

Henstead with
Hulver Street



Community
Emergency Plan

**In all cases of emergency call the Emergency Services
(999)**

Community Defibrillators are located on external walls at:

- Hulver Village Hall, Hulver Street, NR34 7UE
- Annabelle's Equestrian, Hall Farm, Church Road, Henstead, NR34 7LD

This emergency plan has been specifically developed for the villages of Henstead and Hulver Street to enhance the community's resilience and readiness in the event of an emergency.

The aim of implementing the emergency plan is to achieve the following outcomes:

- Identify and support vulnerable individuals
- Facilitate communication
- Assist emergency services
- Identify key individuals who might be responsible for specific actions during an emergency
- Promote household emergency preparation
- Promote flood prevention and awareness

HOUSEHOLD EMERGENCY PREPARATION

1. Sign up for emergency warnings
2. Make an evacuation plan for your household and pets
3. Take photos around the home as this could help with any insurance claim
4. Prepare an emergency kit in case you need to leave quickly to include:
 - Emergency contact numbers, paper copy in case your mobile loses power
 - Battery operated torch and spare batteries
 - Any essential medications and First Aid Kit
 - Copies of important documents, insurance policies, birth certificates, passports.
Keep in a waterproof bag
 - Spare keys for home and car
 - Spare glasses/contact lenses
 - Baby and pet supplies if needed
 - Mobile phone and computer chargers

COMMUNITY PREPARATION

- Any resident with skills that could assist in an emergency is encouraged to volunteer, helping ensure our village is well-prepared and supported. Please contact the Parish Council Clerk:
Email – ***clerk@hensteadwithhulverstreet-pc.gov.uk***

For further information on being prepared, please visit the
Suffolk Prepared website:

<https://suffolkprepared.co.uk/get-prepared/>

The Suffolk prepared website is available to all residents and offers guidance on priority registration services for anyone who relies on essential utilities or may need additional help if supplies are disrupted in an emergency.

The following Z Card, which is available on the Suffolk Prepared website, has been designed to help you Get Prepared for emergencies by providing useful contacts and information:

In an emergency dial 999

The emergency services are here to keep you safe, please do what they tell you and follow their expert advice. If you are not directly involved in an incident, don't put yourself at risk. Keep away from the scene and leave it to the trained responders.

-  **Information sharing** - Prepare for emergencies more effectively, as an individual, business, or community, by reading and sharing information.
-  **Emergency services** - Learn when it's the right time to get help from our partners, including the Police, Coastguard, Fire and Ambulance Services.
-  **Go in** - Some emergencies may require you to go inside and take action, such as closing all doors and windows in the house, to keep you and your family safe.
-  **Stay in** - In some emergency incidents, such as severe weather, the safest option is to stay indoors with the windows and doors shut until it is safe to go outside. Prepare for this eventuality, and learn the safest places in your house to be during an emergency.
-  **Tune in** - During an emergency, your local or national radio station will provide information. Keep up to date on all announcements by having a battery-operated radio close by.
-  **First Aid** - You may need to administer first aid before the emergency services arrive at an incident. Learn first aid basics and where your nearest defibrillator is so you can help when it matters.

If you are alerted to an incident by the police or one of the other emergency services or public official, it is likely that you will be asked to stay indoors and close outside doors and windows.

If you are asked you to leave your home please follow the instructions issued. You may be told to go to a rest centre. If you decide to go anywhere else, or stay with friends or family instead, please let the emergency services or local authority know so that you can be accounted for.

If you see a fire, get out, stay out and call 999 immediately

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Remember to test your smoke alarms regularly #TestItTuesday

Radio stations

BBC Radio Suffolk
103.9FM (use 104.6FM if in West Suffolk)

Heart Suffolk

- Norfolk and North Suffolk 102.4FM
- Bury St. Edmunds 96.4FM
- Ipswich 97.1FM

BBC Radio 4 92-95FM,
103-105FM



If it's possible and safe to do so, please pass on warnings to neighbours and check in on any vulnerable people living near you.

Useful contact numbers

Emergency services	999
Suffolk Police (non-emergency)	101
Suffolk Fire and Rescue Service (non-emergency)	01473 260588
Suffolk Emergency Helpline (only active during emergencies)	03456 032814
NHS (non-emergency)	111
British Transport Police (BTP police the rail network- non-emergency number)	Text 61016 or call 0800 40 50 40
Environment Agency Floodline	0345 988 1188
Suffolk Highways (if there is immediate danger to public safety)	0345 606 6171
National Highways Information Line (for issues on the A14, A11, A47 or A12)	0300 123 5000
Power cut	105
Gas leak	0800 111 999
Your doctor	
Vet	
Insurance company	
In case of emergency	

Suffolk 
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This Z-CARD® has been designed to help you Get Prepared for emergencies by providing useful contacts and information

Flooding

Some steps to prepare for flooding include:

- Check whether your property is within a flood risk area (gov.uk/check-longterm-flood-risk)
- Sign up for the Environment Agency's free flood warnings service, via telephone, text, or email (gov.uk/sign-up-for-flood-warnings)
- Have sufficient insurance for your property
- Know how to turn off your water, gas and electricity
- Keep drains and gutters clear of potential blockages
- Vulnerable households can benefit from extra support by signing up to Priority Services Registers with utility companies
- Create a 'Get Prepared' bag and know where to find it
- Further information on both Priority Services Registers and creating a 'Get Prepared' bag is available on the Prepare Yourself page of suffolkprepared.co.uk
- Check out Suffolk Flood Risk Management Partnership's *What to do before, during and after a flood* guide for more practical advice on protecting yourself and protecting your property (available at suffolkprepared.co.uk)

It is the responsibility of the property owner to protect the property from flooding. In Suffolk, all partners, including Local Authorities and Suffolk Fire and Rescue Service, have taken expert advice and agreed not to provide sandbags to protect individual properties. There are other ways you may be able to protect your property, using flood protection equipment such as flood boards and doors or seals for airbricks. Visit nationalfloodforum.org.uk or bluepages.org.uk for information on property flood protection products.

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For more information
please visit
suffolkprepared.co.uk

@suffolkprepared



Priority Registration Services

All utility companies run a free priority registration scheme to help anyone who may need additional support if the supply of utilities fails during an emergency. This doesn't mean that you will get your utilities back sooner than anyone else if there is an outage, but it will ensure that you get additional support whilst they are off. To find out if you are eligible please contact your electricity, gas or water provider.

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EMERGENCY PREPAREDNESS GUIDE

Get prepared bag

Put together an
**Emergency Get
Prepared Bag** in case
of evacuation or
being stranded in
your home.

Location of Get Prepared Bag:

The following items would be useful to contain in your Get Prepared Bag:

- | | |
|---|---|
| • First Aid Kit | • Baby food, milk formula & nappies (if required) |
| • Radio & batteries or wind-up model | • Long life food & snacks (inc. dietary needs) |
| • Torch & batteries or wind-up model | • Phone charger |
| • Spare keys (car/house) | • Bottled water |
| • Household Plan inc. key contacts | • Notepad & pen |
| • Whistle | • Basic toiletries |
| • Warm spare clothes/ waterproof | • Can opener |
| • Key documents: ID, insurance | • Blanket |
| • Hearing aid, glasses & contact lenses | • Money & credit cards |
| | • Prescriptions & medicines |
| | • Children's toys (if required) |
| | • Pet food (if required) |

Things to keep in your car:

- | | |
|-----------------|--|
| • Ice scraper | • Warm spare clothes/ waterproof |
| • De-icer | • Wind up torch/radio/ phone charger (spare batteries) |
| • Snow shovel | |
| • Map | |
| • First Aid Kit | |
| • Blanket | |

Maintaining your supplies

Regularly check your Get Prepared Bag to ensure food, water and batteries are fit for purpose. If storing your own water, ensure you sterilise all containers first.

Suffolk Risks

For more detailed information and advice on flooding and other incidents including severe weather, infectious diseases, nuclear and industrial accidents please visit us online: suffolkprepared.co.uk

The following online resources provide detailed advice to support community emergency planning:

- Flood Warning Service: <https://www.gov.uk/get-flood-warnings>
- Check for flooding: <https://check-for-flooding.service.gov.uk>
- Met Office alerts, warnings and newsletters: <https://www.metoffice.gov.uk/about-us/news-and-media/media-centre/subscribe-to-email-alerts>
- National Highways Travel Updates: <https://nationalhighways.co.uk/travel-updates/>

The following section lists additional contact details and emergency numbers which may be useful:

<i>Useful contact details</i>	<i>Contact Number</i>
Emergency Services	999
Environment Agency Floodline	0345 988 1188
Electricity Helpline	105
UK Power Networks Emergency	0800 31 63 105
Lead Local Flood Authority	0345 606 6171
Anglian Water Emergency	03457 145 145
National Grid	105
Radio Suffolk 95.5FM	01473 250000
Highways Emergency	0345 606 6171
Red Cross Support Line	0808 196 3651
East Suffolk Council Emergency Out of Hours	01284 776100

Future updates to this plan will be posted on the Parish Council website: ***hensteadwithhulverstreet-pc.gov.uk***