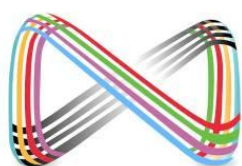


If you are in immediate danger call 999

Final Version 0.1

Marshland St James Community Emergency Plan Preparing for and responding to emergencies and community challenges

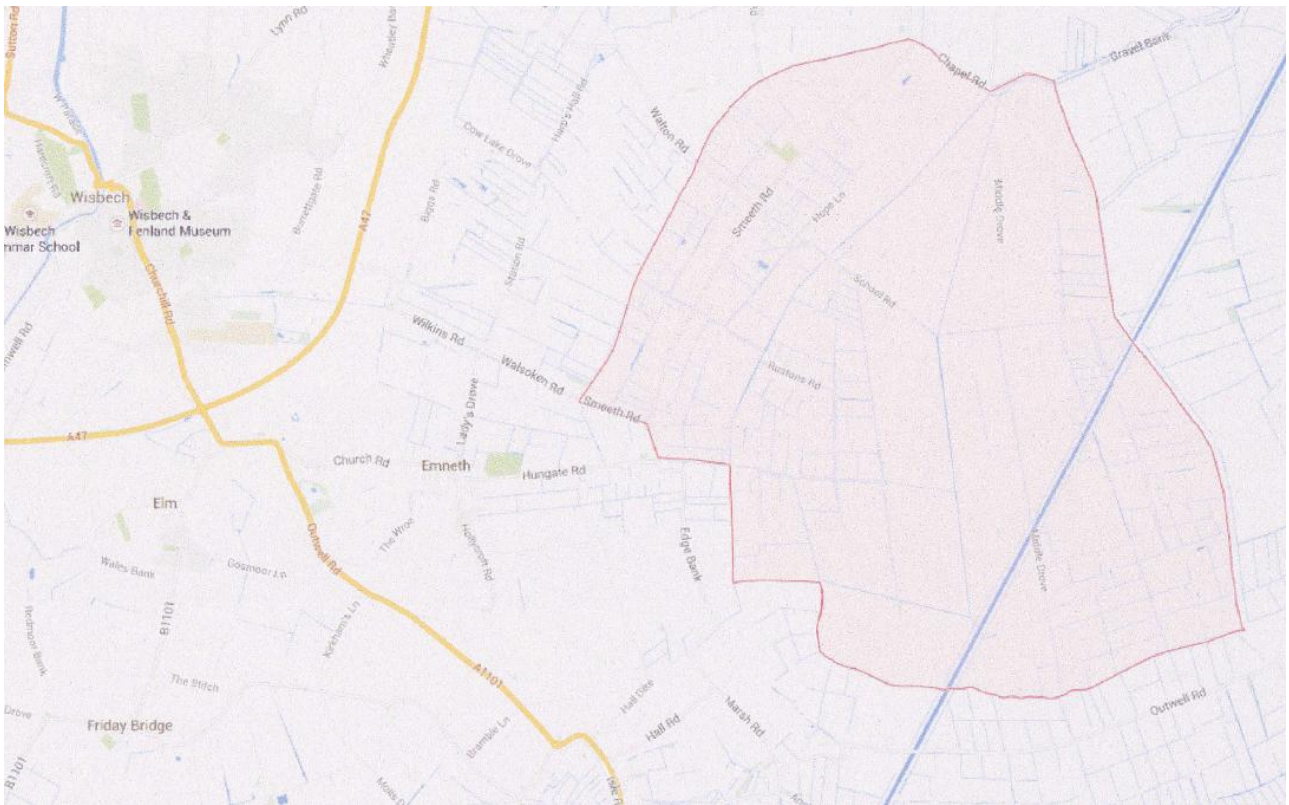
Plan last updated on: 17/04/2015



**NORFOLK
RESILIENCE FORUM**

preparing for emergencies

 **Norfolk**
Association of
Local Councils



Marshland St James

A civil parish in the English county of Norfolk. It covers an area of 25.69 km² and had a population of 1,137 in 456 households at the 2001 census¹.

¹ Source – Wikipedia 2015.

Plan distribution list

	V 0.1 Issued on
MSJPC Chair and Members	17 Apr 15
MSJPC Clerk	17 Apr 15
Emergency Co-ordinator	17 Apr 15
Deputy Emergency Co-ordinator	17 Apr 15
Borough Council of KL&WN Emergency Planning Officer	17 Apr 15
MSJPC Website (Thro' Parish Clerk)	17 Apr 15
Hickerthrift House Care Home	17 Apr 15
Marshland St James VC Primary School & Nursery	17 Apr 15
St James' Church	17 Apr 15
Womens' Institute	17 Apr 15
Marshland Residents' Association	17 Apr 15

Plan amendment list*

Date of amendment	Date for next revision	Details of changes made	Changed by
17 Apr 15	May 2016	Initial issue	Malcolm Hook (Emergency Co-Ordinator)

*Amendments and/or updates should be directed to the Emergency Co-Ordinator or the Deputy Emergency Co-Ordinator, the contact details for whom are listed on the Emergency Contact List attached.

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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 Marshland St James is **Mr Malcolm Hook**

The Deputy Emergency Co-ordinator is **Mr Dave Heap**

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.

Hazard	Impact on community / location	What can the Community Emergency Group do to prepare / assist?
Severe Weather - Heavy Snow / Freezing Conditions	<ul style="list-style-type: none"> • Possible loss of road access – Off Smeeth Road particularly (designated truck route, therefore gritted, adjacent roads are not) • Possible food or heating fuel shortages • Limits movement of some vulnerable people such as the residents of Hickerthrift House Care Home • Effect on livestock and animals 	<ul style="list-style-type: none"> • Monitor weather forecasts & take precautions when required • Ensure water supplies to empty or unheated premises are adequately protected from freezing or shut off • Check and support vulnerable people • Report utility failures to council & relevant utility organisations • Report frozen or burst water mains • Encourage residents to clear snow when safe from pavements outside their properties. Consider clearing other pavements • Communicate situation to the community through the telephone cascade or door knocking
Flooding	<ul style="list-style-type: none"> • Possible electrical failure and loss of road access • Loss of heating (electric, gas and oil) • Habitability of accommodations • Effect on livestock and animals 	<ul style="list-style-type: none"> • Monitor weather forecasts & take precautions when required • Report utility failures to council & relevant utility organisations • Check and support vulnerable people • Communicate situation to the community through the telephone cascade or door knocking
Road Traffic Accident involving liquid fuels	<ul style="list-style-type: none"> • Large scale evacuation may be required • 	<ul style="list-style-type: none"> • Check and support vulnerable people • Communicate situation to the community through the telephone cascade or door knocking
Air accident (particularly military aircraft that overfly the village regularly)	<ul style="list-style-type: none"> • Potentially localised but severe 	<ul style="list-style-type: none"> • Communicate situation to the community through the telephone cascade or door knocking • Check and support vulnerable people

Local skills and resources

Skill/Resource	Who?	Contact details	Location	When might be unavailable?
Reception area available for an initial Incident Control Point (ICP). (Telephones and backup power supply installed)	Staff or duty Manager	01945 430636 Out of hours 07741313879	Hickerthrift House Care Home	24/7
One 7 seater minibus fully converted for the disabled	Staff or duty Manager	01945 430636 Out of hours 07741313879	Hickerthrift House Care Home	20 mins notice
One estate car	Staff or duty Manager	01945 430636 Out of hours 07741313879	Hickerthrift House Care Home	20 mins notice
Place of safety available for 30 people including hot/cold beverages.	Staff or duty Manager	01945 430636 Out of hours 07741313879	Hickerthrift House Care Home	24/7
Catering available for 30 people (0700-1800hrs).	Staff or duty Manager	01945 430636 Out of hours 07741313879	Hickerthrift House Care Home	24/7
Knowledge of and handling of horses, birds of prey and other animals	Tony and Hazel Turk	01945 430309	1 Church Farm Cottages, School Road, Marshland St James, Wisbech, Norfolk, PE14 8JR	Variable but most days and nights

Key locations identified for use as places of safety

Building	Location	Potential use in an emergency	Contact details of key holder
Jubilee Hall (Village Hall)	171 Smeeth Road, PE14 8HD	Temporary shelter with facilities for providing hot food and drinks. Capable of events up to 120 people.	Sharon - Key Holder 01945 430815
St James Methodist Church	Smeeth Road, PE14 8ES	Temporary shelter for up to 100 people with facilities for providing hot food and drinks.	Mrs Pauline Beeken (Booking Clerk) 01945 430273
Marshland St James VC Primary School & Nursery	School Road, PE14 8EY	Temporary shelter for 100 people with facilities for providing hot food and drinks.	Reception - 01945 430378 Out of Hours – Mr Kevin Cooper (Caretaker) 07715604305 www.marshlandprimary.norfolk.sch.uk
Hickerthrift House Care Home	217 Smeeth Road, PE14 8JB	Temporary shelter for 30 people with facilities for providing hot food and drinks. Potential first aid and/or basic medical care.	Staffed 24/7 Day time contact number: 01945 430636 Out of hours: 07741313879 (On call manager) www.barchester.com

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

Organisation	Name and role of contact	Phone number
St James' Church	POC – Mrs Pauline Beeken (Booking Clerk)	01945 430273
Hickerthrift House Care Home	Reception Duty Manager	01945 460636 Out of hours 07741313879
Marshland St James VC Primary School & Nursery	Reception	01945 430378
Marshland Residents' Association	Mrs Norma Harper (Correspondence Secretary MRA)	01945 430375
Women's Institute	POC TBC	

Actions agreed with emergency responders in the event of an evacuation

Actions the community 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.

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

Communication Type	Name of contact	Location
Message runners	Allocated on the day from the CEVs	Within the village and amongst the emergency responders
Information boards	See St James' Church and Jubilee Hall Points of Contact (POCs)	Outside the Jubilee Hall and St James' Church
Emergency Co-ordinator/ Deputy Co-ordinator & Community Emergency Volunteers	Listed in the Emergency Contact List in the appendices	Throughout the village

Activation triggers

The initial response will be to ensure that the First Responders / Emergency Services are in possession of the key elements of this plan (contact numbers, facilities available, key areas of vulnerability).

The Community Emergency Group in conjunction with Community Emergency Volunteers will implement the Community Emergency Plan in the following circumstances:

1. When in receipt of a flood warning.
2. When contacted by Emergency Services.
3. When contacted by the Emergency Planning Team.
4. In response to an extreme event within the Parish not covered by 1 to 3 above i.e. Road traffic accident or extreme weather conditions.

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	<p>Contact other members of the community that need to be alerted:</p> <ul style="list-style-type: none"> • The Parish/Town Council via the Clerk • Members of the Emergency Group • Those specifically under threat <p>Contact initially may be to inform them of the emergency or inform them of current Emergency Service advice regarding any action to be taken.</p>	
5	<p>Determine if a Community Emergency Meeting is necessary. If one is needed:</p> <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 • 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	Activate the default Incident Control Point (ICP) in Hickerthrift House Care Home unless that site is within the envelope of the emergency. An alternate initial ICP will be designated if the situation dictates at the time of the emergency by the Emergency Co-ordinator or their representative on the CEG.	

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

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	St Johns Surgery. Main Road. Terrington St John. Wisbech. PE14 7RR	01945 880471	www.terringtonstjohnssurgery.nhs.uk
Local hospital	North Cambridgeshire Hospital – Wisbech, The Park, Cambridgeshire PE13 3AB	01945 488088	www.cambscommunityservices.nhs.uk

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: Malcolm Hook
Title: Emergency Co-ordinator
24hr telephone contact: 01945 430223 / 07919342980
Email: malcolmhook@yahoo.co.uk
Address: Charwood Lodge, 145 Smeeth Road, Marshland St James, Wisbech, Norfolk, PE14 8JB

Name Dave Heap
Title: Deputy Emergency Co-ordinator
24hr telephone contact: 01945 430558
Email:
Address: 366 Smeeth Road, Marshland St James, Wisbech, Norfolk, PE14 8

Name Mike Harper
Title: Community Emergency Volunteer
24hr telephone contact: 01945 430375
Email:
Address: Alder Lodge Farm, Marshland St James, Wisbech, Norfolk, PE14 8

Name Tony and Hazel Turk
Title: Community Emergency Volunteer
24hr telephone contact: 01945 430309
Email:
Address: 1 Church Farm Cottages, School Road, Marshland St James, Wisbech, Norfolk, PE14 8JR

List continues overleaf

Emergency contact list continued

Name Christine Newman
Title: Community Emergency Volunteer
24hr telephone contact: 01945 430579
Email:
Address: 2 Church Farm Cottages, School Road, Marshland St James, Wisbech, Norfolk, PE14 8JR

Name
Title: Community Emergency Volunteer
24hr telephone contact: 01945
Email:
Address: Marshland St James, Wisbech, Norfolk, PE14

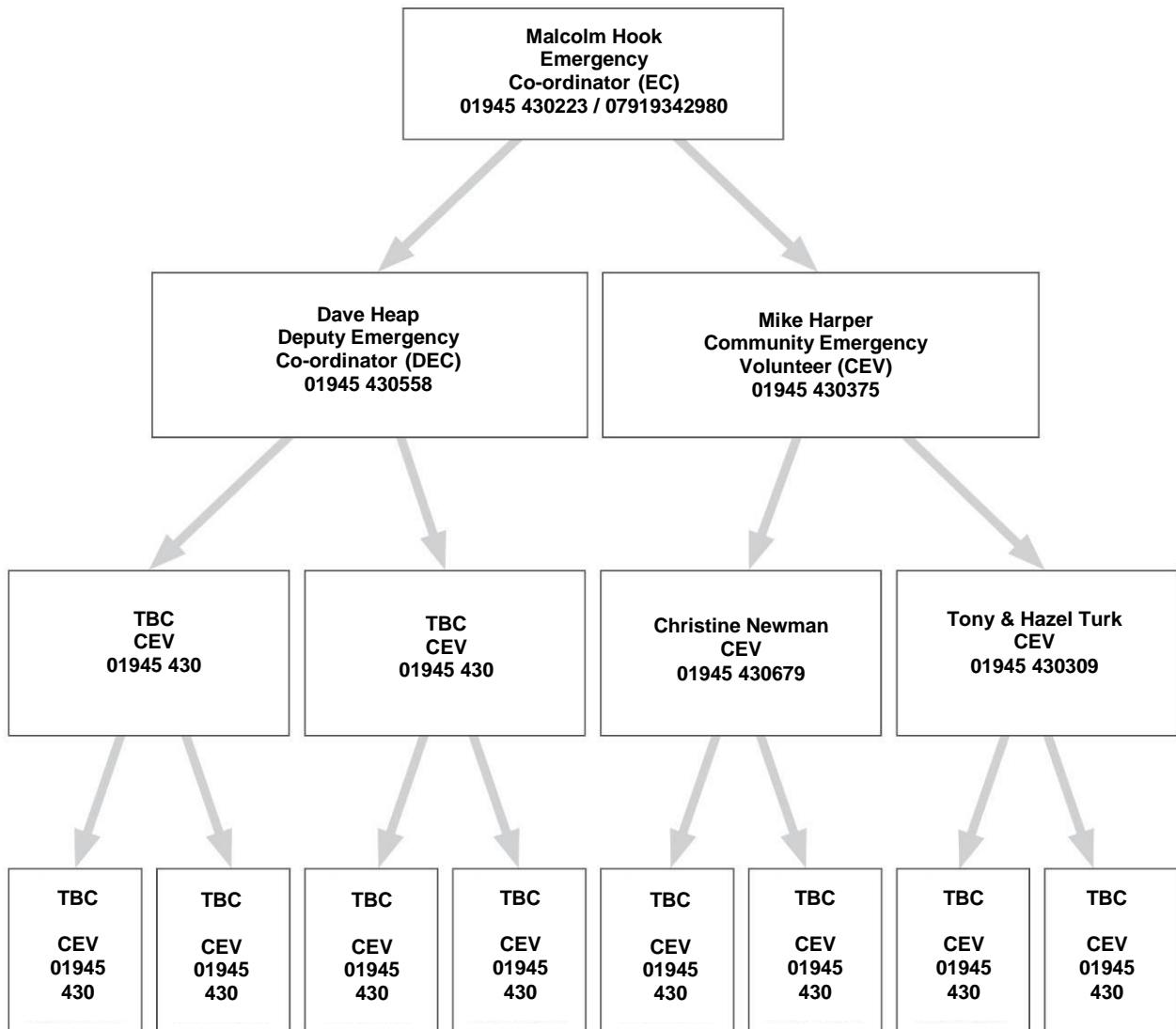
Name
Title: Community Emergency Volunteer
24hr telephone contact: 01945
Email:
Address: Marshland St James, Wisbech, Norfolk, PE14

Name
Title: Community Emergency Volunteer
24hr telephone contact: 01945
Email:
Address: Marshland St James, Wisbech, Norfolk, PE14

*This contact list will be developed and expanded as an output of the Community Emergency Group (CEG). Volunteers welcome through CEC/CDEC.

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.



*This cascade telephone tree will be developed and expanded as an output of the Community Emergency Group (CEG). Volunteers welcome through CEC/CDEC.

Date & time:

Meeting venue:

Attendees: (Numbers, Names, Function if appropriate)

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
Hickerthrift House Care Home	01945 460636 Out of hours 07741313879	217 Smeeth Road, PE14 8JB	Transport & Care for residents (Max resident population 57) Residents are all over 65 with a broad range of illnesses and disabilities including dementia.
Marshland St James VC Primary School & Nursery	Reception - 01945 430378	School Road, PE14 8EY	Potentially transport and shelter for pupils and staff. The school currently has 109 pupils aged 3 to 11 years plus staff.

*

1. Data in this table will have to be reviewed annually by the MSJ Community Emergency Group (CEG).
2. All data to be restricted according to the wishes of the individuals or organisations.
3. Further communication of the Plan and this appendix through the Marshland Messenger, notice boards, Church and word of mouth.

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