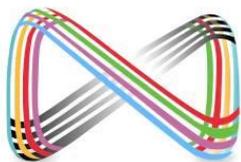




Cantley, Limpenhoe & Southwood Community Resilience Plan

**Preparing for and responding to emergencies and
community challenges**

Plan last updated on: 16/03/2020



**NORFOLK
RESILIENCE FORUM**

preparing for emergencies

 **Norfolk**
Association of
Local Councils

Norfolk Prepared website: www.norfolkprepared.gov.uk

Plan distribution list

Parish Council Chair
Parish Community Resilience Co-ordinator & Deputy
Broadland District Council Emergency Planning
Chairs of the following voluntary organisations: <ul style="list-style-type: none">• Cantley Village Hall Management Committee• Limpenhoe Village Hall Management Committee• Women's Institute• FOCUS – Friends of Cantley Station• Cantley Staithe Charitable Association
Parish Council website: http://www.cantleyparishcouncil.org.uk/community/cantley-limpenhoe-and-southwood-parish-council-15158/home/
Community website: http://www.cantley.org/
Acle and Bure to Yare Benefice within the Diocese of Norwich
Cantley Primary School and Nursery
Cantley Sugar Factory

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Aim and objectives

The aim of this plan is to enhance community resilience to prepare and respond effectively to emergencies and challenges that may arise in the community.

The objectives are to:

- Identify hazards within the community
- Identify resources and key contacts in the community to prepare and respond to local emergencies and community challenges
- Assist in the identification of vulnerable people and areas vulnerable to hazards in the community

Co-ordinator roles & responsibilities

The role of Resilience 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 & other community challenges. Their role is to:

- Facilitate the completion and maintenance of the Community Resilience Plan (this plan)
- Through the Parish Council, call a community meeting to manage 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 Resilience Co-ordinator is: Mr Jan Davis Tel: 07443 427 788

The Deputy Co-ordinator is: Mrs Melanie Eversfield Tel: 01603 712943

Community volunteer roles

Community Resilience Volunteers are residents who provide support to other residents in their immediate locality. Volunteers may, for example, distribute information; visit and monitor vulnerable people; deliver shopping; collect medication; help with transport or pass messages on foot when electronic communications are down.

A list of volunteers is not maintained as it can go out of date quickly but may be established at the time of an emergency according to circumstances.

Local Councillors

Norfolk County Councillor	Andrew Proctor	01603 715659 07889 090456	andrew.proctor@norfolk.gov.uk
Broadland District Councillors for the Brundall Ward	Rebecca Grattan Michael Snowling	07787 538560 01603 713991	cllr.rebecca.grattan@broadland.gov.uk cllr.michael.snowling@broadland.gov.uk
Cantley, Limpenhoe & Southwood Parish Council	<u>Chair</u> : Dot Machin <u>Clerk</u> : Melanie Eversfield	700319 01603 712943	cantleyparishcouncil@gmail.com

Local hazard assessment

Hazard	What can the Community Emergency Group do to prepare / assist?
Severe Weather - Heavy Snow / Freezing Conditions / High winds	<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 • Check location of grit bins (for use on roads, not pavements) • Encourage residents to clear snow when safe from pavements outside their properties. Consider clearing other pavements (special salt bins may be provided for this)
Severe Weather - Heatwave	<ul style="list-style-type: none"> • Ensure residents know the importance of keeping cool and hydrated • Support vulnerable residents in keeping cool & hydrated
River flooding	<ul style="list-style-type: none"> • Monitor flood warnings and take precautions when required • Check and support vulnerable people • Provide updates to the Environment Agency on the state and extent of local flooding. • Support residents in recovery from local flooding
Total or partial loss of electricity and/or water supplies	<ul style="list-style-type: none"> • Monitor and report problems to the utility provider(s) • Check and support neighbours
Loss of road access (e.g. due to fallen tree(s) or snow)	<ul style="list-style-type: none"> • Report problems to Norfolk County Council Highways via the Council website: Report a problem
Pandemic	<ul style="list-style-type: none"> • Check on neighbours and collect anti-virals, medicines & shopping for those who cannot get out & about • Establish and provide volunteer support • Promote infection control

Local skills and resources

Skill/Resource	Who?	Contact details	Location
Trained first aiders			
Builder	Darren Smith, Beighton Builders	01493 754054	15 Church Rd., Cantley
Handyman	Pete Saunders, Handyman / Home Maintenance	01493 701472 07754944242	17 Church Rd., Cantley
Domestic heating	Adrian Hey, Cantley Boiler Care	01493 701804 07920 855871	Riverview, Station Rd, Cantley
Electrician	Cozens Electrical	01493 701085	10 Stanley Close, Cantley
Parish Tree Warden	Simon Huggins	07919 150292	
Red Cross Community Reserve volunteers	Jan Davis	07443 427788	21 Church Rd., Cantley

To sign up as a British Red Cross Community Reserve Volunteer see:
<https://www.redcross.org.uk/get-involved/volunteer/volunteer-in-emergencies>

Places of safety or local temporary accommodation

Safe places of assembly for evacuation or temporary accommodation.

Building	Potential use in an emergency	Contact details of key holder
Cantley Village Hall	Temporary refuge; Warm room; Cold room	Racheal Wright 07786 280809 Julie Hey 07776 354498 Margaret Lowry 07594 651388
Limpenhoe Village Hall	Temporary refuge; Warm room; Cold room	Pat Bennett 01493 701549 Chris Thompson 01493 701199 Christine Fisk 01493 700107
Cantley Sugar Factory Social Club	Temporary refuge; Warm room; Cold room	01493 700351 01493 724200
Self-catering cottages (x2)	Commercial accommodation	Pat & Brian Bennett 01493 701549

List of local organisations

Organisation	Name and role of contact	Contact details
Cantley Village Hall Management Committee	Chair - Racheal Wright Treasurer - Julie Hey Bookings - Margaret Lowry	07786 280809 07776 354498 07594 651388
Limpenhoe Village Hall Committee	Chair – Pat Bennett Secretary – Chris Thompson Member – Christine Fisk	01493 701549 pbfalconhouse@hotmail.com 01493 701199 01493 700107
Cantley Community Trust	Chair of Trustees - Michael Brook Secretary & Treasurer - Doreen Browne	Doreen: 01493 700420 doreen.browne2@btinternet.com
Women's Institute	Barbara Tuck, Secretary	07789 845050
FOCUS – Friends of Cantley Station	Robert Beadle	01493 701231
Cantley Staithe Charitable Assoc	Steve Bennett	01493 700252
Acle and Bure to Yare Benefice	Revd Martin Greenland	01493 750393 rector@aclechurch.plus.com
Cantley Primary School & Nursery	Interim Head: Mr Cresswell PA: Mrs Sam Wilkinson	01493 700308 officecantley@togetherfederation.school
Cantley School Association	Chair: Amanda Cooper Treasurer: Fran Kemp	07769 263884 07788 831911
Cantley Stay & Play	Chair: Jennie Robertson Secretary: Becky Furr Treasurer: Jimmy Miller	07717 477842 07743711853 01493 701897
Cantley Sugar Factory	Various	General : 01493 700351 Admin: 01493 724439 H&S: 01493 724232

A guide to 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 to record decisions made, who you spoke to and what you said.	
4	Contact members of the community that need to be alerted: <ul style="list-style-type: none"> • The Parish Council • Those specifically at risk 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: <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 Resilience Volunteers • Inform residents there will be a meeting (if appropriate) • Advise Broadland District Council you are holding a Community Emergency Meeting • Draw up an Agenda for the meeting. 	

Possible actions to take to help emergency responders (e.g. police, local authority) if appropriate and necessary in the 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 messages.

["Vulnerable people" includes but is not limited to: the very young and old, those who are immobile, disabled, have dementia, a sensory impairment, 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.]

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

Contacts

Service / Role	Additional info	Telephone number	Website / email
Emergency Services		999	
Police Neighbourhood Officer	For non-999 calls PC Ian Kennedy PC Steve Clarke	101 101 Ext: 3262	www.norfolk.police.uk kennedyi@norfolk.pnn.police.uk snt@norfolk.pnn.police.uk
Fire Service HQ		01603 810351	www.norfolkfireservice.gov.uk
Norfolk Fire & Rescue Live Incident Feed			http://live.norfolkfireservice.co.uk/wp/
Coastguard (Maritime & Coastguard Agency)	Humber Maritime Rescue Co-ordination Centre	01262 672317	Maritime & Coastguard Agency
Environment Agency	Floodline and Flood Warnings	0345 988 1188	https://flood-warning-information.service.gov.uk/warnings
Broads Authority		01603 610734	www.broads-authority.gov.uk
Norfolk County Council	Mon to Friday 9am - 5pm	0344 800 8020	www.norfolk.gov.uk
Broadland District Council (DC)	Mon to Friday 8:30am - 5pm	01603 431133	https://www.broadland.gov.uk/
Broadland DC Emergency Planning Simon Faraday-Drake		01603 430434	simon.faraday-drake@broadland.gov.uk
Network Rail	Safety Issues	03457 11 41 41	
British Transport Police	Report a crime related to rail	0800 40 50 40	

List continues →

Contacts - continued

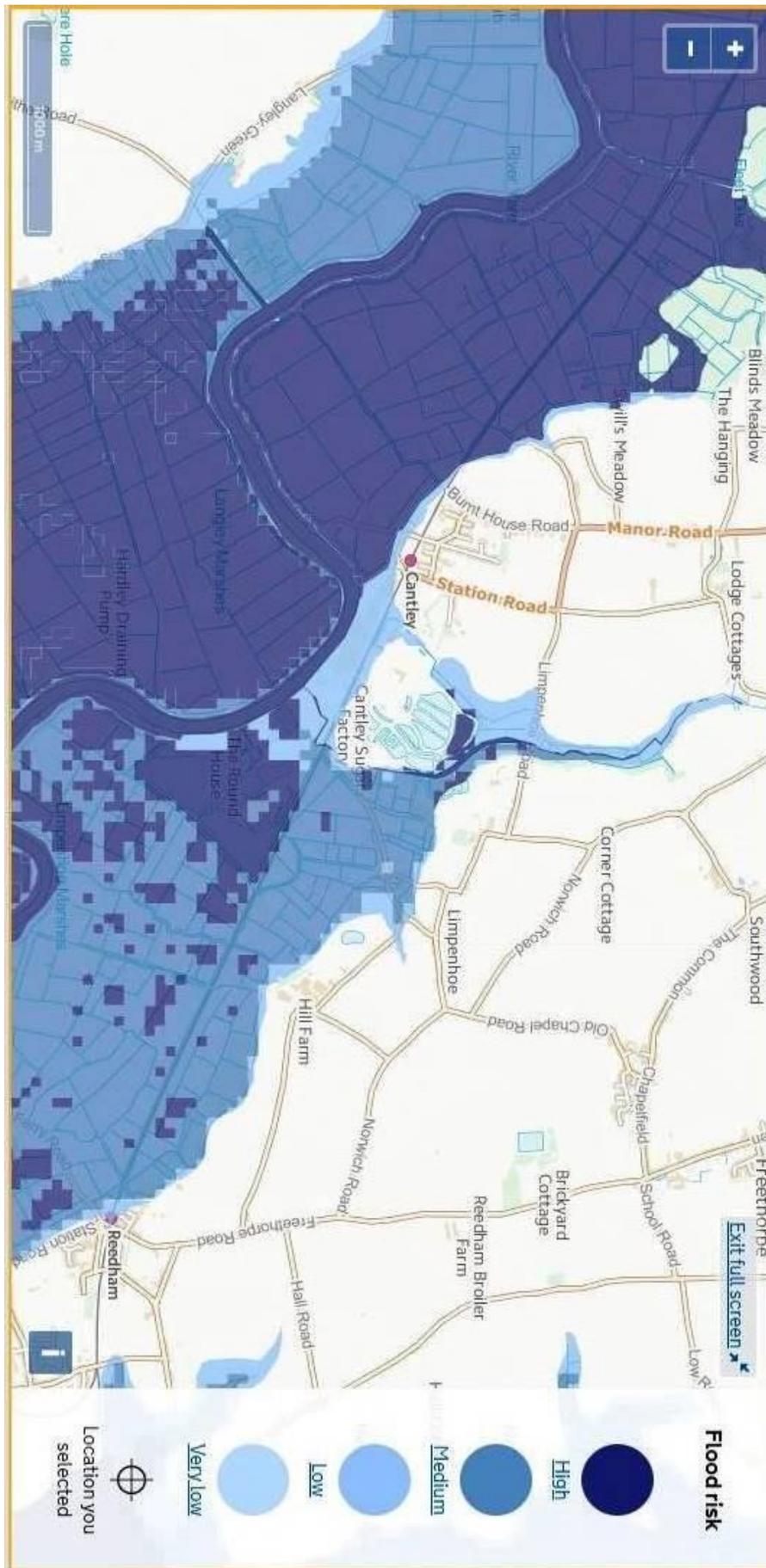
Service / Role	Additional info	Telephone number	Website / email
Water - Anglian Water	24hr Control	03457 145 145	www.anglianwater.co.uk
Report a water leak	24/7	0800 771 881	Report or find a leak
Report a blocked sewer or public drain	24/7	03457 145 145	
Electricity - National Grid report hazards 24/7	Infrastructure: e.g. damage to overhead lines or subsidence over underground cables	0800 40 40 90	www.nationalgrid.com/uk/
Electricity Power Cut - UK Power Networks	Supply interruption. 24hr fault line	105	Power cut information
Electricity substation issues 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 landline faults	0800 800 151	https://home.bt.com/ Track a fault
NHS 111 urgent care	24hr health advice and information	111	NHS 111 Online
Medical Centre, Brundall	The Dales Brundall, Norwich NR13 5RP	01603 712255	http://www.brundallmedicalcentre.nhs.uk/
Hospitals	Norfolk & Norwich University Hospital	01603 286286	http://www.nnuh.nhs.uk/
	James Paget University Hospital, Gt Yarmouth	01493 452452	https://www.jpaget.nhs.uk/

Sources of information

The following are hyperlinks to the relevant websites which will work if viewing an electronic copy of this document. If viewing a printed hard copy then simply search for the named hyperlinks to find the relevant website or social media page.

Parish Council website	Cantley, Limpenhoe & Southwood Parish Council
Cantley website	www.cantley.org
Next Door Cantley	Local social media site https://nextdoor.co.uk
Useful facebook pages & twitter accounts local to Norfolk	Cantley Village Hall Cantley, Norfolk Norfolk Prepared Norfolk East Coast Warnings Norfolk Fire & Rescue Live Incidents Norfolk Police current information Traffic News for Norfolk - AA Greater Anglia Rail Disruptions Eastern Daily Press
Useful facebook pages & Twitter accounts for general information	East of England Regional Weather Forecast – Met Office Met Office UK Weather Warnings Environment Agency Flood Warnings for Norfolk River and Sea Levels Broads Authority Tide Information Anglian Water Supply Issues Electricity Power Cut Information Track a BT fault NHS 111 Online

Local Flood Map



Log sheet

[It is good practice to keep a log of the actions you have taken during an emergency.]

Date	Time	Information / Decisions / Actions	Initials