If you are in immediate danger call 999

Kirby Cane & Ellingham Community Emergency Plan

Preparing for and responding to emergencies and community challenges

Plan last updated on: 01/11/26

NORFOLK RESILIENCE FORUM
preparing for emergencies

Norfolk Association of Local Councils

Plan distribution list

Name	**Role**	**Issued on**
Mike Skipper, Kerry Osborne, Andrew Raymant	Parish or Community Organisation Emergency Co-Ordinators	
Mike Skipper	Chair of the parish council	
Andrew Raymant	Vice Chairman	
Jane Love	Parish Council Clerk	
Lesley Lodge, Kerry Osborne, Iain Wright, Julie Pickering, James Lally, Richard Canham	Parish Councilors	

Plan amendment list

Date of amendment	**Date for next revision**	**Details of changes made**	**Changed by**
06/04/2022	15/11/2022	Initial draft created	Kerry Osborne
18/11/2024	November 2025	Updated version	Kerry Osborne
29/01/25		Contact info updated Vulnerable people section removed	Jane Love
8/7/26		Version created with personal numbers/email addresses removed Original version kept for emergency distribution	Jane Love
1/11/26		Addition of SNC emergency co-ordinators	Jane Love

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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-ordinators 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-ordinators are Mike Skipper and Kerry Osborne

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

Hazard	Impact on community/Location	What can the Community Emergency Group do to prepare / assist?
Severe Weather - Heavy Snow / Freezing Conditions	• Possible loss of road access • If cut off, possible food or heating fuel shortages • Increased potential for slips and falls • Limits movement of some vulnerable people and their access to services • Possible risk to being able to deliver food to the local store • Caring staff / emergency services unable to reach their clients • Potential risk and lack of communication services	• Monitor weather forecasts & take precautions when required • Ensure water supplies to empty or unheated premises are adequately protected from freezing or shut off • Identify check and support vulnerable people • Report utility failures to council & relevant utility organisations • Report frozen or burst water mains • Check location of grit bins (for use on roads, not pavements) • Snow shovel available for the village • Encourage residents to clear snow when safe from pavements outside their properties. Consider clearing other pavements (special salt bins may be provided for this)
• Total or partial loss of electricity and water supplies	• Families with young children, vulnerable older residents • Loss of night time visibility • Independent living equipment failures • Food preparation issues • Fear and isolation • Commercial and industrial failures	• Engage with UK Power Networks for information and supplies of generators and vulnerable people • Determine local access to generators • Identify local sources for supply of generators • Torches Battery Powered Equipment

• Tidal, river or surface water flooding	• Possible loss of access • Possible requirement to vacate properties • Possible loss of access • Property damage, loss of utility services, contamination and disease, electrocution, drowning. • Driving and walking restrictions and hazards	• In the event of an emergency where people are required to leave their homes, in the short term, the Village Hall will be made available. Alternative accommodation will also be sought from within the community as appropriate. This will be organised by the co-ordinator. Supplies for the village hall would need to be arranged at the time of the event via volunteers • Informing support teams • Sandbags • Knowledge on how to get access to pumps – via 999 • Engage with 4x4 vehicle owners • Emergency Food Supply sources
• Loss of road access	• Road traffic crashes • Fallen trees	• Notification of highways agency • Support from local farmers • Contact the council about fallen trees
• Pandemic	• Increased demand on health care services • Reduced levels of emergency services cover • Staff shortages at many/all businesses • Isolation of local residents	• Co-ordination in line with the local authorities requirements • Identification of local vulnerable people • Contact the district council for requirements and support • Delivery of key supplies to residents where required • Notify the villages of support available
• Terrorism and Crime	• Explosion in a public place • Direct attack on any Public	• Provide shelter where required • Inform local support teams

	• Gathering Injury or loss of life, • Incident in Ellingham Primary School	
• Fires	• Fires in local fields or properties	• Contact details for farmers who can support and own the land

Additional support and information can be found - www.norfolkprepared.gov.uk

Actions agreed with emergency responders in the event of an evacuation

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. Support with the evacuation where required

* “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

Communication Type	Name of contact	Location
Email and Phone Calls	Emergency Co-Ordinators	Various
Information boards at Memorial Hall		26 Old Yarmouth Road, Ellingham, Kirby Row, Bungay, NR352HG
Facebook Community Group	Any members of the group	Online

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Activation triggers

1. When we get a flood warning
2. When contacted by Emergency Services
3. When contacted by the Emergency Planning Team
4. When the Governance declares a pandemic
5. When heavy snow is forecast
6. When police inform of other emergency incidents

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 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 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
South Norfolk District Council		01508 533701	Home Page – Broadland and South Norfolk (southnorfolkandbroadland.gov.uk)
South Norfolk & Broadland District Council	Emergency planners	01508 533607 (daytime) 01603 430434 (daytime)	Jenny Bloomfield jenny.bloomfield@southnorfolkandbroadland.gov.uk Simon Faraday-Drake simon.faradaydrake@southnorfolkandbroadland.gov.uk

List continues overleaf

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
NHS direct	24hr health advice and information	0845 46 47	www.nhsdirect.nhs.uk
Local doctors' surgery	Bungay medical practice	01986 892 055	Bungay Medical Practice
Local hospital (Beccles)	Beccles	01502 719820	East Coast Community Healthcare CIC | ECCH
Local hospital (James Paget)	Gorleston	01493452452	James Paget University Hospitals NHS Foundation Trust (jpaget.nhs.uk)

Appendix

- Log sheet
- Emergency contact list
- Cascade Telephone Tree
- Community Emergency Group first meeting agenda
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Log sheet

For use during an emergency

Date	Time	Information / Decisions / Actions	Initials

Emergency contact list

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

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

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

Community Emergency Group first meeting agenda

Date & time:
Meeting venue:
Attendees:

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