councillor	Telephone	Email
Parish Councillors			
Stuart Ward	Parish Councillor	750013 Work 330209 Mob 07860857734	stuart@awplant.co.uk
Richard Youngs	Chairman	Mob 07930428078	rtyoungs37@gmail.com
Philip Crane	Parish Councillor	751289 Work 750072 Mob07768618022	pccrane@hughcrane.co.uk
Rob Lloyd	Parish Councillor	741008 Mob07764937077	roblloyd@freeuk.com
Ed Wharton	Parish Councillor	369343 Mob07799111440	ed@whartonfarms.co.uk
Leigh-Ann Medhurst	Parish Councillor	754906 Mob	LMedhurst55@gmail.com
Dawn Lamb	Parish Councillor	750040 Mob	dawnhlamb@hotmail.com
Borough Councillor			
Adrian Thompson		01493 369250 Mob	cllr.adrian.thompson@great-yarmouth.gov.uk
County Councillor			
Andy Grant		07833 083903	andy.grant.cllr@norfolk.gov.uk

4. Risk Assessment

A brief overview of Risk Assessment

A hazard is an event that could potentially cause disruption, or a loss, to your community. There may be several hazards, or threats, to which your community is exposed.

Vulnerability is the extent to which a community is vulnerable to those hazards.

Risk is a statement of the chance of a hazard causing a disruption or loss taking into account the impact of the hazard and vulnerability of the community.

Assigning a risk rating for each hazard taking into account vulnerability helps to prioritise measures to minimise disruption or loss. These measures are put in place to make a potentially damaging event less likely or to reduce the impact if it does happen.

There can be no guarantee that an event will not happen. A residual risk rating gives an assessment of the risk once measures have been put in place. The final columns in the table below indicate the likely response of the community, emergency services and other organisations to hazards if they do occur.

Guide to completion of the Local Community Risk Register

Hazards

The Risk Analysis lists possible hazards to your community based on a local community assessment.

Measures taken at the community level

These are measures and actions which are currently taken to prevent or reduce the likelihood or impact of the hazard on the community.

Residual Risk Rating

This indicates the residual risk once measures have been put in place as there will always be a chance of an event occurring and causing disruption or loss of some kind. It is an indication of the likelihood and impact of a hazard classified as: HIGH, MEDIUM and LOW

Emergency Response

In consultation with the emergency services, local authority and the voluntary sector, the column indicates the expected response to emergencies if they do occur.

Community Contacts Response

The column indicates possible preventive, preparedness and response measures that the community can take, either individually or collectively, regarding each hazard listed.

5. Community Risk Register for Stokesby

Hazard	Measures taken at the community level	Residual Risk Rating	Emergency Response	Community Contacts Response Activate the Community Resilience Plan where appropriate. See "Contacts List" for telephone numbers
<p>Tidal Flooding in flood risk areas</p> <p>(See the expanded section on flooding at the end of this risk assessment)</p>	<ul style="list-style-type: none"> - Encourage take up of the Environment Agency (EA) Floodline Warnings Direct (FWD) scheme. - Raise awareness of how to prepare & respond to a flood. - Involve community in local flood planning. 	<p>MEDIUM</p>	<p>Activate Multi-Agency Flood Plans</p>	<ul style="list-style-type: none"> - Listen to and act on the advice of the Emergency Services - Put in place pre-planned flood protection measures (e.g. floodboards) - Move essential items upstairs or to high ground - Fill clean containers with drinking water - Turn off gas, electricity & water supplies when flood water is about to enter property – if safe to do so. DO NOT touch sources of electricity when wet or standing in flood water. - Evacuate to a place of safety. - If unable to evacuate, move family & pets upstairs or to a high place with a means of escape - Listen to local media for updates or call Floodline for info: 0845 988 1188 <p>Flood water is dangerous:</p> <ul style="list-style-type: none"> - Avoid walking or driving through it. - Keep children & vulnerable people away from it. - Wash hands after touching it.
<p>Surface water flooding</p>	<ul style="list-style-type: none"> - Map and identify surface water flooding hotspots. - Report on ineffective drainage. - Promote local flood protection of premises. 	<p>MEDIUM</p>	<ul style="list-style-type: none"> - Norfolk County Council (NCC) Environment, Transport & Development (ETD) Dept. respond for highway drainage. - Anglian Water response to sewer overflowing. - Fire & Rescue Service response to flooding of premises. 	<ul style="list-style-type: none"> - Notify the relevant organisation if local surface water flooding is anticipated: <ul style="list-style-type: none"> ▪ NCC for highway flooding ▪ Anglian Water for sewer overflows - Put in place pre-planned flood protection measures (e.g. floodboards) - Move essential items upstairs or to high ground - Fill clean containers with drinking water - Move family & pets upstairs or to a high place with a means of escape - Turn off gas, electricity & water supplies when flood water is about to enter property – if safe to do so. DO NOT touch sources of electricity when wet or standing in flood water.

Hazard	Measures taken at the community level	Residual Risk Rating	Emergency Response	Community Contacts Response Activate the Community Resilience Plan where appropriate. See ""Contacts List"" for telephone numbers
				<ul style="list-style-type: none"> - Notify Fire & Rescue for actual flooding of properties <p>Flood water is dangerous:</p> <ul style="list-style-type: none"> - Avoid walking or driving through it. - Keep children & vulnerable people away from it. - Wash hands after touching it.
Storm – high winds	<ul style="list-style-type: none"> - Monitor weather forecasts & take precautions when required. - Emergency Co-ordinators inform GYBC & utilities of problems 	MEDIUM	Activation of Category 1 Responders and Emergency Services Emergency Response Plans	<ul style="list-style-type: none"> - Ensure items at risk of being lifted by high winds are secured. Assistance to residents with mobility impairments may be required. - Report dangerous structures to GYBC Building Control - Emergency Co-ordinators report utility failures to GYBC & relevant utility organisations
Heavy Snow / Freezing Conditions	As above	LOW	As above plus adequate salt/gritting of main roads, paths and critical surfaces	<ul style="list-style-type: none"> - Ensure water supplies likely to freeze are shut off and/or unheated premises are protected from frost. - Emergency Co-ordinators report utility failures to GYBC & relevant utility organisations. - Refer to the Govt "Snow Code" - Report frozen or burst water mains to Essex & Suffolk Water. - Check and support vulnerable people and those affected to ensure adequate heating and food.
Isolation	<ul style="list-style-type: none"> - Monitor weather forecasts & flood warnings to ensure preparedness for isolation e.g. due to snow or flooding - Community support for vulnerable people - Emergency Co-ordinators inform GYBC & utilities of problems 	LOW	<ul style="list-style-type: none"> - Activation of Category 1 Responders and Response Plans - Clearing, salt, gritting of main roads, paths and critical surfaces 	<ul style="list-style-type: none"> - Emergency Co-ordinators report particular problems such as utility failures to GYBC & relevant utility organisations. - Refer to the Govt "Snow Code" for guidance on clearing snow - Check and support vulnerable people and those affected to ensure adequate heating and food. - Ensure adequate stocks of medication and special foods to withstand isolation from doctor's surgery, pharmacies, shops, etc.

Hazard	Measures taken at the community level	Residual Risk Rating	Emergency Response	Community Contacts Response Activate the Community Resilience Plan where appropriate. See ""Contacts List"" for telephone numbers
Heatwave	<ul style="list-style-type: none"> - Monitor weather forecasts & ensure preparedness. - Community support for vulnerable people. 	MEDIUM	<ul style="list-style-type: none"> - Heat Health Watch system 1st June to 15th September - Activation of National Heatwave Plan 	<ul style="list-style-type: none"> - Visit, check and support vulnerable people when necessary - Call in medical advice & support if required
Infectious Disease	<ul style="list-style-type: none"> - Promote and follow appropriate health & hygiene measures. - Community support for vulnerable people. 	HIGH	<ul style="list-style-type: none"> - Health surveillance - Outbreak plans - Infection control - Activate BC Plans 	<ul style="list-style-type: none"> - Check and support vulnerable people and those affected to ensure they have sufficient means to survive the infection. - Call on appropriate medical advice and support when necessary.
Pandemic flu	As above	MEDIUM	As above plus activate Pandemic Flu Plans	As above and activate local community arrangements for "Flu Friends".
Major Fire	<ul style="list-style-type: none"> - Public awareness campaigns. - Practised fire response drills. - Community response to raising the alarm & acting swiftly. 	LOW to MEDIUM	<ul style="list-style-type: none"> - Fire & Rescue Service response Residents may be directed to: <ul style="list-style-type: none"> - 'Go In, Stay In, Tune In' - OR Evacuate. 	<ul style="list-style-type: none"> - Listen to and act on the advice of the Emergency Services - Depending on the advice: <ul style="list-style-type: none"> ▪ 'Go In, Stay In, Tune In' OR <ul style="list-style-type: none"> ▪ Evacuate.
Total or partial loss of electricity for several hours	<ul style="list-style-type: none"> - Report to UK Power Networks trees in close proximity to power lines - Report damage to electrical infrastructure e.g. sub-station vandalism (contact: UK Power Networks & Police) 	LOW to MEDIUM	<ul style="list-style-type: none"> - Activate utility (UK Power Networks) plans to restore electrical power - Activate standby arrangement with voluntary sector (British Red Cross) 	<ul style="list-style-type: none"> - Check and support vulnerable people and those affected to ensure adequate heating and food for survival. - Communicate to appropriate external support (e.g. Adult Social Services and the voluntary sector) where required.

Hazard	Measures taken at the community level	Residual Risk Rating	Emergency Response	Community Contacts Response Activate the Community Resilience Plan where appropriate. See ""Contacts List"" for telephone numbers
Total or partial loss, or contamination, of piped water for significant period	<ul style="list-style-type: none"> - Household storage of reserve water supplies - Household water conservation - Vulnerable customers register with water company (e.g. AW WaterCare) 	LOW to MEDIUM	<ul style="list-style-type: none"> - Activate water company (Essex & Suffolk Water) plans to restore supply. - Warn affected community. - Activate "Mass Alternative Supplies Distribution Plan" 	<ul style="list-style-type: none"> - Household boiling of water if contamination concern. - In consultation, identification of sites for mobile water bowsers and distribution of bottled water. - Assist in distribution of water to vulnerable residents and those with mobility problems. - Assistance in the collection & disposal of empty water bottles.
Total or partial loss of gas for significant period	<ul style="list-style-type: none"> - Register vulnerable customers 	LOW to MEDIUM	<ul style="list-style-type: none"> - Activate utility plans to restore supply. - Communicate with community. - Purging and reactivation of domestic appliances 	<ul style="list-style-type: none"> - Check and support vulnerable people and those affected to ensure adequate heating and cooking for survival. - Communicate to appropriate external support (e.g. Adult Social Care & the voluntary sector) as required.
Total or partial loss of telephone	<ul style="list-style-type: none"> - Report to BT trees in close proximity to telephone lines - Report damage to telecoms infrastructure e.g. telephone exchange vandalism (contact: BT & Police) 	LOW	<ul style="list-style-type: none"> - Activate plans to restore telephony 	<ul style="list-style-type: none"> - Have both landline and mobile phones. - Maintain at least one plug-in non-wireless landline phone to operate if mains electricity goes down.
Loss of road access (e.g. vehicle crash, dropped containers)	<ul style="list-style-type: none"> - Promote careful driving - Reporting of reckless and dangerous practices - Competent, trained staff at local businesses 	LOW to MEDIUM	<ul style="list-style-type: none"> - Prompt emergency services response - Cordon established, diversion signs erected 	<ul style="list-style-type: none"> - Report any incident - Listen to and act on the advice of the Emergency Services - Temporary support of residents unable to access their home.
Lost child	<ul style="list-style-type: none"> - Be aware of distressed children, especially during the tourist season. - Be proactive & sensitive in assisting lone children. 	MEDIUM	<ul style="list-style-type: none"> - Prompt emergency services response - Initiate information and communication campaign - Arrange a search 	<ul style="list-style-type: none"> - Immediately report any lost child - Use communication trees to pass on and receive relevant information - Support the search effort together with assistance of specialist agencies e.g. NorLSAR (Norfolk Lowland Search & Rescue)

Hazard	Measures taken at the community level	Residual Risk Rating	Emergency Response	Community Contacts Response Activate the Community Resilience Plan where appropriate. See ""Contacts List"" for telephone numbers
Chemical spills	<ul style="list-style-type: none"> - Promote careful driving - Reporting of reckless and dangerous practices - Ensure competent, trained staff at local businesses 	LOW to MEDIUM	<ul style="list-style-type: none"> - Prompt emergency services response - Cordon established, diversion signs erected - Give clear advice & information - Prepare evacuation Rest Centres, if necessary. 	<ul style="list-style-type: none"> - Report any sightings - Listen to and act on the advice of the Emergency Services - Depending on the advice: <ul style="list-style-type: none"> ▪ 'Go In, Stay In, Tune In' OR <ul style="list-style-type: none"> ▪ Evacuate the affected area. - Support vulnerable residents in their homes or assist in evacuation
Air pollution	<ul style="list-style-type: none"> - Monitor air quality (Environmental Health) - Manage emissions locally 	LOW to MEDIUM	<ul style="list-style-type: none"> - Prompt emergency services response - Cordon established - Give clear advice & information - Prepare evacuation Rest Centres, if necessary. 	<ul style="list-style-type: none"> - Report any sightings - Listen to and act on the advice of the Emergency Services - Depending on the advice: <ul style="list-style-type: none"> ▪ 'Go In, Stay In, Tune In' OR <ul style="list-style-type: none"> ▪ Evacuate. - Support vulnerable residents in their homes or assist in evacuation
Air crash		MEDIUM	<ul style="list-style-type: none"> - Prompt emergency services response - Cordon established - Give clear advice & information - Prepare evacuation Rest Centres, if necessary. 	<ul style="list-style-type: none"> - Listen to and act on the advice of the Emergency Services - Depending on the advice: <ul style="list-style-type: none"> ▪ 'Go In, Stay In, Tune In' OR <ul style="list-style-type: none"> ▪ Evacuate. - Support vulnerable residents in their homes or assist in evacuation
Unexploded wartime bomb	<ul style="list-style-type: none"> - Awareness raising - Inform police & GYBC 	LOW to MEDIUM	<ul style="list-style-type: none"> - Emergency Services & GYBC planned response - Residents may be directed to evacuate. 	<ul style="list-style-type: none"> - Report any sightings - Listen to and act on the advice of the Emergency Services - Depending on the advice: <ul style="list-style-type: none"> ▪ 'Go In, Stay In, Tune In' OR <ul style="list-style-type: none"> ▪ Evacuate.

Hazard	Measures taken at the community level	Residual Risk Rating	Emergency Response	Community Contacts Response Activate the Community Resilience Plan where appropriate. See ""Contacts List"" for telephone numbers
Terrorist Threat - Explosive Device	<ul style="list-style-type: none"> - Awareness raising (Project Argus events for business sector) - Bomb Threat procedures (some site specific). 	LOW to MEDIUM	As above	<ul style="list-style-type: none"> - Report suspicious packages - Listen to and act on the advice of the Emergency Services - Depending on the advice: <ul style="list-style-type: none"> ▪ 'Go In, Stay In, Tune In' OR <ul style="list-style-type: none"> ▪ Evacuate.
Letter bomb / Suspect packages	As above	LOW to MEDIUM	As above	<ul style="list-style-type: none"> - Report any suspicious packages / vehicles - Listen to and act on the advice of the Emergency Services - Depending on the advice: <ul style="list-style-type: none"> ▪ 'Go In, Stay In, Tune In' OR <ul style="list-style-type: none"> ▪ Evacuate.
Social unrest	<ul style="list-style-type: none"> - Support community relations and cohesion locally - Clear guidelines and responses to potential catalysts of unrest 	LOW to MEDIUM	<ul style="list-style-type: none"> - Emergency Services & GYBC response to known or planned events that may trigger social unrest 	<ul style="list-style-type: none"> - Ongoing support to strengthen community cohesion locally - Provide community leadership and a channel to voice the views and concerns of local residents
Flooding	<ul style="list-style-type: none"> - could prevent access to Defibrillator 	LOW to MEDIUM	<ul style="list-style-type: none"> - Remove to emergency Centre - Church. 	<ul style="list-style-type: none"> - Inform Ed Wharton, Plan Co-ordinator

Additional information on flood risk

Properties at risk of Tidal Flooding from the river:

Ferry Inn
Bure Reach
Glebe Farm
Glebe Cottage
Community Cente
Old School House
Japonica
Forge Cottage
Bungalow Stores
The Gables
Chambers
Ferry Cottage
Martin Staithe
Staithe House
Rose Tree Cottage
Bure Cottage
2 The Green
The Nook
Alma Cottage
Anchor House
The Old Carpenters
Bramley
Waterside House
High House
The Homestead
Riverside House
Sewage System

Properties at risk of Surface Water Flooding:

None at present, sewerage system installed so this could change.

6. Community Communications, Capacities & Resources

This section indicates the methods of communication, skills, knowledge and resources that are available to support the community in the event of an emergency.

Communications

Communication System	Contact / Responsibility	Telephone
Floodline https://www.gov.uk/sign-up-for-flood-warnings	Environment Agency	0345 988 1188
Information Boards (including location)	At bus shelter and outside Community Centre	
Parish Council Meetings	Parish Clerk: Catherine Moore	01493 253041
Community Magazine / Directory	Church / Parish Magazine	
Schools	See Contacts List	
Post Office	2 Priory Close, Acle	750201
	Filby	369250
Doctor's Surgeries	Bridwell Close, Acle	717796
Village Website	http://www.stokesby.org.uk/	

Local voluntary sector

Voluntary Organisation	Contact	Support, Membership & Training	Additional contact information
Age UK (Age Concern & Help the Aged)	01493 332165	Information, advice and advocacy services, day centres and lunch clubs, home help, 'handyperson' schemes and training.	
British Red Cross	Duty Officer for East Anglia: 0800 777 100 0808 196 3651	Respond to major emergencies with a range of services: <ul style="list-style-type: none"> ➤ Emotional support ➤ Practical assistance ➤ First Aid ➤ Transport ➤ Medical equipment temporary provision ➤ Clothing, toiletries, refreshments ➤ Bedding ➤ Rest Centre support ➤ Help to restore family links ➤ Disaster appeals 	For more details on the Red Cross and volunteering: 020 7877 7251 www.redcross.org/emergencyresponse
GYROS	01493 480701	Settlement & integration support services for newcomers to the UK	admin@gyros.org.uk
RSPCA RSPB	07927 000466 / 0300 1234 99901767 680551		
Salvation Army (Great Yarmouth)	01493 858069	Washing facilities, hot drinks, food parcels.	

Voluntary Organisation	Contact	Support, Membership & Training	Additional contact information
Salvation Army(Community services officer Anglia DHQ)	01603 724416	As above	
St John Ambulance	0344 770 4800	First Aid courses and training	
Victim Support	01493 330600 or 01603 629577 or 0300 303 3706	Support for victims of crime. Emotional and practical support.	Contact Norwich number if no reply from Gt Yarmouth
Voluntary Norfolk (GY Voluntary Sector Partnership)	01603 614474	Supporting local voluntary organisations	
NorLSAR (Norfolk Lowland Search and Rescue)	07786623219 or via emergency services	Trained in search and rescue techniques	
Norfolk 4x4 Response	01953 888697 or via emergency services	Providing 4 wheel drive support to emergency services and other organisations especially during periods of adverse weather	

Local faith groups / churches

Faith Group / Church	Contact	Additional Information
St Andrews CE Church Stokesby	Vivienne Fabb Tel: 369347 Pam Sullivan Tel: 369175	

Local business & commercial sector

Organisation / Business	Contact	Support
CP Fabb	Vivienne Fabb Tel: 369347	Farm machinery
Ed Wharton	Ed Wharton Tel: 369343	Farm mach & generator
Ferry Inn	The Green, Stokesby Tel: 751096	Refreshments

Local specialist skills

(Not listed above)

Skill / Knowledge/Equipment	Contact	Comments
Farm equipment available	John Waters & Ptnrs Ed Wharton 369343 Vivienne Fabb 369347	

<p>Defibrillator situated outside the Ferry In Riverfront, The Green, Great Yarmouth, Norfolk NR29 3EX</p>	<p>Ed Wharton Ed Wharton 01493 369343</p>	<p>To be used by trained personell - contact the Ambulance Service on the number provided on the equipment.</p>

7. Key locations

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

Evacuation assembly sites

Grid ref:	Premises	Address	Contact details
TG 436 105	St Andrews Church	Runham Road Stokesby	Vivienne Fabb 369347

Local short-term temporary accommodation other than Rest Centres

"Short-term = for a few hours

Accommodation type	Contact	Capacity
Church/ Mrs Fabb's barn	369347	100
Ed Wharton	369343	2

Sandbag collection sites

These are sites where residents will be able to collect sand and empty sandbags, with ties, in the event of predicted tidal flooding.

Grid ref:	Location	Comments
TG 431 105	Community Contacts, see the list	a.Sand bags with CommunityContacts b.sand in compound on edge of the river

Designated Local Authority Rest Centres

Note:

1. The Marina Centre is not for use during a tidal flooding event.
2. There are also Rest Centres in adjoining districts – check with your LA Emergency Planner if you are close to another district.

Grid ref:	Building	Address	Contact details
TG 531 073	Marina Leisure Centre	Marine Parade Great Yarmouth NR30 2ER	01493 851521
TG 523 127	Caister High School	Windsor Road Caister NR30 5LS	01493 720542
TG 460 190	Flegg High School	Somerton Road Martham NR29 4QD	01493 740349
TG 453 184	Martham Primary School	Black Street Martham NR29 4PR	01493 740071
TG 514 049	Lynn Grove VA High School	Lynn Grove Gorleston NR31 8AP	01493 661406
TG 513 033	Ormiston Venture Academy	Oriel Avenue Gorleston NR31 7JJ	01493 662966
Note: Cliff Park High School has been designated for vulnerable residents due to accessibility, facilities and proximity to the James Paget Hospital:			
TG 525 024	Cliff Park High School	Kennedy Avenue Gorleston NR31 6TA	01493 661504

8. 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	Contact Great Yarmouth Borough Council (see contact sheet)	
4	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.	
5	Contact other members of the community that need to be alerted: <ul style="list-style-type: none"> • The Parish/Town Council/Community/Neighbourhood Group • Members of the Community Resilience 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.	
6	Determine if a Community Emergency Meeting is necessary. If needed: <ul style="list-style-type: none"> • 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 • Inform the community there will be a meeting (if appropriate) • Advise the Borough Council you are holding a Community Emergency Meeting • Take a copy of the First Agenda to the meeting. 	

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

Community Emergency Meeting Provisional First Agenda

1. Time and date of the meeting
2. Venue – a note of where the meeting took place
3. Present at the meeting – numbers, identify key individuals
4. Briefing on the current situation, if possible Emergency Services or a Council representative should assist in this briefing.

Issues to consider:

- Location
 - Type of incident
 - Numbers of people involved & 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)
5. Immediate actions and resources to aid the response to the emergency. E.g. how the actions are to be co-ordinated; assistance to the emergency services; health & safety of all responders; welfare needs; transport required for evacuation; language needs
 6. Actions and resources required in the longer term to aid community recovery. E.g. Advice, guidance, physical assistance
 7. Who is going to take the lead on the agreed actions?
 8. Who would be useful to invite to the next meeting?
 9. Date, time and venue of next meeting
If necessary, consider alternative safe venues.

9. Log sheet

It is essential to keep a log of the actions taken during an emergency and at what time. This blank copy of a log sheet is for use during an emergency.

Date	Time	Information / Decisions / Actions	Initials

10. Contacts list

Service / Role	Additional info	Telephone	Website/email	Address
Emergency Services		999		
GYBC Emergency Planning Manager		01493 742195 07825 236 748		The Depot, 101 Churchill Rd, NR30 4JJ
Emergency Co-ordinators	Ed Wharton	01493 369343 Mob 07799111440	ed@whartonfarms.co.uk	Winsford Hall, Stokesby NR29 3DG
Deputy Emergency Co-ordinator	Vivienne Fabb	01493 369347 Mob 07803200342	v.fabb@btinternet.com	Woodlands Farm, Private Road, Stokesby NR29 3DX
Community Contact for Area 1 -	Ed Whartton	01493 369343 Mob 07799111440	ed@whartonfarms.co.uk	Winsford Hall, Stokesby NR29 3DG
Community Contact for Area 2 -	Vivienne Fabb	01493 369347 Mob 0783200342	v.fabb@btinternet.com	Woodlands Farm, Private Road, Stokesby NR29 3DX
Community Contact for Area 3 -	Robb Lloyd	01493 741008 Mob 07764937077	roblloyd@freeuk.com	Old School House, Mill Road Stokesby NR29 3AL
Community Contact for Area 4 -	Stuart Ward	01493 751008 Mob 07860857734	stuart@awplant.co.uk	Wesleyan House, The Street, Stokesby NR29 3AL
Community Contact for Area 5	Leigh-Ann Medhurst / Dawn Lamb	01493 754906 / 01493 750040	LMedhurst55@gmail.com dawnhlamb@hotmail.com	5 Chapel Yard 4 Paved Yard
Community Contact for Area 6	Richard Youngs	01493 753912 Mob 07930428078	rtyoungs37@gmail.com	Mill House, Mill Road Stokesby NR29 3EY
Community Contact for Area 7	Philip Crane	01493 751289 Mob 07768618022	pcrane@hughcrane.co.uk	Manor Farm, Mill Road Stokesby NR29 3EY
GYBC 24hr Control Centre	Wherry Way	01493 330369	www.great-yarmouth.gov.uk	

Service / Role	Additional info	Telephone	Website/email	Address
GYBC Environmental Health	EH Duty Officer	07736 404102		
Norfolk County Council	Customer Service Centre number	0344 800 8020	www.norfolk.gov.uk	
Police HQ	Non-emergency calls	101	www.norfolk.police.uk enquiries@norfolk.pnn.police.uk	
Police HQ	Text message to:	07786 200777		
Fire Service HQ		01603 810351	www.norfolkfireservice.gov.uk hq@fire.norfolk.gov.uk	
Coastguard (MCA)	Maritime Rescue Co-ordination Centre (24hr)	01493 851 338	https://www.gov.uk/government/organisations/maritime-and-coastguard-agency/services-information	
Great Yarmouth Port Company (EastPortUK)	Harbour Office	01493 335 501		
NHS Direct	24hr health advice and information	111	www.nhsdirect.nhs.uk	
EA Floodline Warnings Direct		0345 988 1188	www.environment-agency.gov.uk	
Broads Authority (Broads Control)	0900 – 1800 (to end Oct) 1700 in Winter	01603 756056	Broads-control@broads-authority.gov.uk www.broads-authority.gov.uk	
Water – Essex & Suffolk Water	24hr drinking water emergencies	08457 820 999		
Sewerage - Anglian Water	24hr Control	08457 145 145	www.anglianwater.co.uk	

Service / Role	Additional info	Telephone	Website/email	Address
Electricity -National Grid	Infrastructure - reporting of hazards on or near overhead electricity lines (24hr)	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	
James Paget Hospital		01493 452 452		
Local Doctors Surgeries		Acle Health Centre Bridwell Cl 01493 717796		
Nearest Post Office		a.Acle Post Office Priory Close 750201 b.FILBY Post Office 369250		
Building Keyholders	See Police			

School contacts

School	Contact	Address	Telephone Number
Flegg High School	Headteacher: Mrs Bennett	Somerton Road Martham	01493 740349
Filby School	Headteacher: Mr Wigg	Thrigby Rd., Filby, Great Yarmouth, NR29 3HJ	01493 369241

Appendix A – Maps

A summary map of the neighbourhood / parish is available separately.