

# Community Resilience Plan

Preparing and responding to emergencies  
and community challenges in << parish or  
community name>>

***Draft Plan Version \_\_\_\_\_***

This plan has been authorised by the undersigned on  
behalf of << parish or community name>>

Name: .....

Authority/Role: .....

Signature: .....

Date: .....

<< parish or community name>> Community Resilience Plan

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# Community Resilience Plan for << parish or community name >>

## 1a. Emergency Community Co-ordinator:

## 1b. Deputy Emergency Co-ordinators:

## 2. Plan review date:

## 3. Distribution of sanitised version of the plan (people or places holding a copy of the plan)

1. Great Yarmouth Borough Council Emergency Planning
2. Norfolk County Council Emergency Planning
3. Parish or Community Organisation Chair
4. Parish or Community Organisation Vice-Chair
5. Parish or Community Organisation Clerk / Secretary
6. Parish or Community Organisation Emergency Co-ordinator
7. Parish or Community Organisation Emergency Co-ordinator
8. Parish or Community Organisation Deputy Emergency Co-ordinator
9. Parish or Community Organisation Deputy Emergency Co-ordinator
10. Police
11. Fire & Rescue Service
12. NHS East of England Ambulance Service
13. Local School Head Teachers
14. British Red Cross
15. Salvation Army
16. WRVS
17. Faith Groups
- 18.
- 19.

## 4. Aim and Objectives

### Aim of the plan

To enhance short term community resilience

### 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 and resources within the community
- Identify action points in the event of 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 Emergency Planning Manager
- Assist the local council and appropriate agencies in emergency preparedness through awareness raising activities
- Provide a local “point of liaison” for a community response to an emergency.

### Community Contacts

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

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

## 5. 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 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 (sometimes referred to as risk mitigation) 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 even after putting in place mitigation measures. A residual risk rating gives an assessment of the risk once measures have been put in place. The final column of the table below indicates 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.

#### Hazard Likelihood

This is the chance of an event happening considering historical experience, changing times and how a hazard may be more, or less, likely when, for example, taking into account climate change.

#### Hazard Impact

This is an indication of potential physical disruption and distress that may be caused by the hazard. Consider particularly vulnerable locations and vulnerable members of the community (e.g. care homes, sheltered housing, nurseries, schools).

#### Risk Rating

Risk Rating is an indication of the likelihood and impact of a hazard classified as:

HIGH, MEDIUM and LOW

**Mitigation measures**

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.

**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 Risk Register for << parish or community name>> *adapt to local circumstances*

Hazard	Likelihood	Impact	Risk Rating	Mitigation Measures at community level	Residual Risk Rating	Emergency Response	<b>Community Response</b> Activate the Community Resilience Plan where appropriate. See "Contacts List" for telephone numbers
Tidal Flooding	HIGH	VERY HIGH	VERY HIGH	- Encourage take up of the EA FWD scheme. - Raise awareness of how to prepare & respond to a flood. - Involve community in local flood planning.	HIGH	Activate Multi-Agency Flood Plans	<ul style="list-style-type: none"> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Put in place pre-planned flood protection measures (e.g. floodboards)</li> <li>- Move essential items upstairs or to high ground</li> <li>- Fill clean containers with drinking water</li> <li>- Move family &amp; pets upstairs or to a high place with a means of escape</li> <li>- Turn off gas, electricity &amp; 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.</li> <li>- Listen to local media for updates or call Floodline for info: 0845 988 1188</li> </ul> Flood water is dangerous: <ul style="list-style-type: none"> <li>- Avoid walking or driving through it.</li> <li>- Keep children &amp; vulnerable people away from it.</li> <li>- Wash hands after touching it.</li> </ul>

Hazard	Likelihood	Impact	Risk Rating	Mitigation Measures at community level	Residual Risk Rating	Emergency Response	<b>Community Response</b> Activate the Community Resilience Plan where appropriate. See "Contacts List" for telephone numbers
Surface water flooding	HIGH	HIGH	HIGH	<ul style="list-style-type: none"> <li>- Map and identify surface water flooding hotspots.</li> <li>- Ensure effective drainage in place.</li> <li>- Promote local flood protection of premises.</li> </ul>	MEDIUM	<ul style="list-style-type: none"> <li>- NCC P &amp; T response for highway drainage.</li> <li>- Anglian Water response to sewer surcharge &amp; overflowing.</li> <li>- Fire &amp; Rescue Service response to flooding of premises.</li> </ul>	<ul style="list-style-type: none"> <li>- Notify the relevant organisation if local surface water flooding is anticipated:                             <ul style="list-style-type: none"> <li>▪ NCC for highway flooding</li> <li>▪ Anglian Water for sewer overflows</li> </ul> </li> <li>- Put in place pre-planned flood protection measures (e.g. floodboards)</li> <li>- Move essential items upstairs or to high ground</li> <li>- Fill clean containers with drinking water</li> <li>- Move family &amp; pets upstairs or to a high place with a means of escape</li> <li>- Turn off gas, electricity &amp; 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.</li> <li>- Notify Fire &amp; Rescue for actual flooding of properties</li> </ul> Flood water is dangerous: <ul style="list-style-type: none"> <li>- Avoid walking or driving through it.</li> <li>- Keep children &amp; vulnerable people away from it.</li> <li>- Wash hands after touching it.</li> </ul>

<< parish or community name>> Community Resilience Plan

<b>Hazard</b>	<b>Likelihood</b>	<b>Impact</b>	<b>Risk Rating</b>	<b>Mitigation Measures at community level</b>	<b>Residual Risk Rating</b>	<b>Emergency Response</b>	<b>Community Response</b> Activate the Community Resilience Plan where appropriate. See ""Contacts List"" for telephone numbers
Storm – high winds	HIGH	VERY HIGH	VERY HIGH	<ul style="list-style-type: none"> <li>- Monitor weather forecasts &amp; take precautions when required.</li> <li>- Emergency Co-ordinators inform GYBC &amp; utilities of problems</li> </ul>	MEDIUM	Activation of Category 1 Responders and Emergency Services Emergency Response Plans	<ul style="list-style-type: none"> <li>- Ensure items at risk of being lifted by high winds are secured. Assistance to residents with mobility impairments may be required.</li> <li>- Report dangerous structures to GYBC Building Control</li> <li>- Emergency Co-ordinators report utility failures to GYBC &amp; relevant utility organisations</li> </ul>
Heavy Snow / Freezing Conditions	MEDIUM	MEDIUM	MEDIUM	As above	LOW	As above	<ul style="list-style-type: none"> <li>- Ensure water supplies to empty or unheated premises are adequately protected from freezing or shut off.</li> <li>- Emergency Co-ordinators report utility failures to GYBC &amp; relevant utility organisations.</li> <li>- Report frozen or burst water mains to Essex &amp; Suffolk Water</li> </ul>
Heatwave	HIGH	HIGH	HIGH	<ul style="list-style-type: none"> <li>- Monitor weather forecasts &amp; take appropriate precautions.</li> <li>- Community support for vulnerable people.</li> </ul>	MEDIUM	<ul style="list-style-type: none"> <li>- Heat Health Watch system 1<sup>st</sup> June to 15<sup>th</sup> September</li> <li>- Activation of National Heatwave Plan</li> </ul>	<ul style="list-style-type: none"> <li>- Visit, check and support vulnerable people when necessary</li> <li>- Call in medical advice &amp; support if required</li> </ul>

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Infectious Disease	HIGH	HIGH	VERY HIGH	<ul style="list-style-type: none"> <li>- Promote and follow appropriate health &amp; hygiene measures.</li> <li>- Community support for vulnerable people.</li> </ul>	HIGH	<ul style="list-style-type: none"> <li>- Health surveillance</li> <li>- Outbreak plans</li> <li>- Infection control</li> <li>- Activate BC Plans</li> </ul>	<ul style="list-style-type: none"> <li>- Check and support vulnerable people and those affected to ensure they have sufficient means to survive the infection.</li> <li>- Call on appropriate medical advice and support when necessary.</li> </ul>
Pandemic flu	HIGH	HIGH	VERY HIGH	As above	HIGH	As above plus activate Pandemic Flu Plans	As above and activate local community arrangements for "Flu Friends".
Major Fire	MEDIUM	MEDIUM	MEDIUM	<ul style="list-style-type: none"> <li>- Public awareness campaigns.</li> <li>- Community response to raising the alarm swiftly</li> </ul>	LOW	<ul style="list-style-type: none"> <li>- Fire &amp; Rescue Service response</li> <li>Residents may be asked to:                             <ul style="list-style-type: none"> <li>- 'Go In, Stay In, Tune In'</li> </ul>                             OR                             <ul style="list-style-type: none"> <li>- Evacuate.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Depending on the advice:                             <ul style="list-style-type: none"> <li>▪ 'Go In, Stay In, Tune In'</li> <li>OR</li> <li>▪ Evacuate.</li> </ul> </li> </ul>
Total or partial loss of electricity for several hours	MEDIUM	LOW to HIGH	LOW to HIGH	<ul style="list-style-type: none"> <li>- Report to EDF trees in close proximity to power lines</li> <li>- Report damage to electrical infrastructure e.g. sub-station vandalism (contact: EDF &amp; Police)</li> </ul>	LOW to MEDIUM	<ul style="list-style-type: none"> <li>- Activate utility (EDF) plans to restore electrical power</li> <li>- Activate standby arrangement with voluntary sector (British Red Cross)</li> </ul>	<ul style="list-style-type: none"> <li>- Check and support vulnerable people and those affected to ensure adequate heating and food for survival.</li> <li>- Communicate to appropriate external support (e.g. Adult Social Services and the voluntary sector) where required.</li> </ul>

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Total or partial loss, or contamination, of piped water for significant period	MEDIUM	LOW to HIGH	LOW to HIGH	<ul style="list-style-type: none"> <li>- Household storage of reserve water supplies</li> <li>- Household water conservation</li> <li>- Vulnerable customers register with water company (e.g. AW WaterCare)</li> </ul>	LOW to MEDIUM	<ul style="list-style-type: none"> <li>- Activate water company (Essex &amp; Suffolk Water) plans to restore supply.</li> <li>- Warn affected community.</li> <li>- Activate "Mass Alternative Supplies Distribution Plan"</li> </ul>	<ul style="list-style-type: none"> <li>- Household boiling of water if contamination concern.</li> <li>- In consultation, identification of sites for mobile water bowsers and distribution of bottled water.</li> <li>- Assist in distribution of water to vulnerable residents and those with mobility problems.</li> <li>- Assistance in the collection &amp; disposal of empty water bottles.</li> </ul>
Total or partial loss of gas for significant period	MEDIUM	LOW to HIGH	LOW to HIGH	<ul style="list-style-type: none"> <li>- Register vulnerable customers</li> </ul>	LOW to MEDIUM	<ul style="list-style-type: none"> <li>- Activate utility plans to restore supply.</li> <li>- Communicate with community.</li> <li>- Purging and reactivation of domestic appliances</li> </ul>	<ul style="list-style-type: none"> <li>- Check and support vulnerable people and those affected to ensure adequate heating and cooking for survival.</li> <li>- Communicate to appropriate external support (e.g. Adult Social Services and the voluntary sector) where required.</li> </ul>
Total or partial loss of telephone	LOW	LOW	LOW	<ul style="list-style-type: none"> <li>- Report to BT trees in close proximity to telephone lines</li> <li>- Report damage to telecoms infrastructure e.g. telephone exchange vandalism (contact: BT &amp; Police)</li> </ul>	LOW	<ul style="list-style-type: none"> <li>- Activate plans to restore telephony</li> </ul>	<ul style="list-style-type: none"> <li>- Have both landline and mobile phones.</li> <li>- Maintain at least one plug-in non-wireless landline phone to operate if mains electricity goes down.</li> </ul>
Loss of road access (e.g. vehicle crash, dropped	HIGH	LOW	MEDIUM	<ul style="list-style-type: none"> <li>- Promote careful driving</li> <li>- Reporting of reckless and dangerous practices</li> <li>- Competent, trained staff at</li> </ul>	LOW to MEDIUM	<ul style="list-style-type: none"> <li>- Prompt emergency services response</li> <li>- Cordon established, diversion signs</li> </ul>	<ul style="list-style-type: none"> <li>- Report any incident</li> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Temporary support of residents</li> </ul>

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containers)				local businesses		erected	unable to access their home.
Lost child	MEDIUM	MEDIUM to HIGH	MEDIUM to HIGH	<ul style="list-style-type: none"> <li>- Be aware of distressed children, especially during the tourist season.</li> <li>- Be proactive &amp; sensitive in assisting lone children.</li> </ul>	MEDIUM	<ul style="list-style-type: none"> <li>- Prompt emergency services response</li> <li>- Initiate information and communication campaign</li> <li>- Arrange a search</li> </ul>	<ul style="list-style-type: none"> <li>- Immediately report any lost child</li> <li>- Use communication trees to pass on and receive relevant information</li> <li>- Support the search effort together with assistance of specialist agencies e.g. NorLSAR (Norfolk Lowland Search &amp; Rescue)</li> </ul>
Chemical spills	LOW	HIGH	HIGH	<ul style="list-style-type: none"> <li>- Promote careful driving</li> <li>- Reporting of reckless and dangerous practices</li> <li>- Ensure competent, trained staff at local businesses</li> </ul>	LOW to MEDIUM	<ul style="list-style-type: none"> <li>- Prompt emergency services response</li> <li>- Cordon established, diversion signs erected</li> <li>- Give clear advice &amp; information</li> <li>- Prepare evacuation Rest Centres, if necessary.</li> </ul>	<ul style="list-style-type: none"> <li>- Report any sightings</li> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Depending on the advice:                             <ul style="list-style-type: none"> <li>▪ 'Go In, Stay In, Tune In'</li> </ul>                             OR                             <ul style="list-style-type: none"> <li>▪ Evacuate the affected area.</li> </ul> </li> <li>- Support vulnerable residents in their homes or assist in evacuation</li> </ul>
Air pollution	LOW	HIGH	MEDIUM	<ul style="list-style-type: none"> <li>- Monitor air quality (Environmental Health)</li> <li>- Manage emissions locally</li> </ul>	LOW to MEDIUM	<ul style="list-style-type: none"> <li>- Prompt emergency services response</li> <li>- Cordon established</li> <li>- Give clear advice &amp; information</li> <li>- Prepare evacuation Rest Centres, if necessary.</li> </ul>	<ul style="list-style-type: none"> <li>- Report any sightings</li> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Depending on the advice:                             <ul style="list-style-type: none"> <li>▪ 'Go In, Stay In, Tune In'</li> </ul>                             OR                             <ul style="list-style-type: none"> <li>▪ Evacuate.</li> </ul> </li> <li>- Support vulnerable residents in</li> </ul>

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							their homes or assist in evacuation
Air crash	LOW	HIGH	MEDIUM		MEDIUM	<ul style="list-style-type: none"> <li>- Prompt emergency services response</li> <li>- Cordon established</li> <li>- Give clear advice &amp; information</li> <li>- Prepare evacuation Rest Centres, if necessary.</li> </ul>	<ul style="list-style-type: none"> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Depending on the advice:                             <ul style="list-style-type: none"> <li>▪ 'Go In, Stay In, Tune In'</li> </ul>                             OR                             <ul style="list-style-type: none"> <li>▪ Evacuate.</li> </ul> </li> <li>- Support vulnerable residents in their homes or assist in evacuation</li> </ul>
Unexploded wartime bomb	HIGH	MEDIUM	MEDIUM	<ul style="list-style-type: none"> <li>- Awareness raising</li> <li>- Inform police &amp; GYBC</li> </ul>		<ul style="list-style-type: none"> <li>- Emergency Services &amp; GYBC planned response</li> <li>- Residents may be required to evacuate.</li> </ul>	<ul style="list-style-type: none"> <li>- Report any sightings</li> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Depending on the advice:                             <ul style="list-style-type: none"> <li>▪ 'Go In, Stay In, Tune In'</li> </ul>                             OR                             <ul style="list-style-type: none"> <li>▪ Evacuate.</li> </ul> </li> </ul>
Improvised Explosive Device (IED)	LOW	MEDIUM	MEDIUM	<ul style="list-style-type: none"> <li>- Bomb Threat procedures (some site specific).</li> </ul>		As above	<ul style="list-style-type: none"> <li>- Report suspicious packages</li> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Depending on the advice:                             <ul style="list-style-type: none"> <li>▪ 'Go In, Stay In, Tune In'</li> </ul>                             OR                             <ul style="list-style-type: none"> <li>▪ Evacuate.</li> </ul> </li> </ul>

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Letter bomb / Suspect packages	LOW	MEDIUM	MEDIUM	As above		As above	
Social unrest	MEDIUM / HIGH	HIGH	HIGH	<ul style="list-style-type: none"> <li>- Support community relations and cohesion locally</li> <li>- Clear guidelines and responses to potential catalysts of unrest</li> </ul>	LOW to MEDIUM	<ul style="list-style-type: none"> <li>- Emergency Services &amp; GYBC response to known or planned events that may trigger social unrest</li> </ul>	<ul style="list-style-type: none"> <li>- Ongoing support to strengthen community cohesion locally</li> <li>- Provide community leadership and a channel to voice the views and concerns of local residents</li> </ul>

## 6. Community Capacities & Resources

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

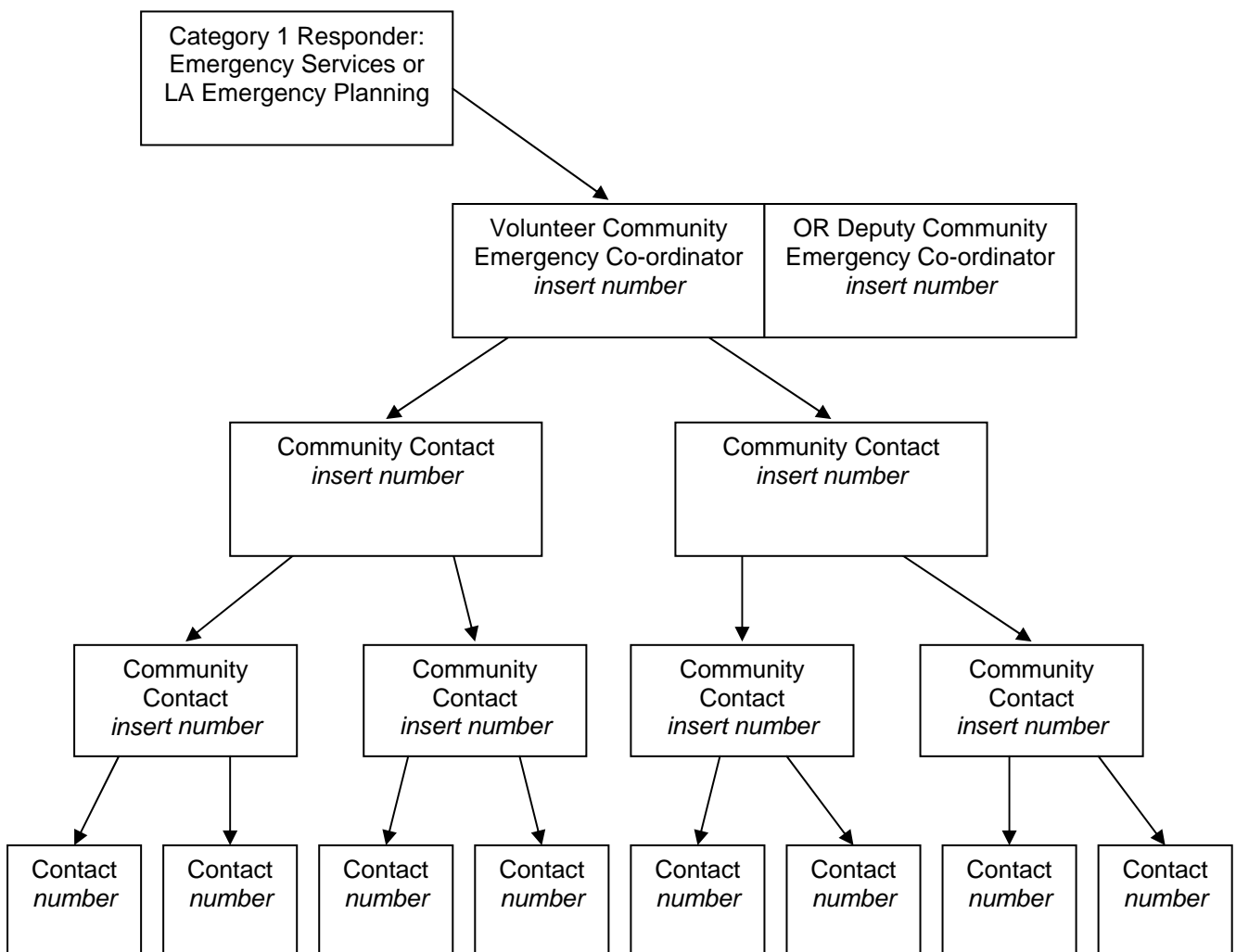
### Communications

Communication System	Contact / Responsibility	Comments
Information Boards (including location)		
Community Organisation Meeting		
Community Magazine / Directory		
Cascade telephone system		
Email / Website		
School(s)		
Post Office		
Housing Office		

### Cascade telephone system

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. In the event that both landlines and mobiles prove to be unavailable, local area representatives will be contacted on foot.

The following diagram indicates how a cascade telephone system works and can be completed for each plan. To protect the confidentiality of individuals actual telephone trees are included in Appendix B, which is confidential to the Emergency Co-ordinator, Deputies and Community Contacts in the tree.



## Local voluntary & faith sector

Voluntary Organisation	Contact	Support
Age UK (Age Concern & Help the Aged)	01493 743052	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	Respond to major emergencies with a range of services
Faith Groups: need to specify		
GYROS	01493 745260 <a href="mailto:enquiries@gyros.org.uk">enquiries@gyros.org.uk</a>	Settlement & integration support services for newcomers to the UK
RSPCA RSPB	01493 3332661 01767 693680	
Salvation Army (local number)	01493 858069	Washing facilities, hot drinks, food parcels.
Salvation Army(Community services officer Anglia DHQ)	01603 724416	As above
St John Ambulance	01493 852412	First Aid courses and training
Victim Support	01493 330600	Support for victims of crime. Emotional and practical support.
Voluntary Norfolk (GY Voluntary Sector Partnership)	01603 614474	Supporting local voluntary organisations
NorLSAR (Norfolk Lowland Search and Rescue)	07786623219	Trained in search and rescue techniques.
Norfolk 4x4 Response	01953 888697	Providing 4 wheel drive support to emergency services and other organisations during periods of adverse weather
RNLI – HQ 24hrs operations Room	08451 668222	

### Local business & commercial sector

Organisation / Business	Contact	Support

### Local specialist skills

(Not listed above)

Skill / Knowledge	Contact	Comments

## 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

<b>Grid ref:</b>	<b>Building</b>	<b>Address</b>	<b>Contact details</b>

## Designated Local Authority Rest Centres

Note: the Marina Centre is not for use during a tidal flooding event

<b>Grid ref:</b>	<b>Building</b>	<b>Address</b>	<b>Telephone</b>
TG 531 073	Marina Leisure Centre	Marine Parade Great Yarmouth NR30 2ER	01493 851521
TG 525 024	Cliff Park High School	Kennedy Avenue Gorleston NR31 6TA	01493 661504
TG 514 049	Lynn Grove VA High School	Lynn Grove Gorleston NR31 8AP	01493 661406
TG 513 033	Oriel Specialist Mathematics and Computing College	Oriel Avenue Gorleston NR31 7JJ	01493 662966
TG 523 127	Caister High School	Windsor Road Caister Great Yarmouth 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

## Local temporary accommodation other than Rest Centres

Accommodation type	Contact	Capacity

## 8. Emergency Action Checklist

### Activation and Call out

- Dial **999** to ensure the emergency services are aware of the emergency, follow any advice given.
- Contact Great Yarmouth Borough Council (see contact sheet)
- Use the suggested log sheet at the back of the plan to record:
  - Any decisions you have made
  - Who you spoke to and what you said.
- Contact other members of the Community that need to be alerted: 
  - Those specifically under threat
  - The Community Organisation via the organisation secretary
  - Volunteers and key holders that may be needed.

Contact initially may be to inform them of the emergency or inform them of current Emergency Service advice regarding any action to be taken.

### Community Emergency Meeting

- Is a Community Emergency Meeting necessary?
- Is the venue safe to hold the meeting and can people get there safely?
- Has the Borough Council been informed you are holding a Community Emergency Meeting?
- Has the community been informed there will be a meeting?
- Take a copy of the First Agenda to the meeting.

**Under no circumstance should you 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 undertake 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); Vulnerable people.
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; 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 would be useful to invite/request to attend the next meeting?
8. Date, time and venue of next meeting  
Consider alternative safe venues, if necessary.

## 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.

<b>Date</b>	<b>Time</b>	<b>Information / Decisions / Actions</b>	<b>Initials</b>

## 10. Contacts list

<b>Service / Role</b>	<b>Additional info</b>	<b>Telephone Number</b>	<b>Website/email</b>
Emergency Services		999	
Emergency Co-ordinator			
Deputy Emergency Co-ordinator			
Deputy Emergency Co-ordinators			
GYBC 24hr Control Centre		01493 330 369	<a href="http://www.great-yarmouth.gov.uk">www.great-yarmouth.gov.uk</a>
Norfolk County Council		0844 800 8020	<a href="http://www.norfolk.gov.uk">www.norfolk.gov.uk</a>
Police HQ		0845 456 4567	<a href="http://www.norfolk.police.uk">www.norfolk.police.uk</a>
Fire Service HQ		01603 810351	<a href="http://www.norfolkfireservice.gov.uk">www.norfolkfireservice.gov.uk</a>
Coastguard (MCA)	Maritime Rescue Co-ordination Centre	01493 851 338	
Great Yarmouth Port Company (EastPort)	24hr number	01493 335 511	
NHS direct		0845 46 47	<a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>
EA Floodline		0845 988 1188	<a href="http://www.environment-agency.gov.uk">www.environment-agency.gov.uk</a>
Broads Authority (Broads Control)	0900 – 1800 (to end Oct) 1700 in Winter	01603 756056	
<b>Water</b> – Essex & Suffolk Water	24hr drinking water emergencies	08457 820 999	
<b>Sewerage</b> - Anglian Water	24hr Control	08457 145 145	
<b>Electricity</b> – EDF Energy	24hr Fault Line	0800 7 838 838	
<b>Gas</b> – National Grid		0800 111 999	
<b>Telephones</b> – British Telecom	BT Faults	151	
James Paget Hospital		01493 452 452	
Local Doctors Surgery			
Parish Clerk or Community organisation secretary			

<< parish or community name>> Community Resilience Plan

Post Office			
Religious Building			
Key holders			
School			
School			

**Appendix A** – maps(s) covering the community

**Appendix B** (confidential) – Area information for sectors within the community

cascade telephone trees

local volunteer contacts

local specialist skills

local assistance offered

vulnerable people & assistance they would require