January 2024 (Interim - pending finalisation) adopted 20240313

# Walsham Le Willows Community Emergency Plan

Version 1

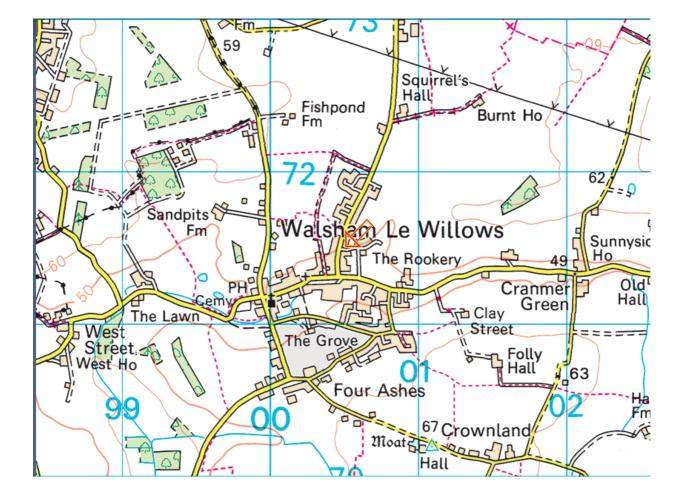
# Prepare for, Respond to, Recover from

#### **Definition of an emergency**

An emergency as defined by the <u>Civil Contingencies Act 2004</u> is "An event or situation which threatens serious damage to human welfare in a place in the United Kingdom, an event or situation which threatens serious damage to the environment of a place in the United Kingdom, or war, or terrorism, which threatens serious damage to the security of the United Kingdom".

In the event of any local emergency, if there is any threat to life immediately dial 999 and alert the emergency services (Police, Fire or Ambulance).

# If there is no perceived threat to life but you have information that may help the emergency services, dial 101 (Police)



# Walsham Le Willows

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# **Useful Contact Information**

Postcode District: IP31 OS Grid Reference: TM004713 Dialling Code: 01359 District Council: Mid Suffolk Latitude: 52.303N Longitude: 0.938E

Name	Telephone number	Website
Anglian Water	03457 145 145	24/7 emergency helpline
Babergh and Mid Suffolk DC Customer Services	0300 1234000 (Office hours) 0808 168 7794 (Out of hours)	www.midsuffolk.gov.uk
Emergency Control Centre	01449 724601 (only when activated)	Emergency Planning Unit Operational Number
Emergency services Police, Fire, Ambulance	999	www.suffolk.police.uk
Environment Agency Incident Hot Line	0800 80 70 60 (24 hrs.)	www.environment-agency.gov.uk
Floodline	0345 988 1188	24hr service 7 days a week
NHS	111 (Non emergency)	
Power cuts	105	www.ukpowernetworks.co.uk/power-cut
Sign up for flood warnings		https://www.gov.uk/check-flooding
Suffolk Emergency Helpline	03456 032814 (only active during emergencies)	
Suffolk Highways	0345 606 6171	https://highwaysreporting.suffolk.gov.uk
Suffolk Joint Emergency Planning Unit	01473 265321 (Office hours only)	Emergency.planning@suffolk.gov.uk Office
Suffolk Police (non emergency enquiries)	101	
West Suffolk Hospital Bury St Edmunds	01284 713000	Switchboard
BBC Radio Suffolk	103.9 FM	
Guidance Personal Flood Plan		www.gov.uk/Personal flood plan

# Introduction

Walsham Le Willows is a rural village and civil parish in the Mid Suffolk district of Suffolk. There are approximately 656 properties and a population of 1,257 residents (Census 2019).

It lies approximately 11 miles (17Km) northeast of Bury St Edmunds, 10 miles (16Km) northwest of Stowmarket, 10 miles (16Km) southeast of Diss and 11 miles (17Km) southeast of Thetford.

The roads into the village are C roads, unclassified and unnumbered. The A143 is 2 miles (3Km) north of the village and connects Bury St Edmunds to Diss.

A stream flows from the far east of the parish following Finningham Road then through The Street before cutting across the Avenue to follow Grove Road and finally Ixworth Road to the far west of the parish. It then continues onto Ixworth where it joins the Black Bourn, a headwater tributary of the Little Ouse River.

For the most part, the village settlement sits either side of the stream.

The soil type is largely clay-to-clay loam base and relatively deep with a lighter valley meadow along the stream. Land use is largely arable rotation with some permanent grassland and woodland.



**Parish Boundary Map** 

# Extent of Flooding from stream



There have been 3 significant floods in Walsham le Willows during the last century: January 1939, September 1968 and October 2023.

Following Storm Babet (20th October 2023) the Parish Council was informed of 13 properties that had experienced internal flooding, rendering some properties uninhabitable and requiring residents to move into temporary accommodation whilst their homes dried out and repairs were completed.

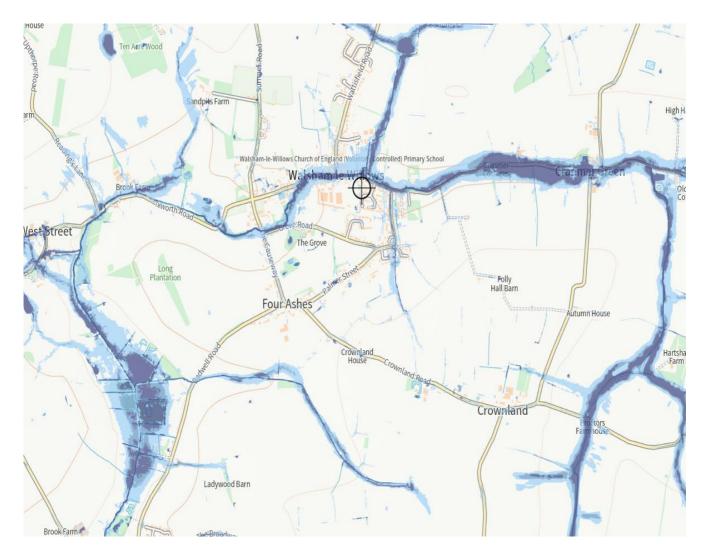
The stream was unable to cope with volume and speed of the water flowing into it after prolonged and heavy rainfall and burst its banks flooding properties and land alongside the stream.

Away from the stream other properties were flooded by runoff water and by storm drainage unable to cope with the heavy volume of water. Ditches surrounding fields overflowed, saturating and flooding fields and roads.

Roads were impassable in and out of the village. Roads, homes and infrastructure affected by flooding included:

- West Street
- Finningham Road
- Wattisfield Road/The Street Junction
- The Street
- Palmer Street/Grove Road Junction
- Top of Palmer Street at the Causeway
- A143 at Wattisfield Junction

# Extent of Flooding from surface water



Surface water flooding happens when heavy rainwater cannot drain away through the normal drainage systems. Instead, it lies on or flows over the ground. It is made worse by blocked ditches, drains and compacted or waterlogged soil.

It can be difficult to predict as it all depends on rainfall volume and location. It can occur away from streams and affects areas with harder surface, like concrete, more severely. Suffolk County Council is responsible for managing the flood risk from surface water.

# Local Risk Assessments

Risks	Impact on community	Preparing for Risks
Flooding	Risk to life and property Damage to local homes, businesses and farmland Residents maybe rehoused in temporary emergency accommodation Disruption to utilities, such as electricity and water Pollution and contamination of local water and environment Disruption and damage to infrastructure, roads and paths Schools closures Impact on health and wellbeing Economic damage to businesses and agriculture. Financial stress	Prioritise vulnerable and elderly residents whose homes are at risk of flooding Identify at risk properties and evaluate potential of flood protection (sand bags, flood gates and doors) Sign up to Environment Agency's free Flood warning service via text, email or telephone 03459881188 Check for updates on local radio and television news Promote individual Flood Plans Prepare flood evacuation plans and Emergency Rest Centres Liaise with Emergency Services and Suffolk County Council
Power cuts	Disruption to essential services and businesses Inability to heat homes or prepare warm foods or hot drinks Increase risks of falls in the home Communication problems such as mobile phone coverage and Internet services down Problems running essential medical equipment e.g. electric beds Petrol stations can't pump fuel in a power cut	Contact and check on vulnerable and elderly residents Inform residents of Priority Services Register Report power cut to UK Power Network -Calling 105 Torches and batteries available Prepare an Emergency Rest Centre, blankets, warm food and hot drinks Listen to battery operated /wind up radios for information Generators available
Pandemic	Risk to life and long-term heath effects Reduced social interactions Increased isolation and loneliness Reduced access to healthcare and medication Financial stress Physical health Mental health and wellbeing Health inequalities School closures Businesses, risk of closure	Identify and contact vulnerable and elderly residents Organise and deliver food shopping, essential items and collection of prescriptions for residents unable to travel to pharmacies/shops or isolating due to pandemic Communicate with residents by landlines, mobile phones or on-line Set up a neighbour scheme Checking on neighbours and friends in the village

Risks	Impact on community	Preparing for Risks
Severe weather	Risk to life Health impacts, such as hypothermia, heart attacks and	Identify and contact vulnerable and elderly residents Sign up to the Met Office Severe
Snow, Ice and Wind	injuries from falling debris Disruption and Structural damage to buildings Residents may require temporary emergency accommodation Power cuts and communication problems such as mobile phone coverage and Internet services. Travel disruptions, blocked roads Flood warnings Emergency services unable to safely access village Slips, trips and falls from icy conditions School closures Risk of flooding as snow thaws	Weather Warning Service Share severe local weather warnings via social media Set up Emergency Rest Centres to keep residents, safe and warm, providing hot drinks and food plus blankets, warm spaces Inform SCC Highways Evaluate the conditions and risks and mobilise local residents for road clearance Met Office, 5 tips for staying safe in strong wind, snow, and in ice Only travel when really necessary
Severe Weather	Extreme heat presents risks to life and health, from dehydration, overheating, heatstroke and heat	Identify residents who maybe at risk and vulnerable during a heatwave e.g. babies and elderly
Heat wave	exhaustion Puts strain on water utilities and infrastructure for example, melting road surfaces, droughts Wildfires in fields and woods, due to hot dry conditions Pets and livestock are also at risk and require shade and water	residents Monitor local weather forecasts Use village website to inform residents on NHS guidance Provide water stations in village Review community events during extremely hot weather, especially if held at midday
Fire	Risk to life and serious injuries Damage to properties and businesses	Identify residents who are vulnerable Liaise with Emergency Services

Risks	Impact	on commu	unity	Pi	reparing for F	Risks
Get Out,	Residents	may	require		potentially	
Stay Out	temporary accommodat		mergency		ch as, thatche anks, agricultu	
and	Disruption to	infrastruct	ure.	barns, ha	ay bales	0
Call 999	Impact on wellbeing Financial stre Environment	ess	d mental	Evacuate	mergency Reserved residents fro s on or at risk	m
Wildfires	Wildfires an spreading qu direction with Pose risk to Triggering closures and Threatening environment	e very da uickly and out warnin life evacuatior power cut livestock	changing g. ns, road s.	Met Offic (www.me Encourag escape p Promote	vildfire risk in ce Fire Severit etoffice.gov.uk ge residents blan in the eve having can designated ar tter pick	y Index <>fire) to have an ent of fire npfires and

# Why we need a Community Emergency Plan

Major emergencies are rare but when they do happen it is important that as a community we are ready to respond. Planning ahead is the most effective and safe way to ensure that we are prepared, provide a coordinated response and can recover faster. This activity is known as community resilience and is most successful when in partnership with local Emergency Services and other agencies.

The Community Emergency Plan (CEP) is a written document that identifies potential local risks and their impacts on our community and local businesses. It identifies existing local skills, knowledge and resources to prepare and deal with emergency incidents within the village. Prioritises residents who are in greatest need and may require extra assistance and support.

It sets out simple steps to guide local volunteers play an important role in monitoring and responding to village emergencies.

How communities get through emergencies is down to their resilience, by being Prepared for, Respond to, and Recover from emergencies

CEPs should be reviewed and updated regularly and signed off annually by Parish Council.

# **Community Emergency Coordinating Group**

The CECG act as a contact point between Emergency services and Suffolk County Council and residents. Working together to complement the work of the emergency responders before, during and after an emergency.

Role	Name	Telephon e	Mobile	Email
Coordinato r	Ann Brookes	01359 259206	0749426144 3	annbrookes696@btinternet.co m
Deputy	lan Bartholome w	01359 258349	0750703857 4	ibarth2@aol.com
Team Member 1	Richard Belson	01359 258868		richardbelson@btinternet.com
Team Member 2	Kevin Boardley	01359 259794		parishclerk@walsham-le- willows.org

# **Activation of Community Emergency Plan**

1. The Plan will be activated in response to a call from either the Emergency Services or SCC Joint Emergency Planning Unit.

Once the Plan has been activated all members of the CECG should be contacted immediately and attend an initial meeting at the MVH to coordinate and respond to the emergency incident.

#### OR

2. The Plan can also be activated when at least 2 members of the Community Emergency Coordinating Group agree triggers to activate the Plan have been met.

On activation of Plan, call 999 and inform the Emergency services of emergency and activation of the Plan. Then contact and inform Babergh and Mid Suffolk District Council of the Emergency and activation of Plan.

Give the following information, clearly and precisely

- Your name
- Your contact number
- Details of emergency incident
- Type of emergency
- Location of incident
- Estimate of casualties
- Hazards and road blockages

# Suffolk Joint Emergency Planning Unit

Name	Role	Phone Number	Email
Ben Wilding	District Emergency Planning Officer (DEPO)	01284 758462 07776 481787	Ben.Wilding@suffolk.gov.uk
Freddie Gulliver	Emergency Planning Officer (EPO)	07920 466338 01473 260947	Freddie.gulliver@suffolk.gov.uk
Suffolk Joint Emergency Planning Unit	Suffolk Joint Emergency Planning Unit	01473 265321 Office hours only	emergency.planning@suffolk.gov.uk
Babergh and Mid Suffolk District Out of Hours	Emergency Planning Duty Officer	0808 1687794 (Out of Hours)	

In a widespread incident, Emergency Planning Officers may be supporting the Local Authority response across the County and may not be able to respond to you immediately.

# **Activation Triggers**

Agreed triggers for the Community Emergency Coordinating Group to consider when deciding whether to take action and activate the Community Emergency Plan.

- 1. An emergency has occurred in the village
- 2. Emergency services request support or not able to attend immediately
- 3. Weather reports and updates severe weather warnings or heat wave alerts from the Met Office
- 4. Local recognised hot spots report early warning indicators of problems arising
- 5. Validation of data coming in via social media, local news reports and phone calls
- 6. No emergency/warning has occurred but it is felt a community response would be of benefit, particularly for more vulnerable residents, for example, prolonged cold snap and icy conditions

It is better to activate early and stand down than to delay activation

# Key Holders (Contact immediately to unlock incident room)

Key holders aware of their inclusion and role in the Plan

Address	Key Holder	Phone Number	Email

Memorial Village Hall The Street IP31 3AA	Sarah Cousins	01359258698	sarah@octopusadmin.co.uk
Walsham Le Willows Sports Club Sumner Road IP31 3AH	Mike Powles Ian Campell	07379089890 0771923354	mike.powles@btconnect.com
The Priory Room The Causeway Walsham Le Willows IP31 3AB	John Boulter	07908 010555	johnboulter@yahoo.com

# First meeting of Community Emergency Coordinating Group

Contact all members of the Community Emergency Coordinating Group and assemble immediately at the assembly point, **Memorial Village Hall.** 

Contact key holder to open building.

Unlock emergency box containing resources (will have a combination lock)

Hold an initial meeting to gather and assess information and plan and initiate responses and actions.

Information available at the beginning of an incident may be limited, confused and unconfirmed.

Date: Time:

Location:

Attendees:

Questions	Response
Is there a threat to life?	Dial 999
Casualties, number and severity?	
First Aiders required?	
Who is leading the agreed actions?	
Emergency Services aware?	
What is the current situation?	
Exact Location of emergency	
Type of emergency incident	

Are there vulnerable residents in location?	
Emergency Services present or ETA	
What actions can be safely undertaken	
Establish contact with Emergency Services	
Routes into village clear and safe?	
How can we support Emergency Services	
Contact all PC members	
Commence volunteer tree cascade	
Update Suffolk Joint Emergency Planning	
Group	
Consider setting up Emergency Rest	
Centre, contact Volunteers	
Contact local people with relevant skills,	
knowledge and resources	
Electricity or Water affected?	
Any other issues?	

#### **Emergency Box for Incident Room:** stored securely in Memorial Village Hall To be purchased

- 1. A street map, flood map, postcode data, or zone areas for area coordinators (all in CEP)
- 2. Paper, pens and general stationery items
- 3. Wind up/battery operated radio/torches
- 4. Reflective jackets/waistcoats
- 5. Basic First Aid Kit
- 6. Walkie Talkies
- **7.** Action cards for volunteers going to knock on doors containing key questions that they should be asking/information they should be passing on.
- 8. Logbook came from a company called CWC Services <u>Emergency ELB CWC</u> <u>Services (cwc-services.com)A</u>

#### Zone Areas awaiting map SCC

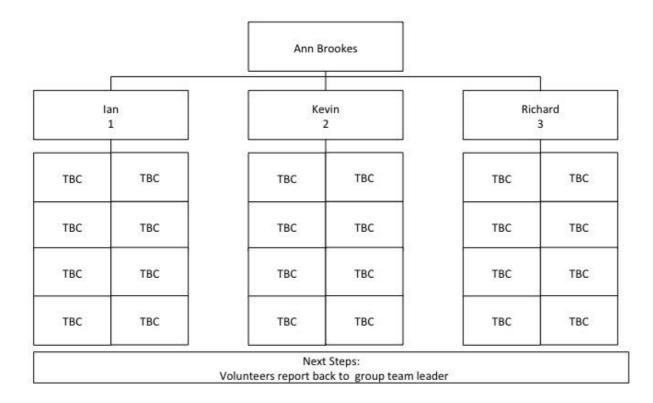
Divide the village into 3 zones

Zone1: middle of the village from Finningham Road, The Street and West Street, following the road and stream through the village, including Elm Drive, Cherry Tree Lane

Zone 2: north of zone 1, Wattisfield Road, Sumner Road, The Acorns, Mill Close, Rookery lane

Zone 3: south of zone 1, Grove Road, Grove Park, Townhouse Road, Staple Close, The Causeway, Palmer Street, Four Ashes

Phone Tree for Community Coordinators (Walsham Observer distributors)



The phone tree works as a pyramid, the coordinator at the top makes the first call to 3 people and they in turn call an assigned set of volunteers. Who in turn report back to there assigned team leader

# Action chart for Volunteers To be given to each volunteer

Action	Response
Call from Coordinating group member	
Informed Plan activated	
Consider own risks and health	

# **Emergency Rest Centres**

A Rest Centre is a building designated for the temporary accommodation of evacuees displaced by an emergency. It is place of safety for those who have been evacuated from their homes. Rest Centres are managed by SCC trained staff and provide resources, such as bedding. Locally trained volunteers also support and help at the Rest Centres.

If there is a high demand on SCC resources across the County or they unable to safely access the village then locally trained volunteers will need to set up and run the rest centre until help arrives or residents can return to their homes or provided with temporary accommodation.

#### **Registration** (does SCC have Registration forms?)

The aim of registration is to record the contact details of evacuees and identify support they may require. If residents decide not to go to the Rest Centre they still need to let the emergency services or Rest Centre know so they are accounted for.

#### No smoking in Rest Centre

Freddie Gulliver, Emergency Planning Officer, is assessing the Memorial Village Hall on 22 March 2024 for its suitability as a Designated Emergency Rest Centre. He will inspect the facilities, layout and capacity of Hall.

# **Emergency Rest Centres Options**

Name	Address	what3words	Key Holder	Contact Information
Memorial Village Hall	The Street Walsham Le Willows IP31 3AA	lunching.bulge.hill	Sarah Cousins	01359 258698 sarah@octopusadmin.co.uk
Walsham Le Willows Sports Club 01359 259298	Sumner Road Walsham Le Willows IP31 3AH	freedom.debit.scratches	Mike Powles Ian Campbell	0737908989 <i>0</i> <u>mike.powles@btconnect.com</u> 07771923354
The Priory Room	The Causeway Walsham Le Willows IP31 3AB	rescue.boards.written	John Boulter	07908 010555 johnboulter@yahoo.com

Key holders aware of their inclusion in the Plan

# Facilities available at key locations

Wi Fi	X	X	
Landline		X	
Toilet and Washing	X	X	X
Facilities			
Heating	X	X	X
Disabled access	X	X	X
Separate incident	X	X	
room			
Cooking Equipment	X	X	X
Car parking	X	X	X
Seating and Tables	X	X	X
First Aid Kit	X	X	X
AED	X	X	
Shower	X	X	
Disabled toilet	X	X	X
Basic bedding			

# Volunteers for Rest Centre (Thursday coffee morning group?)

Name	Telephone/mobile	Email

#### **Rest Centre Courses**

Training provided twice yearly by SCC Emergency Planning Team, RC Modules 1&2

Dates for 2024: Thursday 11/04/2024 and Thursday18/04/2024

: Thursday 12/09/2024 and Monday 16/09/2024

A day's training in the village can be organised if there are enough people interested in the course! (10-15 people)

Name	Date	Name	Date

# **Evacuation**

Remain calm and always follow evacuation instructions from Emergency Services Turn off electricity and water supplies Unplug appliances Take a grab bag Secure property, lock windows and doors Keys You may be told to go to a rest centre, if you decide to go somewhere else let the emergency services or rest centre know so that you can be accounted for.

Do not return home unless told it is safe to do so.

# Prepare a grab bag

If you are asked to leave your home there will be very little time to think about what you may need. Preparing an emergency bag in advance means you can have just what you need to make the emergency more manageable and comfortable. The grab bag should be waterproof and small enough to carry and stored in an accessible place ready to go. You can also keep your grab bag in your car.

The grab bag contents will vary depending on your individual needs but may include:

- Regular prescribed medication for yourself and your family
- Useful telephone numbers e.g. friends, family, insurance policies, doctors, utilities, bank
- Mobile phone and charger
- Important documents e.g. passport, birth certificates, driving licence, insurance, etc.
- Toiletries
- First aid kit
- Bottles of water
- Wind up or battery powered radio and spare batteries
- Torch and spare batteries or wind up torch
- Notebook and pen, address book
- Essential keys e.g. house, car, etc.
- Special items e.g. glasses / contact lenses/hearing aids
- Items for babies / children / elderly / disabled
- Cash, debit / credit cards
- Non-perishable food (cereal bars etc.) And special dietary food
- Children's favourite toy
- Spare clothing and blankets. Waterproof clothing

# Always PRIORTISE PEOPLE over POSSESSIONS

# Identifying the most vulnerable residents in an emergency

Always prioritise people in greatest need, especially when lives are at risk. It is important to make contact with vulnerable people/families during an emergency to see if they need assistance or support.

Rely on local knowledge of residents, neighbours and friends.

Utility providers are required to deliver a Priority services Register, where vulnerable residents can register to receive extra support.

Emergencies can make anyone vulnerable and make life more difficult for those in most need, being vulnerable means different things to different people.

#### **Consider:**

People who are undergoing treatment, recently had an operation

People without access to transport

Limited mobility, e.g. mobility aids

Residents who may find it difficult to understand and follow emergency information and direction

People visiting the village e.g. holiday makers, travelling communities

Non-English speaking residents

Age

Those cared for by relatives or carers

#### Pets To be discussed.

Owners should consider what would happen to their pets if a flood happens All dogs must be on leads or left with neighbours or friends in the village. Dog food supplied by owners Carriers Medicines for pets Vets? What pets? Small pets like cats should be put in Carriers! Decision made at time by Rest Centre Manager!!!

#### **Volunteers**

Organise a public meeting and invite the general public and existing local village groups to see if they would be willing to help and volunteer during an emergency. We need support from the community to make the CEP work

- Community event
- Advertise in Walsham Observer and Walsham Website
- Advertise on Social media
- Posters
- Leaflets to each household
- Social contacts to spread the word

#### Volunteers can assist with:

- Monitoring and reporting on areas at risk of flooding
- Evacuating residents
- Setting up and running Emergency Rest Centres
- Transporting residents
- Knocking on doors
- Checking on vulnerable neighbours
- Supporting residents

#### We will provide Volunteers with:

- Support and Training
- Action cards
- Update regularly
- Explain their role and who to contact and report to in an Emergency

# Transport

It is important to ensure that vehicle owners are properly licensed and insured to use their vehicles in an emergency situation.

4x4 Response (www.4x4response.info) operating in the village?

Which vehicles could be used in an emergency? Wheelchair accessible, adapted transport.

#### Resources

What tools and machinery might be needed in an emergency?

There may be people in the village that are qualified, competent, and insured to operate tools and machinery, for example, tree surgeons.

# Resources available in the community

Chain Saws

Ploughs Tractors Generators Dehumidifiers Torches Sand Bags keep a stock at Clarkes **Batteries** Axes Water pumps Heaters Wind up radios and telephones

# Local skills and resources assessment

Skill/Resource	Name	<b>Contact details</b>	Training/Insurance

# **Communication and Telecommunications**

During an emergency it is very important to provide accurate and clear information. Are Landlines and mobile signals working? Most mobile phones won't work during a power cut. 2 way radios, wind up telephones and amateur radio groups Door knocking to warn or evacuate residents. Tune into local radio or social media for further advice and instruction (PC could update website throughout an emergency) **Supplies** 

Bottled water Hot meals Snacks Warm drinks Washing toiletries Seating and tables Basic sleeping bedding, for example, airbeds and blankets First Aid awaiting SCC

# In the event of any local emergency, if there is any threat to life immediately dial 999 and alert the emergency services (Police, Fire or Ambulance)

If there is no perceived threat to life but you have information that may help the emergency services, dial 101 (Police)

# **First Aiders**

In response to any emergency incident those involved should always be aware of their own health and safety and that of others

When evacuating residents ask about regular medication and prescription

Volunteers, with medical experience?

You may need to administer first aid before the Emergency services arrive at the incident.

# Automated External Defibrillator (AED) in the village

- 1. AED in red telephone kiosk in front of the Memorial Hall
- 2. Blue Boar has one in the Cellar??
- 3. Sports Club
- 4. Clarkes of Walsham have one in the canteen block behind the main office
- 5. Walsham Le Willows Primary School

# **First Aid Kit**

Awaiting contact and information from SCC health and Ambulance contacts

#### **Debrief**

It is important to debrief and review the emergency incident as soon as possible after the event. Providing an opportunity for residents to process events, share their experiences and reflections. This will enable us all to learn from incident, what did we do well and what could we improve on? The purpose of debriefing is to find meaning and purpose from the incident, improve future responses, and enhance our skills and community resilience.

As soon as practically possible arrange a public meeting for residents, PC members and emergency services to attend.

#### Next Steps...

- 1. Arrange a meeting with Clarkes of Walsham to discuss their Emergency Plan
  - Resources available, sand bags, batteries etc.
  - Discuss AEDs and trained first aiders
  - Discuss named contact at Clarkes
- 2. Arrange a meeting with Walsham Le Willows Primary School Head teacher and Preschool Leader to discuss their Emergency Plans
  - Discuss named contact in both School and Preschool
- 3. Prepare to recruit Volunteers
  - Advertise Public meeting, via Walsham Observer and Posters, leaflets at Thursday Coffee morning, Sports Club, Rolfe
  - Hold a Public Meeting
  - Communicate with residents
  - Prepare Action Cards
- 4. Meet regularly with Ben Wilding (DEPO) and Freddie Gulliver (EPO)
- 5. Awaiting guidance on Public Liability Insurance from Emergency Planning Unit, which will be sent to us as soon as it's available
- 6. Prepare and purchase items for Emergency Box
- 7. Source and purchase basic bedding
- 8. Update CEP when Guidance is published
- 9. Complete Versions 2 of the CEP
- 10. Design Emergency Rest Centre leaflets