

Saxlingham Nethergate

Community Emergency Plan

This plan has been approved and adopted by the undersigned on behalf of:

Saxlingham Nethergate Parish Council

Name:

Authority/role

Signature

South Norfolk Council

Name:

Authority/role

Signature

Emergency Coordinator

Bryn Austin

brynaustin@outlook.com

01508 499757

07788 795666

Distribution:

District Emergency Planning Officer

Emergency Co-ordinator

Clerk, Parish Council

Chairperson, Parish Council

Vice-Chairperson, Parish Council

Data Protection

The contents of this plan are subject to the Data Protection Act 2018 and the General Data Protection Regulations.

Please ensure that only people on the distribution list hold a copy of the Saxlingham Nethergate Community Emergency Plan and that the personal information it contains, is only used in an emergency situation for the purpose in which it was collected.

Health and Safety

Adopt a common sense approach.

Nobody should undertake any work for which they are unqualified, ill-equipped, unprepared or incapable. Any person is entitled to refuse to carry out such work.

Under no circumstance should you put yourself or others at risk to fulfil any task.

Insurance

While the coordinator and other volunteers are working under the terms of the Saxlingham Nethergate Community Emergency Plan and the plan has been approved and adopted by the Saxlingham Nethergate Parish Council, the Coordinator and other Volunteers are covered by the Parish Council's Insurers.

Amendment Record

Amendment No	Dated	Reason	Inserted by

Aims and Objectives

Aims:

To assist, promote and maintain the rapid recovery of the community following an emergency.

Objectives:

To identify hazards and emergency situations which may occur.

To identify vulnerable members of the community.

To identify resources in the community such as:

- Key contacts

- People who are willing to assist

- People with relevant skills

- Equipment and operators available

Emergency Coordinator

Definition:

A person living locally who provides a vital link between the community and other organisations planning and responding to an emergency.

The Role is to:

- Provide a link between the community and the District Emergency Planning Officer.

- Provide the focal point for the community response to an emergency.

- Call a community meeting during an emergency (if deemed necessary).

- Maintain and amend as required the existing Community Emergency Plan.

This is achieved by:

- Maintaining a working knowledge of the Community Emergency Plan.

- Using the information and contacts provided within the plan.

Equipment held by Coordinator:

- 3 x Hi-vis Vests

- 1 x Wind-up radio

- 7 x 1Ltr thermos type jugs

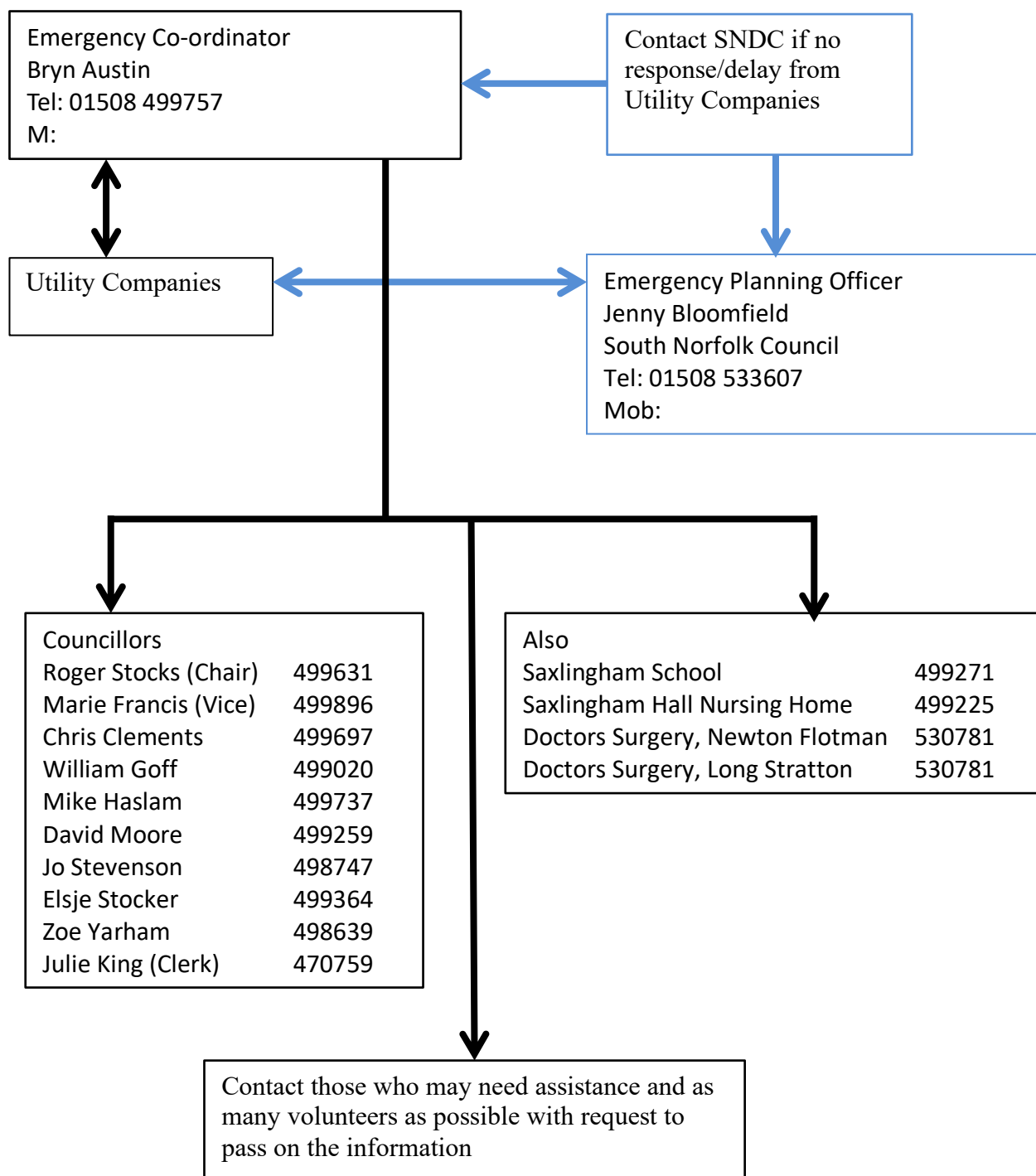
Activation and Call Out

- Dial **999**. Ensure the emergency services are aware of the emergency
Follow any advice given
- Inform South Norfolk District Council
- Contact other members of the Community that need to be alerted:
 - o Those specifically under threat
 - o The Parish Council
 - o Volunteers and key holders that may be neededand inform them of the emergency or Emergency Service advice regarding any action to be taken.
- Use the Log sheet at the back of the plan to record:
 - o any decisions you have made
 - o who you spoke to and what you said

Under no circumstance should you put yourself or others at risk to fulfil these tasks

Volunteers should be given an 'Information for Volunteers' sheet, included towards the back.

Loss of Electricity/Water Supply Flow Chart



Core Services Contact Details

Service/Role	Contact Number	E-mail/Web Address
Emergency Services	999	
South Norfolk DC Emergency Planning Duty Officer	T: 01508 533633 M:	emergency.planning@s-norfolk.gov.uk
Emergency Planning Officer (Jenny Bloomfield) Community Services	T: 01508 533607 M: T: 01508 533633	jbloomfield@s-norfolk.gov.uk
Emergency Co-ordinator Bryn Austin	T: 01508 499757 M: 0	
Local Doctors' Surgery Long Stratton & Newton Flotman Hempnall Poringland	T: 01508 530781 T: 01508 499333 T: 01508 492929	
South Norfolk District Council	T: 01508 533633	council@s-norfolk.gov.uk
Norfolk County Council	T: 0344-800-8020	www.norfolk.gov.uk
Duty Officer County Hall Flood & H2O Management	M: Pager:	Please try to contact SNDC before using this number https://www.norfolk.gov.uk/safety/floods/report-a-flood
Police Non-emergency General Enquiry	T: 101	www.norfolk.police.uk
Fire Service HQ	T: 01603 810351	www.norfolkfireservice.gov.uk
Ambulance HQ	T: 0845 601 3733	www.eastambnhs.uk
NHS non-emergency number	T: 111	www.nhs.uk/111
Norfolk County Council – Flooding	T: 0344 800 8013	www.norfolk.gov.uk/flooding
E.A. Flood Line	T: 0345 988 1188	www.environment-agency.gov.uk
DEFRA	T: 03459 335577	
Highways	T: 0344 800 8020	https://www.norfolk.gov.uk/roads-and-transport/roads/report-a-problem
Highways Emergency	T: 0344 980 3333	

Utility Contacts

Service/Role	Contact Number	E-mail/Web Address
Electricity: EDF Customer Relations	T: 0845 7673673	
UK Power Networks (Electricity Distribution)	105 (New Number) T: 0800 3163105 Text: POWER (and Your Postcode) to 80876	Ukpowernetworks.co.uk/ powercut
UK Power Networks (Electricity Distribution) <i>Dedicated priority customers Number</i>	T: 0800 028 4581 M: 0333 202 2025 Text: POWER and your postcode to 80876	Ukpowernetworks.co.uk/ powercut
Anglian Water	T: 0800 145145 option 1	anglianwater.co.uk
Water (available from Church Room (bore hole)		
Royal Voluntary Service Norfolk	T: 01603 397998	norfolkhub@royalvoluntaryservice.org.uk
"Saffron" Emergency Call System. Contact Care Julia Riseborough	T: 01508 532050	

Parish Councillors

Communications

Method of Communication	Name	Contact details
Noticeboards	Not locked, accessible to all	
Parish Council Meeting	Julie King Parish Clerk	T: 470759 E: saxlinghamnethergatepc@gmail.com
Parish Magazine		T: E:
Website	Julie King Parish Clerk	T: 470759 E: saxlinghamnethergatepc@gmail.com
Saxlingham Village Voice (email newsletter)		T: E:
Saxlingham Volunteers		T: M: E:

Location of Sandbag Sites

Parish	Location	Road Name	Post Code
Sites recommended by South Norfolk Council, January 2021			
Ketteringham	SNDC Depot	Station Lane	NR9 3AZ
Long Stratton	Long Stratton Village Hall (Car Park at Rear, off Ipswich Road, A140)	Co-op side of A140, Ipswich side of traffic lights.	NR15 2TA
Wacton	The Village Hall (Behind the Building)	Hall Lane	NR15 2UH
Other sites			
Barford	Haulage Yard	46 Chapel Street	NR14 4AB
Bramerton	Car Park, Water Edge Restaurant (Formally Woods End Public House)	Woods End	NR14 7ED
Chedgrave	Car Park, White Horse Public House	5 Norwich Road	NR16 6ND
Costessey	The Cemetery	Longwater Lane	NR8 5AH
Diss	Side of Swim & Fitness Centre	Victoria Road	IP22 4JG
Ditchingham	Right side of Village Hall	Loddon Road	NR35 2RA
Geldeston	Old Station Yard	Station Road	NR34 0HS
Harleston	Close to garage area of Fire Station	Swan Lane	IP20 9AW
Loddon	Garden & Seed Centre	Bridge Street	NR14 6NA
Poringland	Mr. Perry, Royal Oak Public House	44 The Street	NR14 7JT
Shelfanger	Junction of Wash Lane and Rectory Road	Wash Lane/Rectory Road	IP22 2DQ
Shelfanger	The Village Hall	Common Road	IP22 2DP
Wymondham	Behind the Leisure Centre	Norwich Road	NR18 0NT

Emergency situations

Hazard Likelihood HIGH	Impact on community/Location	What can the Community Emergency Group do to prepare/assist?
ELECTRICITY SUPPLY Total/partial loss	Loss of heating and cooking facilities. Vulnerable persons at risk especially in cold weather. People at risk of hypothermia. Loss of communications.	Liaise with utilities; if unable to contact utilities, inform SNDC. Check and support vulnerable persons. Use community cooking facilities to provide hot drinks and food. Contact SNDC for emergency feeding as necessary. Use battery powered radios to obtain updates on re-connection of electricity supply (Radio Norfolk). Consider contacting SNDC to provide "Raynet".
TELEPHONE Total/Partial Loss of System	Mobile phone signal "patchy" or no signal at all. Difficulty contacting Emergency Services. Mobility alarms may not work	Try to find area with good mobile phone signal – set up communications point(s). Use media (Radio Norfolk) to obtain updates on re-connection. Consider contacting SNDC to provide "Raynet".
WATER SUPPLY Total/partial loss	Vulnerable people at risk.	Liaise with Anglian Water; if unable to contact utilities, inform SNDC. Anglian Water will provide water supplies in bottles and/or bowser. Set up organised water distribution system. Check vulnerable persons, provide water and support. Monitor radios to obtain updates on re-connection of water supply (Radio Norfolk). Water available from Church Room (bore hole), should be regularly sampled check documentation before use, if not sure, DO NOT USE. <i>Emergency Water Supply for firefighting – Rectory lake.</i>

Hazard Likelihood MEDIUM	Impact on community/Location	What can the Community Emergency Group do to prepare/assist?
COLD WEATHER	Vulnerable persons at risk. People affected by hypothermia. Increased potential for slips and falls. Limits movement of some vulnerable people.	Check and support vulnerable persons. Try to obtain portable heaters where possible. If required seek medical and nursing help. Collect prescription medicine if necessary. Obtain and circulate advice by any possible means on keeping warm. Report utility failures to council and relevant utility. Monitor weather forecasts.
DISEASE PEOPLE (HEALTH EPIDEMIC)	Epidemic affecting large number of people. Vulnerable persons at risk. <i>Danger of emergency team spreading infection.</i>	For further advice liaise with SNDC Emergency Planning. <u>SUBJECT TO NHS INSTRUCTIONS</u> Check and support vulnerable persons. Collect and distribute medicine.
DROUGHT	Rationing or periodic loss of water supply. Vulnerable persons at risk.	Check vulnerable persons; ensure they have adequate supply of water.
FLOODING	Homes, properties and contents affected. Large number of homeless persons. Roads blocked. Vulnerable people cut off from supply of medication. Vulnerable persons at risk especially in cold weather. People at risk of hypothermia. Health hazard from sewage contaminated flood water. Loss of communications.	<u>Emergency Services and Environment Agency</u> Liaise with Emergency Services, Flood and H2O Management (NCC), Highways, Environment Agency, Check and support vulnerable persons. Collect prescription medicine. Offer to assist with: help and accommodation for homeless persons and pets, transport and accommodation for house contents. Use 4x4 vehicle, trucks & tractors where needed. Liaise with SNDC for beds and bedding for large numbers of people. Liaise with SNDC for supply of sandbags Consider contacting SNDC to provide "Raynet".

Hazard Likelihood MEDIUM (Continued)	Impact on community/Location	What can the Community Emergency Group do to prepare/assist?
GALES	People at risk of injury. Property damage. Roads blocked. Possible loss of electricity. Vulnerable people cut off from supply of medication. Loss of communications.	Liaise with Emergency Services as required. Contact SNDC for assistance, as required. Check and support vulnerable persons. Collect and distribute prescriptions if necessary. Clear damaged property/trees if possible. Consider using chainsaws and operators, 4x4 vehicle, trucks and tractors where needed. Medical and nursing help may be required. Consider contacting SNDC to provide "Raynet".
HEATWAVE	Vulnerable persons at risk. Persons at risk from heat exhaustion, and heatstroke.	Medical and nursing help may be required. Check and support vulnerable persons, ensure they have plenty of fluid available, ventilation, portable fans if available. Collect and distribute prescriptions if necessary. Obtain and circulate advice by any possible means on keeping cool.
SNOW	Blocked road access. Vulnerable persons at risk and cut off from supply of medication. People affected by hypothermia. Increased potential for slips and falls.	Liaise with NCC for snow plough. Medical and nursing help may be required. Check and support vulnerable persons (as for cold weather). Collect and distribute prescriptions if necessary. Use 4x4 vehicle, trucks & tractors where needed. Obtain and circulate advice by any possible means on keeping warm.

Risk Assessment

What are the Hazards?	Who might be harmed and how?	What are you already doing?	Do you need anything else to control this risk?	Action by who?	Action by when?	Done
Hazards are avoidable objects and circumstances that are a danger, (high to low risk), to personal safety.	Villagers & Visitors (members of the Public). Volunteers.	When Emergency services are unavailable – Rely upon: 1) Villagers (uninsured). 2) Volunteers (insured).	Embrace and organise Villagers as Volunteers. Advise to always take a common-sense approach to risk. Accept responsibility to Provide Hazard and Risk awareness Training. Provide High Viz Equipment.	Parish Council and Emergency Plan Coordinator	As and when a volunteer joins an Emergency Planning Group. Once Training program initiated.	

What are the Hazards?	Who might be harmed and how?	What are you already doing?	Do you need anything else to control this risk?	Action by who?	Action by when?	Done
Vehicles	Public / Volunteers may be:- 1) Hit by vehicles 2) Suffer verbal abuse or worse 3) Suffer strain or other injury	Volunteers: Wear High Visibility gloves, tabard, vest, clothing and hat. Use torch or lamp. Follow the green cross code. Verbally encourage care and dead-slow speed to avoid wave swash. Reduce lane widths where necessary	Deal with and reduce the causes of flooding. The volunteer role is not about taking risks. Volunteers are advised to take a common-sense approach. Use statements such as “cannot guarantee safety of your vehicle or personal safety”. Provide appropriate signage of hazard awareness and driver advice.	Parish Council and Emergency Planning Coordinator or deputy	As and when a volunteer joins the Emergency Planning Group	

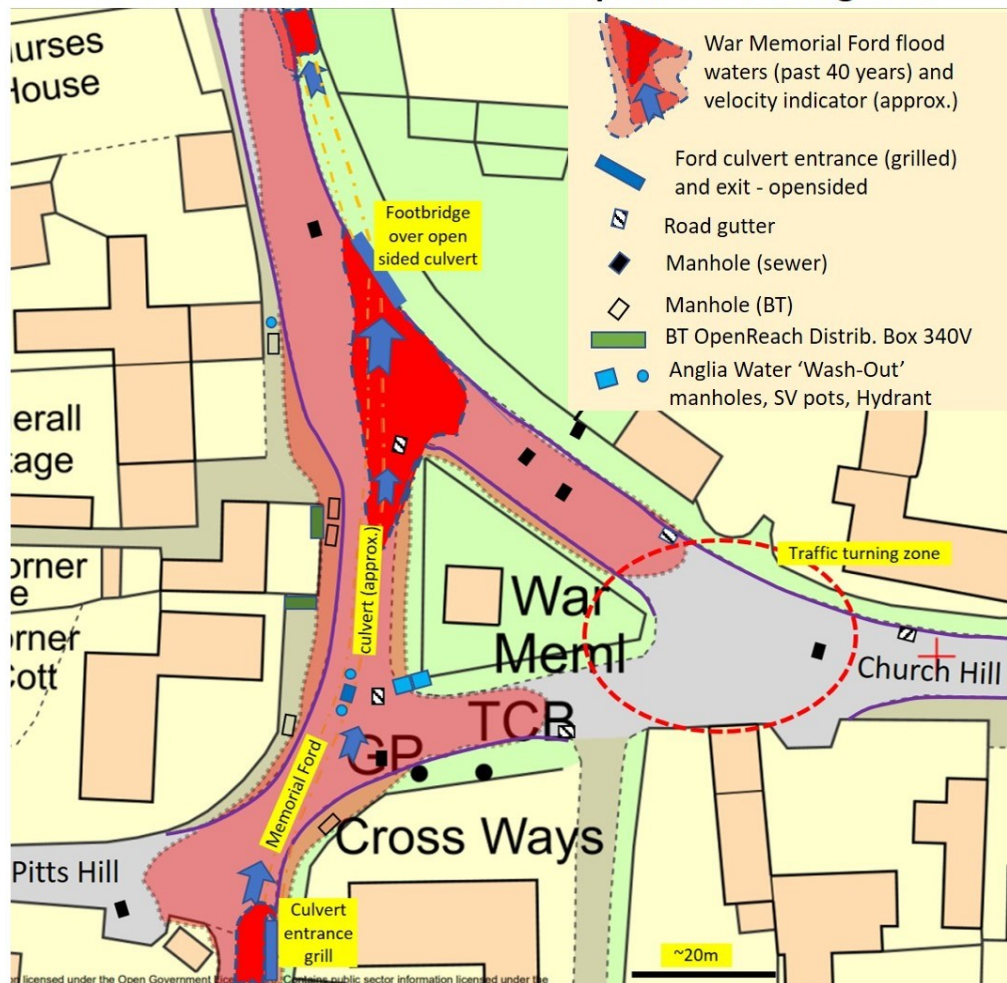
What are the Hazards?	Who might be harmed and how?	What are you already doing?	Do you need anything else to control this risk?	Action by who?	Action by when?	Done
Flood Waters See detailed Hazard and Risk Maps	Public / Volunteers / Property/ Vehicles:- Risk of drowning. Injury and damage through immersion, wave swash, unforeseen obstacles or contaminated water ingestion e.g. manhole covers may be open, or kerbs hidden. Cold water immersion can lead to exhaustion/ hyperthermia.	Volunteers and public:- Pursue awareness of existing hazards through distribution of hazard and Risk maps. Promote use of prod-stick. Instil awareness of common-sense approach and teamwork through training. Provide Wear High Visibility gloves, tabard, vest, clothing and hat.	Deal with and reduce the causes of flooding. The volunteer role is not about taking risks. Volunteers are advised to take a common-sense approach. Provide High Viz Equipment. Provide appropriate signage of hazard awareness and driver advice. Ensure stock of sandbags at V Hall.	As above	As above	

What are the Hazards?	Who might be harmed and how?	What are you already doing?	Do you need anything else to control this risk?	Action by who?	Action by when?	Done
High Winds	Public or Volunteers. Blown over or hit by debris from buildings or trees. Risk severe injury or death.	Volunteers: Take shelter indoors when necessary or advised to do so.	As above	As above	As above	
Injuries to Back	Public or Volunteers. Manual handling activity can cause serve back damage and pain.	Volunteers: Avoid any heavy manual handling activities. Always lift in accordance with manual handling guidelines. Spread the load and lift with other volunteers.	As above	As above	As above	
Cold/Freezing weather	Public or Volunteers. Inadequate clothing can bring about hyperthermia.	Volunteers: Wear warm and waterproof clothing suitable for the conditions.	As above.	As above.	As above.	

What are the Hazards?	Who might be harmed and how?	What are you already doing?	Do you need anything else to control this risk?	Action by who?	Action by when?	Done
Verbal or physical abuse	Public or Volunteers. Verbal or physical assault by people in crisis – mental trauma or physical injury.	Volunteers: Remain calm and sympathetic or back away from the situation.	As above.	As above.	As above.	
Snow and Ice	Public or Volunteers. Inadequate footwear may lead to slips and falls – risk of broken bones, head injuries.	Volunteers: Wear stout footwear with good grip on soles. Avoid icy areas.	As above.	As above.	As above.	
Accident whilst working on own	Volunteers. Accident is not noticed and therefore no one helps – risk of serious injury or death.	Co-ordinators: Check with volunteer that they have returned safely. Volunteers: Where possible work in pairs. Tell someone where you are going and what work you are carrying out.	As above.	As above.	As above.	

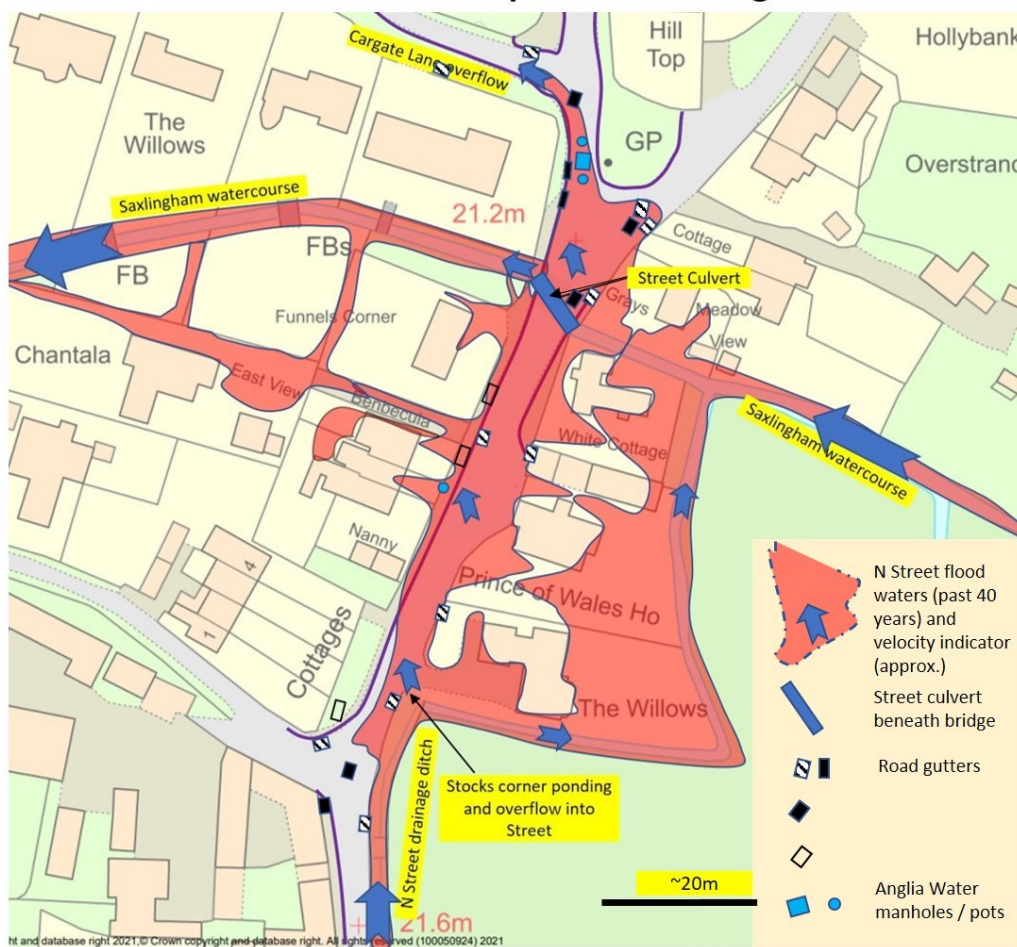
What are the Hazards?	Who might be harmed and how?	What are you already doing?	Do you need anything else to control this risk?	Action by who?	Action by when?	Done
Tiredness	Public or Volunteers. Long hours, insufficient breaks or nutrition or fluid intake can result in tiredness.	Co-ordinators: Monitor food and drinks for volunteers. Volunteers: Take regular breaks as and when needed.	Close organisation and communication with volunteers prepared to offer assistance and vitals at short notice 24/7	As above.	As above.	
Slips, trips and falls	Public or Volunteers. Uneven surfaces, surfaces at different heights, drops. Risk of broken bones.	Volunteers: Avoid heights or drops, poorly lit conditions, uneven surfaces. Wear robust footwear.	As above.	As above.	As above.	
Injury from dogs or farm animals	Public or Volunteers. Bites, Trampling, infection, trauma or death.	Volunteers: Do not enter properties where you suspect animals are not adequately controlled. Wait for landowner farmer for guidance.	As above.	As above.	As above.	
Use of equipment	Public or Volunteers.	Volunteers: only to use equipment if competent to do so.	Nobody to use dangerous equipment such as chainsaws unless qualified and insured to do so.	As above.	As above.	

War Memorial Ford Hazard Map and Risk Mitigation



Hazards	Risks	Actions & Mitigations
Flood water 	Risk of drowning; contaminated water ingestion; hypothermia; unforeseen injury	DO NOT TAKE UNECESSARY RISKS. Use common sense approach and prod stick. Work in teams. Wear appropriate high vis clothing.
Kerb stone / bank 	Imbalance; slip/trip injury	Proceed with caution. Locate kerb/slope. Identify with prod stick.
Open ford culvert 	Fast flowing deep waters – instability and entrapment danger to life	Avoid at all costs. Signage – Ford + Ford in flood flip signs on existing posts. Signage - Danger Keep Right sign by rectory entrance. Safety grill (suitably spaced).
Open Manhole 	Twist / fall injuries	Locate from map. Identify with prod stick. Flag location pole
Turning or stuck vehicles 	Road traffic accident Verbal Abuse	Signage – Flood; Dead Slow etc. High Vis rainproof jacket etc. Reduce road width/vehicle chicane. Friendly approach - "cannot guarantee will get through + cannot guarantee safety". Direct the long way around War Memorial.

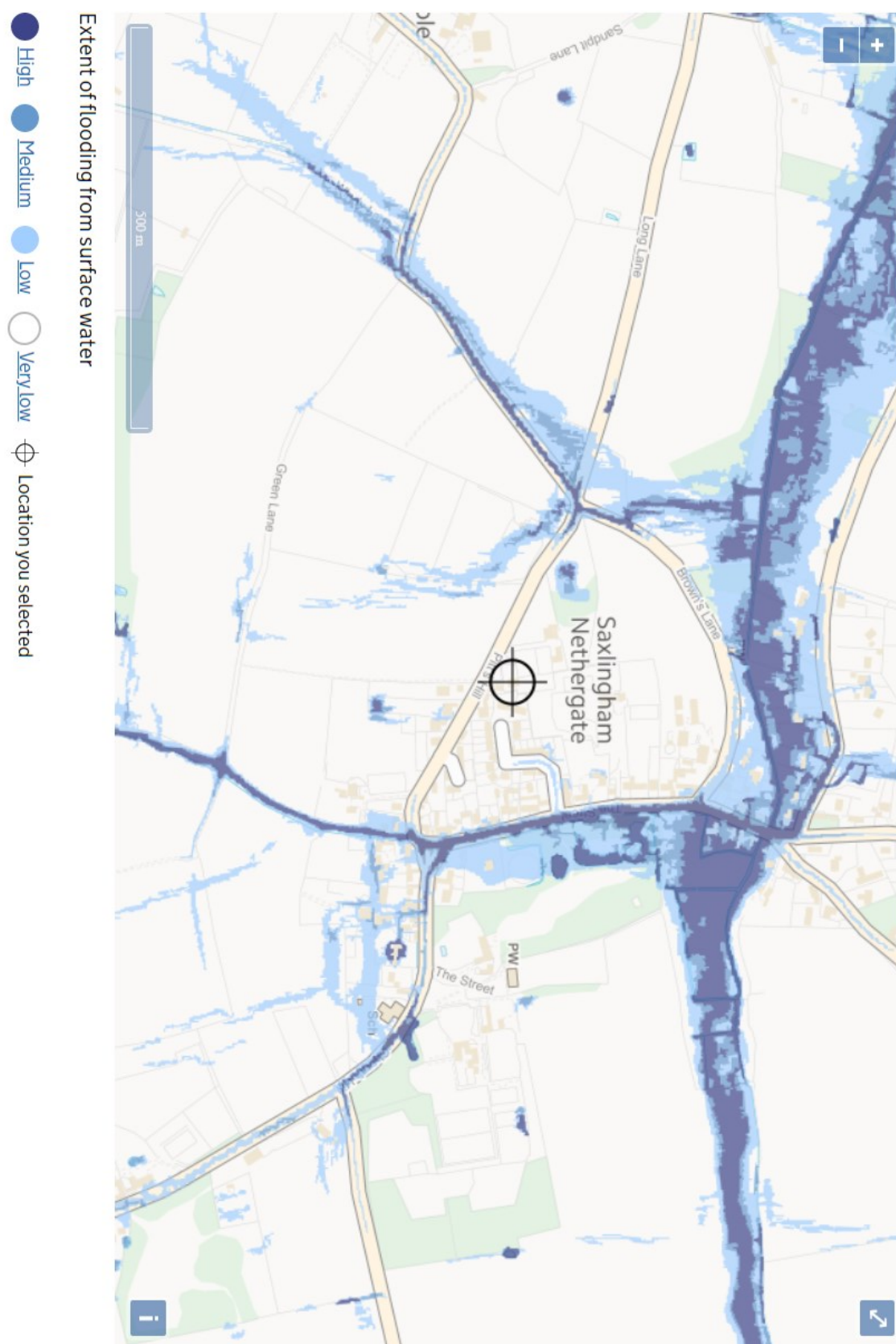
N Street Hazard Map and Risk Mitigation



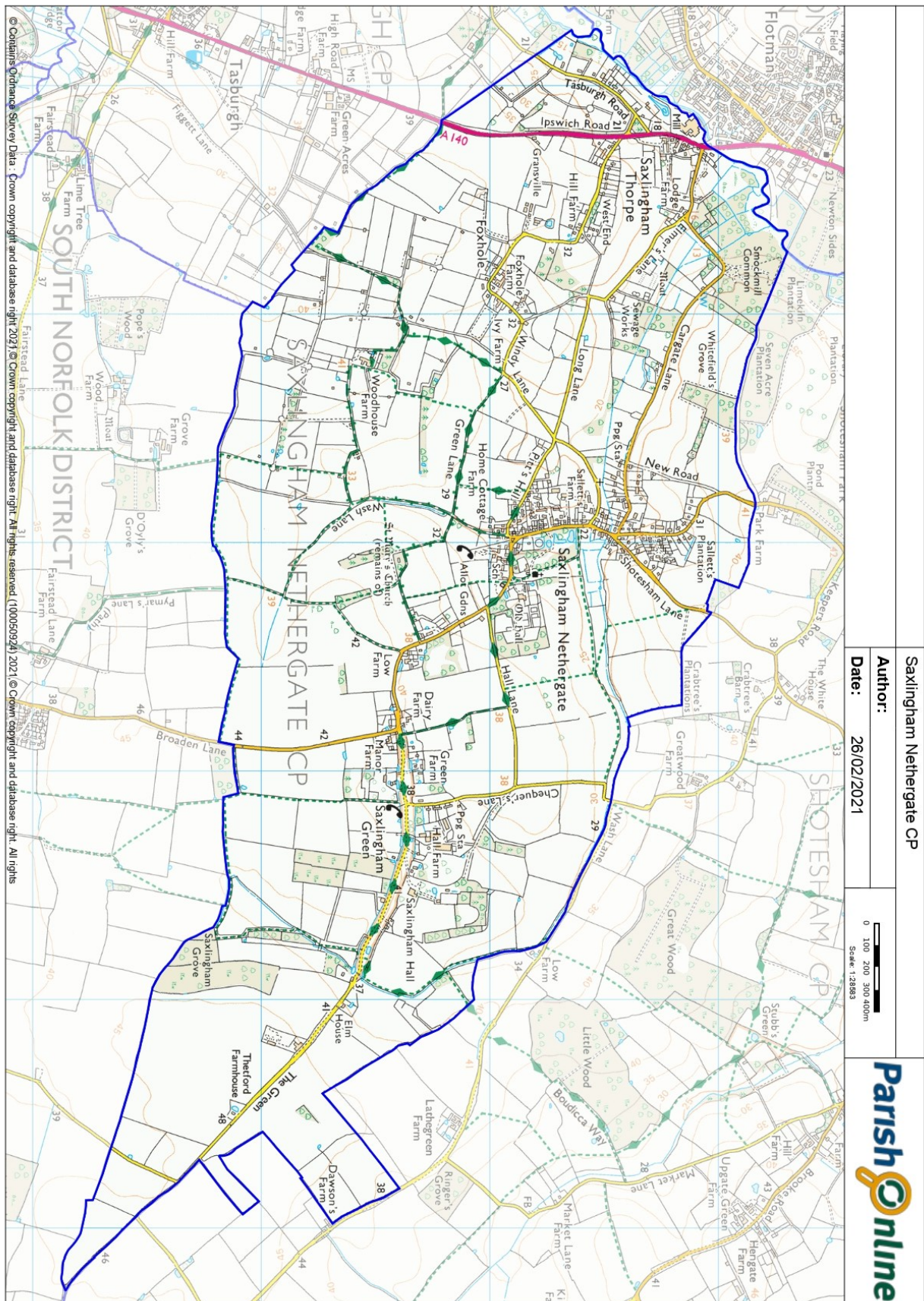
Hazards	Risks	Actions & Mitigations
Flood water 	Risk of drowning; contaminated water ingestion; hypothermia; unforeseen injury	DO NOT TAKE UNECESSARY RISKS. Use common sense approach and prod stick. Identify and locate watercourse and drains that are deepest and fastest = highest risk. Work in teams. Wear appropriate high vis clothing.
Kerb stone / bank 	Imbalance; slip/trip injury	Proceed with caution. Locate kerb/slope. Identify with prod stick.
Flood to Property 	Electrical risk – mains switch off? Slip/back injury moving persons or furniture	Avoid at all costs if doubt. Use common sense approach and prod stick. Work in pairs. Safe lifting practices.
Open Manhole and gutters 	Twist / fall injuries	Locate from map. Identify with prod stick. Flag location pole
Turning or stuck vehicles 	Road traffic accident Verbal Abuse	Signage – Flood; Dead Slow – reduce Swash. High Vis rainproof jacket, hard hat, gloves etc. Reduce road width/vehicle chicane. Friendly approach - "cannot guarantee will get through + cannot guarantee safety". Direct the long way around War Memorial.

Saxlingham Nethergate – Community Emergency Plan Risk Assessment F R M Hazard and Risk Table N Street v2 bja 280421

Geographical Maps of Community



Parish Map



Information for Volunteers

Thank you for volunteering as part of Saxlingham Nethergate's Community Emergency Plan. If at any time you have any queries regarding your role please contact Bryn Austin, Emergency Coordinator (contact details at the bottom of the page) or the Parish Council via the clerk – details above. The following information is provided to support you in your role.

Data Protection

You may be given contact details or other personal information relating to those needing assistance including their name, address and telephone number. Please be aware that you are responsible for the security and integrity of this information. Please do not share it with anyone, do not use it for any other reason other than in connection with the work you are doing as a volunteer for the Community Emergency Plan and destroy any copies you have of the information once they are no longer needed.

Safeguarding

The Parish Council has a safeguarding policy which can be found on the website – <https://saxlinghampc.wixsite.com/saxlinghampc/documents>, please take time to read this policy. Any queries or concerns should be directed to the Safeguarding Officers:

Parish Clerk:
Julie King
22 Henry Preston Road
Tasburgh
Norwich
NR15 1NU

01508 470759
saxlinghamnethergatepc@gmail.com

Parish Council Chairman:
Roger Stocks
The Willows
The Street
Saxlingham Nethergate
Norwich
NR15 1AJ
01508 499631
rastocks7@gmail.com

Do not place yourself in positions where you may feel unsafe, for instance helping late at night.

COVID-19

There is full guidance on keeping yourselves and others safe on the gov.uk website, in particular:

Try to limit the amount of time you spend outside of your home by picking up essential items for others when you do your own shopping or collect their medicines during the same trip.

Stay 2m or six feet away from anyone you do not live with at all times.

Regularly wash your hands with soapy water for at least 20 seconds.

If you or someone in your household has shown symptoms, or if you are more vulnerable to coronavirus yourself, then you must stay at home.

Your time and support are very much appreciated and valued. Thank you and keep safe.

Log Sheet

Date	Time	Information/Decisions/Actions	Initials