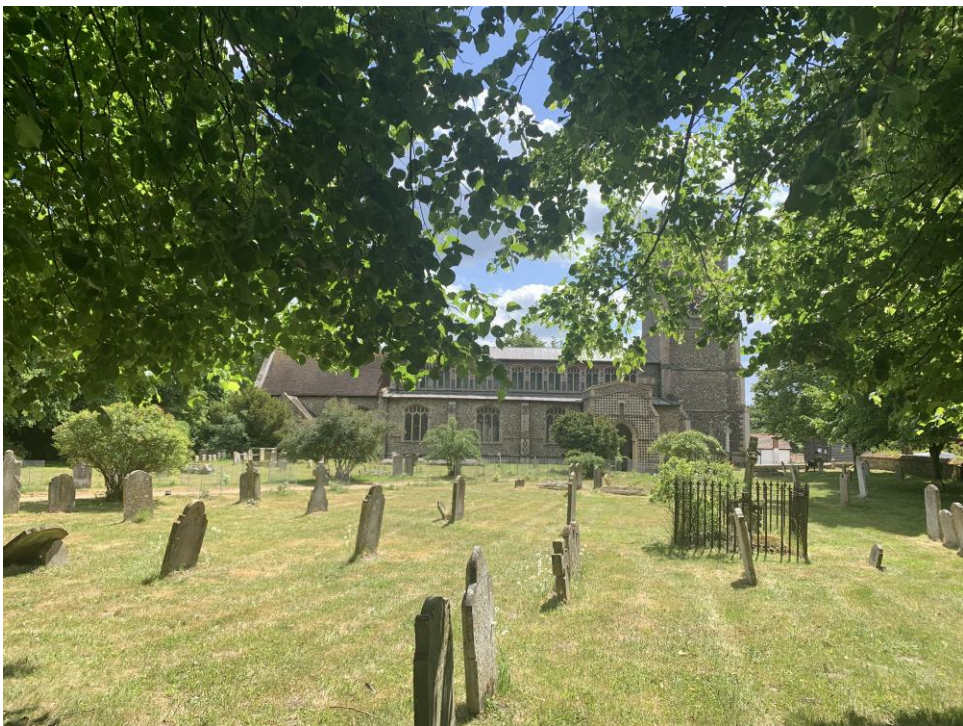


Community Emergency Plan

Version: Redacted Copy



Prepare for, Respond to, Recover from

**In the event of any local emergency, if there is any threat to life,
immediately call 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, call 101 for Police or 111 for medical help**

Author	Walsham le Willows Parish Council Community Emergency Planning Group
Date of Publication	2025
Review	
Version	Redacted Copy

CEP Redacted copies

Role	Name	Version

Amendment Record

Tracks changes made to existing record

Amendment	Date	Amended by	Summary
Removed reference to padlock combination & corrected typo	07/11/2025	Parish Clerk	

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Glossary

CEP	Community Emergency Plan
CEPG	Community Emergency Planning Group
CRR	Community Risk Register
DEPM	District Emergency Planning Manager
EA	Environment Agency
EPO	Emergency Planning Officer
EPDO	Emergency Planning Duty Officers (from JEPU)
JEPU	Joint Emergency Planning Unit (Suffolk)
RC	Rest Centre
SRF	Suffolk Resilience Forum
ECC	Emergency Control Centre
RCC	Rest Centre Coordinator
MVH	Memorial Village Hall
MSDC	Babergh and Mid Suffolk District Council

Section 1 - 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	Email
Anglian Water	0800 145145 (24/7)	www.anglianwater.co.uk
Babergh and Mid Suffolk DC Customer Services	0300 123 4000 (Office hours) 0808 1687 794 (Out of hours)	customer.services@baberghmidsuffolk.gov.uk
BBC Radio Suffolk	103.9 FM	radiosuffolk@bbc.co.uk
BMSDC Emergency Control Centre	Number will be provided at the time by EPDO	
Emergency Services Police, Fire, Ambulance	Emergency 999	
Environment Agency Incident Hot Line	0800 807060 (24 hours)	enquiries@environment-agency.gov.uk
Floodline	03459 881188 (24/7)	
Met Office	0370 9000100	www.metoffice.gov.uk
NHS	111 (Non-emergency)	
Power cuts	105	www.ukpowernetworks.co.uk
Sign up for flood warnings		www.gov.uk/check-flooding
Suffolk Emergency Helpline	03456 032814 (Active during emergencies)	
Suffolk Highways	0345 606 6171	www.highways.reporting.suffolk.gov.uk
Suffolk Police	101 (Non-emergency enquiries)	www.suffolk.police.uk
West Suffolk Hospital Bury St Edmunds	01284 713000 (Switchboard)	www.wsh.nhs.uk
Suffolk Prepared	01473 260588 (Non-emergency)	SuffolkResilienceForum@suffolk.gov.uk

Suffolk Joint Emergency Planning Unit (JEPU)

The Suffolk Joint Emergency Planning Unit is a Local Authority partnership that supports the delivery of civil preparedness and business continuity services within the five Local Authorities in Suffolk. During 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.

Name	Role	Phone Number	Email
Ben Wilding	District Emergency Planning Officer (DEPO) Babergh & Mid Suffolk DC	01284 758462 07776 481787	Ben.Wilding@suffolk.gov.uk emergency.planning@suffolk.gov.uk
Freddie Gulliver	Emergency Planning Officer (EPO) Babergh & Mid Suffolk DC	01473 260947 07920 466338	Freddie.Gulliver@suffolk.gov.uk emergency.planning@suffolk.gov.uk
Suffolk Joint Emergency Planning Unit	Suffolk Joint Emergency Planning Unit	01473 265321 Office hours 08:30am - 4:30pm	emergency.planning@suffolk.gov.uk
Babergh and Mid Suffolk District Councils	Request a call back from Emergency Planning Duty Officer	0300 1234000 Office hours 08.45am-5pm	www.midsuffolk.gov.uk
Babergh and Mid Suffolk District Councils	Request a call back from Emergency Planning Duty Officer	0808 168 7794 Out of Hours	www.midsuffolk.gov.uk

Community Emergency Planning Group (CEPG)

The role of the CEPG is to empower the community to be more resilient and prepared to respond effectively to potential risks, minimizing the impact on residents and ensuring a more coordinated and efficient response. The CEPG act as a local point of contact for residents, coordinate emergency responses, and help develop and implement the Community Emergency Plan.

Role	Name	Phone	Mobile	Email
Lead Coordinator	Ann Brookes	01359 259206	07494 261443	cllr.ann.brookes@walshamlewillows.gov.uk
Deputy Coordinator	Ian Bartholomew	01359 258349	07507 038574	cllr.ian.bartholomew@walshamlewillows.gov.uk
Team Member 1	Richard Belson	01359 258868	No mobile	cllr.richard.belson@walshamlewillows.gov.uk
Team Member 2	Kevin Boardley	01359 259794	07783 297914	clerk@walshamlewillowsparish.gov.uk

The UK's Data Protection Legislation

All personal information used in the Community Emergency Plan is subjected to the UK's data protection legislation as set out below.

Data protection legislation controls how your personal information is used by organisations, including businesses and government departments. In the UK, data protection is governed by the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Everyone responsible for using personal data has to follow strict rules called 'data protection principles' unless an exemption applies. Anyone responsible for using personal data must make sure the information is:

- used fairly, lawfully and transparently
- used for specified, explicit purposes
- used in a way that is adequate, relevant and limited to only what is necessary
- accurate and, where necessary, kept up to date
- kept for no longer than is necessary
- handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage

There is stronger legal protection for more sensitive information, such as:

- race
- ethnic background
- political opinions
- religious beliefs
- trade union membership
- genetics
- biometrics (where used for identification)
- health
- sex life or orientation

There are separate safeguards for personal data relating to criminal convictions and offences.

Your rights

Under the Data Protection Act 2018, you have the right to find out what information the government and other organisations store about you. These include the right:

- to be informed about how your data is being used
- access personal data
- have incorrect data updated
- have data erased
- stop or restrict processing of your data
- data portability (allowing you to get and reuse your data for different services)
- object to how your data is processed in certain circumstances

You also have rights when an organisation is using your personal data for:

- automated decision-making process (without human involvement)
- profiling, for example, for example to predict your behaviour or interests.

Section 2 – Context

Background

Definition of an emergency

The [Civil Contingencies Act 2004](#) defines an emergency as: "An event or situation which threatens serious damage to human welfare in a place in the United Kingdom, the environment of a place in the UK, or war or terrorism which threatens serious damage to the security of the United Kingdom".

Why do we need a Community Emergency Plan?

Emergencies are rare and take many different forms from flooding to widespread power outages but when they do happen it is important that as a community we are ready to respond and help minimise the impact of the emergency on the community.

A Community Emergency Plan is a written document detailing the steps and procedures to follow before, during and after an emergency incident.

The CEP identifies potential risks, resources, vulnerable residents who may require extra assistance and a safe shelter within the village where residents can gather if they need to evacuate their homes.

At the heart of how communities navigate emergencies is down to their “resilience” to:

prepare for, respond to, and recover from emergencies

Rather than planning for each specific risk in detail our approach focuses on identifying the people, training, resources and facilities available within the community. This allows for a more adaptable response as emergency situations evolve.

However following Storm Babet 2023 and the risk of future flooding, an Environment Agency Community Flood Plan, has been completed and included in **Annex A2**.

The Community Emergency Plan should be reviewed and updated yearly by the Parish Council to ensure it's fit for purpose and meets the changing needs of the community. It can be reviewed earlier than scheduled, if there have been any significant changes within the community or new risks emerge.

The Lead and Deputy Coordinator should also regularly review the followings:

- Contact details, training and resource lists.
- Testing, maintaining and replacing resources, for example, First Aid kits or batteries.
- Check the continuing suitability and availability of the Memorial Village Hall (MVH).

Aims and Objectives of the Community Emergency Plan

Aims

The primary aim of developing a Community Emergency Plan is to ensure that we, as a community, are resilient and prepared for, can respond to and recover from any emergency that may impact our village. To work in partnership with the Local Authority, Emergency Services and other agencies to support the individual, community and properties, before, during and after an emergency.

Objectives

- Develop community resilience.
- Identify local risks and their impact on the individual, community and local businesses.
- Identify roles, responsibilities and key individuals who will take on specific actions during an emergency.
- Prioritise residents who are in greatest need and who may require additional assistance or support.
- Identify a safe shelter for residents and develop guidance on setting up and running an Emergency Rest Centre.
- Identify local skills, knowledge and resources to respond to emergency incidents.
- Work in collaboration with our partners for the wellbeing of the community.
- Provide training and clear guidance for volunteers.
- Provide clear accurate information to residents, volunteers and emergency services.
- Engage with the community, schools and local businesses.
- Review the CEP regularly, in light of possible changes within the community.
- Organise Basic Life Support training.
- To empower a strong and resilient community.

Introduction

Walsham le Willows is a rural village and civil parish located in Babergh Mid Suffolk District Council. There are approximately 656 properties and a population of 1,257 residents (Census 2019). It lies approximately 11 miles (17kilometre) 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.

Two watercourses merge on the north side of the village at Finningham Road and flow westward, as Stowlangtoft stream. The watercourse crosses under the road at the junction with Wattisfield Road and continues west, flowing adjacent to The Street. It proceeds until it deviates southwards and flows behind properties in The Street, continuing until it crosses under Ixworth Road, then flows on the north side of Ixworth Road, west of the village. Then deviates south towards Badwell Ash.

Walsham le Willows is situated in a relatively flat rural area with farmland used predominantly for arable agriculture. The surrounding soils are clay and loam base and relatively deep with a lighter valley meadow along the stream.

Walsham le Willows Map



Local Risk Assessments

Risks	Potential impact on community	Preparing for Risks
Flooding Stream and Surface Water	Risk to life Damage to property, businesses and infrastructure Residents may require temporary emergency accommodation Disruption to utilities, electricity and water Pollution and contamination of water and the environment School closures Impact on mental health and physical wellbeing Economic damage to businesses and agriculture Financial stress Social impacts Travel disruptions, flooded roads littered with debris	Develop a Community Flood Plan Promote Personal Flood Plans Prioritise vulnerable and elderly residents at risk Identify flood prone properties and warn and inform residents Implement flood defences e.g. HydroSnake or flood gates Identify properties which had near miss events during Storm Babet 2023 Sign up to the Environment Agency's free Flood Warning Service Stay informed via local radio, television and village website Open and set up Rest Centres Install flood warning signage
Power cuts	Disruption to essential services and businesses Inability to heat home or hot foods and drinks Increased risks of falls in the home due to poor lighting Communication issues e.g. loss of mobile network or internet Disruptions in operating essential medical equipment e.g., electric beds Fuel shortages, petrol stations unable to pump fuel Impacts on water supply	Prioritise vulnerable and elderly residents Warn and inform residents Inform residents about the Priority Services Register Report power cut to UK Power Network Call 105 Keep mobiles and laptops charged Keep torches and batteries in an easily accessible place Make sure essential medical equipment has battery back up Open Rest Centre, blankets, warm food and hot drinks. Solar panels in MVH Use battery operated or wind-up radios for communication
Pandemic	Risk to life and long-term health effects Reduced social interactions increasing isolation and loneliness Reduced access to healthcare and essential medication Financial stress affecting households and businesses Impact on mental health and physical wellbeing Potential school closures	Identify and check on vulnerable and elderly residents Warn and inform residents Organise food shopping and prescriptions collections for residents Maintain communication with residents via landlines, mobile phones or on-line platforms or Walsham Observer magazine Set up a neighbour support scheme

Risks	Potential impact on community	Preparing for Risks
Severe Weather Snow, Ice and Wind	Risk to life (hypothermia, and injuries from falling debris) Disruption and structural damage to properties Residents may require temporary emergency accommodation Power cuts and communication failures. Travel disruptions, road closures and blocked access routes Flood warnings Emergency services unable to safely access village Increased risk of slips, trips and falls from icy conditions School closures Risk of flooding from melting snow	Identify and support vulnerable and elderly residents Sign up for Met Office Severe Weather Warning Service Share severe local weather warnings via, social media, village website Set up Rest Centre to provide a warm space for residents with hot drinks and food plus blankets Notify Suffolk County Council Highways of road conditions Follow Met Office, five tips for staying safe in strong wind, snow, and ice Advise residents to travel only when really necessary
Severe Weather Heatwave	Risk to life and health impacts There are specific heat-related illnesses including heatstroke and heat exhaustion Increased strain on water utilities and infrastructure, for example, melting road surfaces, droughts. Increased risk of wildfires in areas with abundant dry vegetation, Risks to pets and livestock due to lack of water and shade	Identify residents who maybe at risk and vulnerable during a heatwave e.g., babies and elderly residents Monitor local weather forecasts Use village website to share NHS heatwave guidance Encourage water stations Adjust community events during extreme heat (avoid midday gatherings or public events) Monitor Heat-health Alert Service and respond to alerts and warnings
Fire Get Out, Stay Out and Call 999 Wildfires	Risk to life and serious injuries Damage to properties and businesses Residents may require temporary emergency accommodation Disruption to infrastructure Impact on health and mental wellbeing Financial stress Environmental impacts Risk to life and serious health risks Wildfires are uncontrolled and unpredictable They can spread very quickly and change direction without warning Destroy large areas of countryside and wildlife habitats A threat to livestock and ecosystems Trigger evacuations, road closures and power cuts	Identify residents who are most at risk from fire and smoke inhalation Warn and inform residents Liaise with Emergency Services Monitor local weather forecast Identify potentially hazardous sites e.g., thatched roofs, LPG and oil tanks, agricultural storage, barns, and Clarkes timber yard Set up Rest Centre for evacuated residents from properties at risk of fire Check wildfire risk in local area- Fire Severity Index by Natural England, open Access website Encourage residents to have an escape plan in the event of fire Promote campfires and BBQs in designated areas Village litter pick, picking up discarded glass and paper

Early Warning Alerts

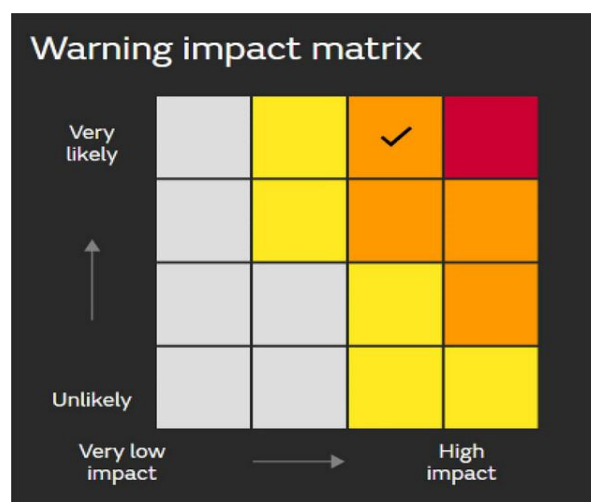
Utilities and organisations issue Early Warning Alerts for a variety of reasons, all of which are aimed at ensuring public safety, maintaining a reliable service and managing infrastructure. These alerts are a key part of effective communication and warn the public of potential risks and to prepare for and respond to severe weather events like floods, wildfires, storms and extreme weather events.

Early Warning Alerts are issued by the following:

- The Met Office
- UK Power Networks
- Anglian Water
- Environment Agency, Flood Warning
- UK Health Security Agency

If an Amber warning Alert is issued and meets the criteria set below, then the CEPG should respond. A minimum of two people from the CEPG should confer and agree to the following actions. Then monitor the situation.

Risk	Warning Signs	Actions
Flooding	An amber flood alert issued with risk of potential flooding from the Met Office and a flood risk warning. Check flooding at check-for-flooding.service.gov.uk Warning received from Sign up for flood warnings at www.gov.uk	Flood warning and weather forecast emailed to all volunteers via WhatsApp group Email owners or Landlords whose properties were flooded or experienced near misses during Storm Babet Inform Parish Councillors
Heatwave	An amber heat-health alert issued by UK Health Security Agency (UKHSA) and the Met Office	Post heatwave warning information on social media and village website
Power cuts	Alert from UK Power Networks warning of power cut, whether planned or unplanned	Post alert on social media and village website. Call 0800 3163105 or 105 UK Power Networks for updates and advice



Section 3 - Activating the Community Emergency Plan

In the event of any local emergency, if there is **ANY threat to life**, dial **999** and alert the Emergency Services.

If there are no perceived threats to life, but you have information that may help the emergency service, please dial **101**

The Plan will be activated in one of two ways:

1. The CEP can be self-activated by the CEPG in response to a local incident or widespread event, such as flooding.
2. The CEP may be activated following a call and request from the Local Authority in response to a major incident.

The decision to self-activate the CEP must be made by a minimum of two people from the CEPG conferring and agreeing on the decision.

When the CEPG agrees to self-activate the CEP (without a request from the Local Authority) then the Parish Council's public liability insurance covers the activities of the CEP until the Local Authority has been informed and agrees to the activation.

When the Local Authority activates the plan we are covered by the Local Authority's public liability insurance.

The Emergency Services do not have a copy of the CEP so they are unlikely to call a CEPG member directly to activate the Plan.

However, if the Emergency Services ask the CEPG to activate the Plan we will be acting under the Parish Council's public liability insurance **not** the Local Authority's.

If the Emergency Services ask the Plan to be activated, the CEPG must immediately contact the EPDO's to inform them, seek advice and support.

The Local Authority should be contacted at the earliest opportunity in the following ways:

Babergh and Mid Suffolk District Councils

During Office hours call 0300 1234000 and request a call back from the Emergency Planning Duty Officer,

Out of hours call 0808 1687794 and request a call back from the Emergency Planning Duty Officer.

Activation and Insurance cover explained in detail - Annex A4.

Walsham le Willows Parish Council Insurance Cover

Community resilience activities should not put volunteers or the public in any danger.

It's the responsibility of the CEPG to ensure the Parish Council has public liability insurance cover prior to activating the Plan.

Walsham le Willows Parish Council has a £10,000,000 Public Liability and Product cover with Ansvar Insurance.

This policy is considered sufficient for general CEP low risk activities, as they are not fundamentally different from other community engagements. Examples include: training sessions, delivering leaflets to households or Public meetings. As long as there is a clear process, risk assessment and volunteer guidance these types of activities fall within the scope of the Parish Councils existing cover.

The activities identified as potentially higher risk or specialist activities include setting up and running a rest centre. This activity for example would need to be approved by Emergency Planning Duty Officer (EPDO) and then insurance cover would come under the LA insurance and cover activities, facilities and response to an emergency event.

Any queries about insurance during an emergency event should be discussed with the Emergency Planning Duty Officer and documented on the log sheets.

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First Meeting of the CEPG

The checklist is designed to guide the CEPG through the initial steps when considering activating the plan or when a call is received from the Local Authority requesting activation of the Plan.

Comments	Actions
	Contact all members of the Community Emergency Planning Group (CEPG) and assemble at the Memorial Village Hall (MVH). If necessary, contact the MVH key holder for access, see Annex A5 .
	The CEP Box containing essential resources for the meeting is in the Parish Council cupboard.
	Begin recording details on log sheets, date, time, and attendees at the meeting. Clear and accurate records provide a reliable account of the events, building an incident timeline. Number each log sheet sequentially.
	Use the METHANE model to capture accurate information and determine whether to activate the Plan.
	Gather as much information as possible from various sources: emails, phone calls, social media and local radio. Build a picture of the emergency's impact on the village.
	Contact the Local Authority, Babergh Mid Suffolk District Council EPO's and Emergency Control Centre (ECC) Informing the EPDO of the emergency incident. Advice and support will be available.
	Ask Questions: Location of emergency. Is it near, the School or Preschool? Are flood-prone hot spots affected? Is the main access route into the village clear?
	Inform the Local Authority that you are meeting and looking to activate or have activated the Plan.
	Liaise with Emergency Services are they aware, required, present or ETA known?
	Who is going to take the Lead for the agreed actions?
	Notify all Parish Councillors that the Plan has been activated.

An Agenda for the initial CPG meeting is in CEP folder and **Annex A6**.

METHANE Model

Major Incident, Exact Location, Type of Incident, Hazards Present, Access & Egress, Number of Casualties/People at Risk, Emergency Services Present/Required.

The Methane model brings structure and clarity to the initial stages of managing any major incident. In Suffolk, all Local Authority incident responders use the Methane model, to share major incident information with their control rooms. The CEPG can use elements of it to collate the right information. The objective for using this assessment is to determine whether there is a need to activate the Plan, monitor the situation or remain in a business-as-usual state.

Assessing the impact of the incident

An assessment of the incident severity should be undertaken as quickly as possible. It is of the highest importance to ensure that no one puts themselves at risk whilst this assessment is being undertaken.

Remember - In the event of any local emergency, if there is ANY threat to life, dial 999 and alert the emergency services.

The objective of this type of assessment is to determine whether there is a need to activate your plan, monitor the situation or remain in a 'business-as-usual' state.

'METHANE' is the recognised common model for passing incident information between services and their control rooms. All local authority incident responders in Suffolk use the 'METHANE' model to capture information and your CEPG can use elements of this too to help collate the right information.

Consider assessing the incident using the following:

M	Major incident	Has a Major Incident been declared?	<i>This is not a question that CEPGs need to answer but is included for your awareness.</i>
E	Exact Location	What is the exact location or geographical area of incident?	<i>Use road names, post codes or grid references. What3Words would also be a good way to understand exactly where an incident is.</i>
T	Type of Incident	What kind of incident is it?	
H	Hazards	What hazards or potential hazards can be identified? What has caused the problem? How has it happened? Are there any secondary hazards to be considered?	
A	Access	What are the best routes for emergency services and responders for access and egress?	
N	Number of Casualties (*Evacuees)	How many casualties are there and what condition are they in? It is important that information regarding casualties is passed to the Emergency Services	<i>*While this question is focussed on casualties in addition it is relevant for the CEPG to identify how many people have been evacuated/are vulnerable and in need of support</i>
E	Emergency Services	Which and how many emergency responder assets/personnel are required or are already on-scene?	<i>This is not a question that CEPGs need to answer but is included for your awareness.</i>

Activated Checklist

A checklist of actions to consider once the CEP has been activated

Comments	Actions
	If the Plan has been self-activated by the CEPG, immediately contact both the Local Authority and Emergency Services and inform them that Walsham le Willows CEP has been activated.
	If the CEPG decides to activate the Plan, without a request from the Emergency Services or the Local Authority, then it is acting under the Parish Council's liability insurance, until such time as the Local Authority has been informed and has agreed to the Plan being activated.
	If BMSDC agrees with the CEPG decision to activate the Plan, they will confirm by telephone and then email a 'Community Emergency Planning Group Activation Form'. This form will confirm the activities the CEPG has been tasked to do by the Local Authority and therefore which activities they are covered to conduct under Local Authority insurance.
	Commence telephone Zone cascade. Post message on volunteers WhatsApp group regarding nature and location of emergency. Email/phone owners and Landlords of properties previously flooded or experienced near misses, as necessary.
	Inform the community, via village website and social media, that the CEP has been activated and the CEPG convened.
	Agree actions and ensure each member of the CEPG and volunteers are aware of their role and responsibilities.
	Organise and publish a contact number on the village website (www.walsham-le-willows.org). This will enable vulnerable residents or their families/friends to contact the CEPG for help or advice.
	Assess the need to set up a Rest Centre for residents Contact EPOs to discuss opening RC. Make an initial list of available RC volunteers to staff the RC.
	Check emails regularly. Update regularly with Emergency Planning Officers (EPOs), Local Authority, Emergency Services, residents, and volunteers.
	Meet regularly to see how the situation is developing, actions are progressing, and whether you need to reprioritise tasks or move resources around.
	Ensure that risk assessments have been completed and that all volunteers engaged in the response are not putting themselves or others at risk. Ensure they are acting safely and are not carrying out tasks or activities that they are unqualified to do.

Roles and Responsibilities

The Community Emergency Plan defines key roles and responsibilities to ensure a coordinated, efficient and effective response to an emergency incident.
The following roles will be assigned to members of the CEPG when the CEP has been activated.

1. Lead and Deputy Coordinator (members of the CEPG)

- The Lead and Deputy Coordinator act as a contact point between the Local Authority, Emergency Services, community, volunteers and other relevant agencies.
- Complete the Building Hand Over Form and in conjunction with the Rest Centre Coordinator complete the Rest Centre Coordinators Risk Assessment Form.
- Oversees the management of volunteers and completes Risk Assessment forms, when necessary.
- They are responsible for consistent, accurate and timely communication between the agencies.
- The Lead and Deputy Coordinator will appoint three members of the CEPG as Community Coordinators.
- They take the lead on coordinating and supporting individuals who may be vulnerable during an emergency event. Organise and prioritise help and assistance and liaise with Emergency Control Centre (ECC) and EPOs.
- Communicate with EPOs or ECC if supplies for the Rest Centre are required.

2. Community Coordinators / Zone Team Leaders (same role)

- Three Community Coordinators are required to lead and support monitoring volunteers within the three designated zones in the village.
- They will each contact volunteers within their individual zones via WhatsApp or phone and gather feedback and a picture of the emergency at the volunteer's location. This will capture a picture of the emergency across the whole village.
- Regular observations by volunteers can be made safely by looking out of the window.
- It's the responsibility of the Community Coordinator is to ask each volunteer if they can identify any neighbours or families who may require extra assistance or help during the emergency. All information received, discussed and recorded must be confidential and respected at all times.
- Volunteers must be updated regularly, initially every 30 minutes or until the emergency has stabilised.

3. Rest Centre Coordinator (RCC)

- The Rest Centre Coordinator must have completed a Rest Centre training course, to ensure they manage the Rest Centre in accordance with Local Authority procedures.
- Refer to Rest Centre Guidance - **Annex A8**.
- Complete all necessary forms found in the Rest Centre folder, including the Rest Centre risk assessment.
- From the outset the RCC should clearly communicate the agreed ground rules to all evacuees and volunteers.
- The role involves maintaining the safety and welfare of both residents and volunteers at the Rest Centre.

4. Information Coordinator

- The Information Coordinator is responsible for managing, verifying and disseminating, accurate and consistent information during an emergency.
- They will share up-to-date community news on the village website and social media.
- Update the information board in the Rest Centre, and if necessary, share news and updates on information boards at St Marys Church, Walsham le Willows and CEVC Primary School.
- Document and record calls from residents who may be vulnerable in an emergency and forwarding the contact details to the Lead or Deputy Coordinator.

Section 4 - Identifying the most vulnerable in an emergency

Emergencies can make anyone vulnerable and make life more difficult for those who are already vulnerable. It's not recommended that we hold lists of names and address of people who may need assistance during an emergency as it would be impossible to maintain a central up to date list of vulnerable residents as it would change daily and be constantly out-of-date.

Potentially vulnerable individuals or groups

- Babies and children
- Older people
- Residents with limited mobility, e.g. mobility aids, wheelchair users, slow movers
- Residents who may find it difficult to understand and follow information and direction
- People who are undergoing treatment, dialysis, recently had an operation
- Sensory impaired, blind or deaf residents
- People without access to transport
- Pregnant women
- People visiting the village e.g. holiday makers, travelling communities
- Non-English speaking residents
- Those cared for by relatives or carers

Objectives

- To contact emergency services if there is threat to life call **999**
- To use local knowledge, ask monitoring volunteers if they are aware of any residents in their location who are isolated or may require extra assistance or support during an emergency incident
- The Community Emergency Planning Group will then contact and liaise with the residents/carers to see if they require assistance or help, essential supplies or welfare checks.
- It's important to recognise the vital role of families, friends, neighbours, church, coffee shop, CEP volunteers, WI, Sports Club and schools play in identifying vulnerable residents within the community.
- Create a list of residents who require help and support, including contact details
- Inform ECC if interpreters or translators for non-English speaking residents are required
- Inform ECC if British Sign Language interpreters are required

Community Services Register

This is a free service provided by gas and electricity suppliers and network operators to customers in need. It can warn customers about planned power cuts and they can receive priority support in an emergency among other benefits. By registering you can receive the service if you are:

- Of pensionable age
- You or someone you are caring for is living with dementia
- You have a serious or chronic illness
- Rely on medical equipment
- You have a disability
- Have a hearing or visual impairment or additional communication needs
- You have children under 5 in your household
- You need extra support for a short time period e.g., recovering from medical treatment

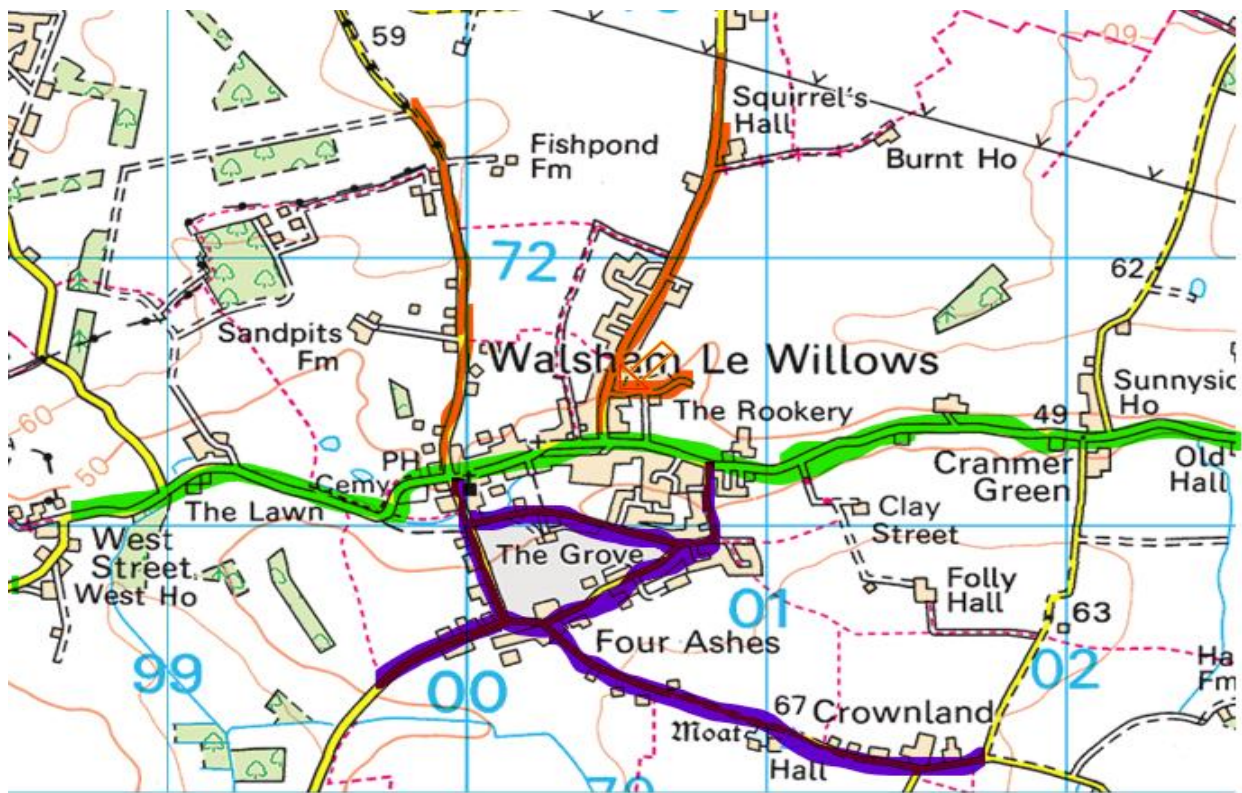
Section 5 - Village Zones and Volunteers

The village has been divided into three distinct zones, to facilitate a more organised and effective response during an emergency. The division lines are based on geographical features, e.g. the green zone follows the path of the stream, an area identified as a significant flood risk.

The Lead and Deputy Coordinator, on activation of the CEP, will appoint three members of the CEPG as Community Coordinators and they will in turn call or message their assigned volunteers. If there are only 2 members of the CEPG available, one of the zones could be shared. Consider the nature of the emergency and the zone most impacted by the emergency.

Monitoring volunteers are spread across various locations within each zone, to maximize their effectiveness. A phone tree has been developed to connect Community Coordinators directly with volunteers in their respective zones.

Village zones

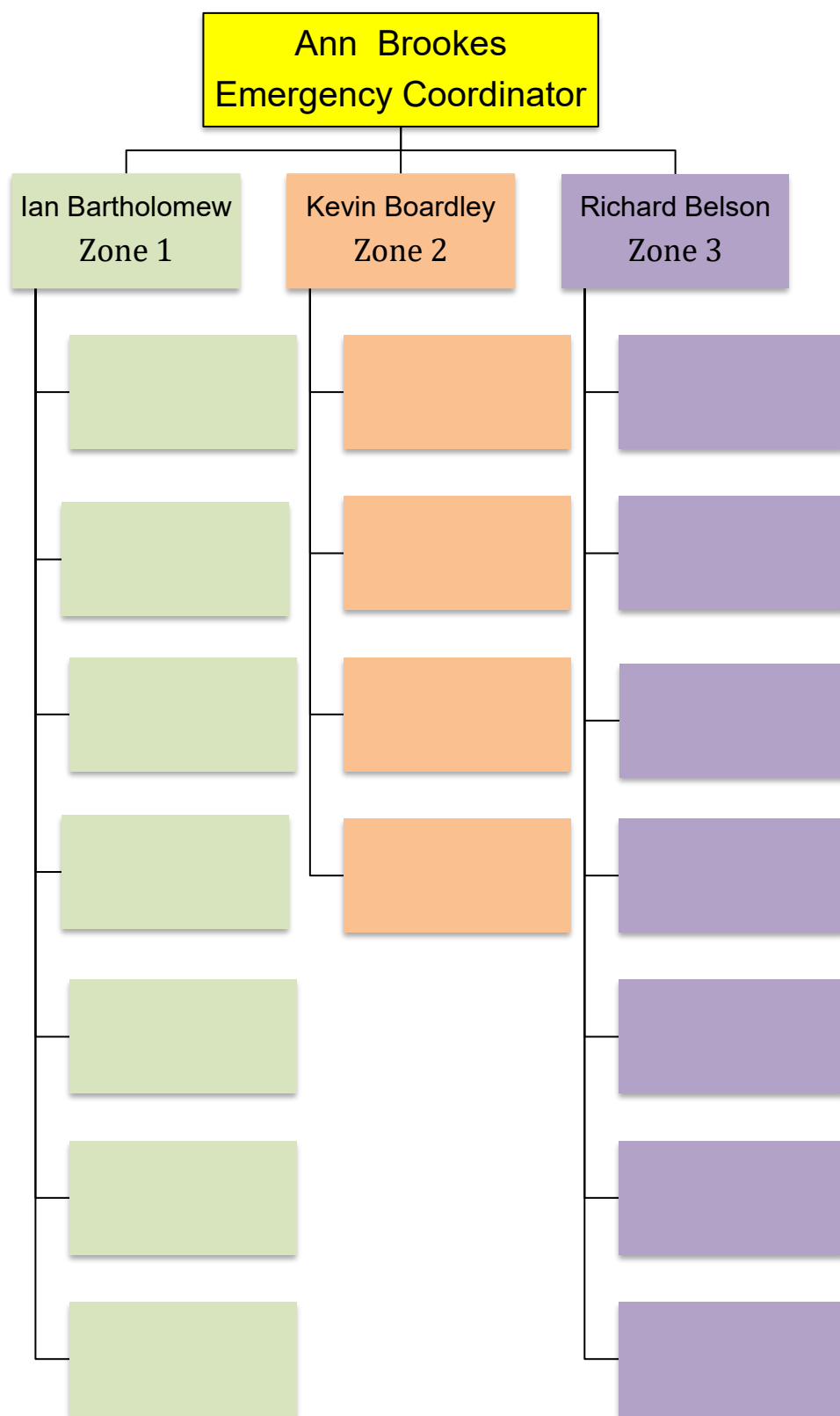


Zone 1: Middle of the village from Finningham Road, The Street and West Street, following the road and stream through the village, including Elm Drive, Cherry Tree Lane

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, Crownland

Volunteers - Telephone Tree



Volunteers

Volunteering is often spontaneous by nature and individuals and communities automatically help each other during emergencies and times of need. Our aim is to be prepared for an emergency incident and volunteers play an invaluable role.

To build our volunteer base, residents from existing local groups were contacted and invited to a public meeting to discuss both the CEP and role of volunteers during an emergency.

The community response was positive and training sessions for residents were organised.

There are a number of opportunities for volunteers to be involved, for example:

- Monitoring volunteers observing and reporting on risks, flooding, bad weather etc.
- Rest Centres volunteers setting up and running a Rest Centre
- Registering those coming in and out of the Rest Centre
- Knocking on resident's doors or delivering leaflets
- Checking on neighbours and friends who may need extra assistance
- Supporting residents who have been evacuated
- Clearing up the Rest Centre after the emergency incident

We aim to provide volunteers with:

- Support and regular updates
- A WhatsApp volunteer group
- Contact volunteers by email or phone
- Training sessions, refer to **Annex 9**.
- Walsham Observer monthly articles

Monitoring Volunteers Role

Volunteers should be alert at all times to risks that face them, and ensure that they do nothing that would put themselves or anyone else in any danger

The monitoring volunteer role is to observe and monitor events in their key location and reporting back via the WhatsApp group or phone to their Zone Community Coordinator/ team leader. Information provided will be gathered and responses initiated accordingly and a picture of the emergency in the village will be captured and shared with the Emergency Services, Local Authority and other agencies. It is a vital role helping make our community more resilient and prepared for future challenges.

Each monitoring volunteer has been emailed an Action Log Sheet to record events.

How will the volunteers be contacted?

- The Community Emergency Plan will be activated in response to a call from either the Local Authority or when the CEPG agrees a set of triggers have been met.
- The monitoring volunteers will be informed of the emergency's nature and location via the WhatsApp group or telephone.
- The name and mobile number of their Community Coordinator will be provided.
- The monitoring volunteers will then start their Information Log Sheet.
- The monitoring volunteers role is to observe and monitor the situation from a safe position.
- If safe to do so, photographs can be taken and posted on the WhatsApp group.
- The Zone Community Coordinators will keep the volunteers regularly updated.
- Monitoring volunteers are to report back on any changes or concerns.
- The monitoring volunteers will be asked to identify any vulnerable residents/ neighbours who may need extra support or assistance, so that we can coordinate help to those in greatest

need. The Community Coordinators will **telephone** the volunteers for this information to ensure resident confidentiality is protected.

- We will stand down the volunteers via the WhatsApp group or telephone and then organise a debrief session as soon as possible after the event.
- All Information Log Sheets, should be saved and will be collected at the debrief meeting.

Volunteer's Generic Risk Assessment. Risk Rating Matrix in Annex A12.

A risk assessment is the process of identifying what could cause harm to people during a task or activity, and then determining the precautions needed to mitigate or prevent that harm.

Prior to any task/activity it's crucial to carry out an appropriate and where necessary dynamic risk assessments, to ensure volunteers are not exposed to any unnecessary risk or harm.

Key Steps:

1. Identify **hazards** associated with each task. A hazard is anything that has the potential to cause harm, for example, working from a ladder is a hazard.
2. Decide who might be **harmed** and how they could be harmed, for example, if working on ladders, the volunteers could fall and injure themselves.
3. **Evaluate risks** and decide on precautions. The risk is the chance that someone could be harmed by the hazard, and how serious that harm might be (high, medium, or low). Then, decide what steps can be taken to prevent or minimize that harm. These are called control measures. Is it safe to proceed with the activity or action?
For example, for working on a ladder, precautions might include using a stable ladder, or having someone's foot on the ladder.
4. Record your findings and implement. Complete Risk Assessment form.
5. Risk assessments are a continuous process and should be regularly reviewed and if necessary, updated, to check that it is still relevant. New hazards may emerge during an emergency incident for example, when providing overnight accommodation at Rest Centre.

Local skills and resources

As part of the Community Emergency Plan we have identified residents with specialist skills, tools or equipment that could be used in an emergency response making for a more resilient community. Where appropriate risk assessments should be carried out prior to any task or activity.

AT NO POINT SHOULD ANYONE PUT THEMSELVES OR OTHERS AT RISK OF DANGER

Tools and Equipment

Tools can be anything from household shovels to diggers and trailers. Volunteers should have appropriate personal protection equipment (PPE) that's fit for purpose. We can supply high visibility vests for safety. The equipment should reflect the risks identified and the level of risk the volunteers face. Risk assessment forms should be completed for each volunteer.

Supplies for the Rest Centre

In an emergency, access to essential supplies, such as, toiletries, food and water are critical. If supplies are required the Lead Coordinator must inform EPOs and on their agreement, items can be purchased. This agreement is necessary so we can claim the money back. All records of expenditure should be logged and all receipts retained.

- Paul Hubbard, owner of Rolfes of Walsham, is aware he may be contacted. Rolfes of Walsham, The Street, Walsham le Willows, IP31 3AZ, call 01359 259225, 8am-5pm
- We also have a convenience store in the village offering a good range of goods. Premier Store, The Street. Walsham le Willows IP31 3AZ, 7am -7: 30 pm

Community Resources and Supplies

A basic supply of resources is stored in the MVH Parish Council cupboard, including such items as blankets and documentation. They are ready to be utilised during an emergency.

The resources will need reviewing six monthly to check they continue to be fit for purpose.

A list of resources is available in **Annex A10**.

Installing flood warning signage

Following Storm Babet 2024, the need for effective flood warning signage to manage flooded roads and their implications became clear.

Suffolk County Council Highways were contacted and asked if volunteers could install flood-warning signage, they advised that under the Community Self-Help scheme, we would, with their training and support, be able to install flood warning signage. Part of the training involved a community volunteer, in our case a local Parish Councillor, attending a NRSWA Unit 2: Signing, Lighting and Guarding –Unit 2 of New Roads and Street Works course.

On April 16 2025, the Parish Councillor attended and completed the course passing both the written and practical assessments and can now install flood signage during a flooding event. We now have 12 flood warning signs.

Link below, includes further information.

<https://www.suffolk.gov.uk/roads-and-transport/highway-maintenance/community-self-help-scheme>

Transport

It is important to ensure that all vehicle owners hold a valid license and insurance for emergency cover. Document details in Log sheets, name, address and number plate.

Consider:

- Are the roads around the village safe and clear?
- Can residents walk or drive to RC?
- Are wheelchair accessible vehicles or ambulances required?

Residents can be informed of blocked roads via the village website and social media.

In the event of flooding, Clarkes of Walsham can divert lorries to their Summer Road depot, to avoid entering the village. Contact Chris Fuller on **01359 257416**.

During flooding be aware of bow waves that form in front of vehicles as they travel through floodwater. The faster the vehicle travels, the larger and more intense the bow wave becomes causing damage to properties and businesses along the roads.

During heavy snowfall, Suffolk Highways collaborates with local farmers to clear roads. Farmers contracted for this purpose must have public liability insurance and be properly licensed and insured to use their vehicles in emergency situations, refer to **Annex 11**.

Communication

Good communication is at the heart of an effective response to and recovery from an emergency. We will use various channels of communication to keep everyone informed:

- Landlines, mobile phones and the internet
- Local radio stations for alerts, information and news
- Walsham le Willows website for regularly updates and alerts
- Social media, residents reporting events and updates
- WhatsApp group for CEP volunteers to share information easily and in a timely manner, including photographs, capturing a visual record of events.

If landlines and mobile signals are disrupted we will have to use alternative forms of communication.

During a power outage, traditional corded telephones may still work when plugged in. Other communication methods include:

- Community notice boards set up at the Memorial Hall, Primary School or St Mary's Church
- Word of mouth, direct communication within the community
- Community information leaflets delivered to as many households as possible
- If possible and safe pass on warnings to neighbours,
- Two-way radios or amateur radio groups
- Consider establishing contact with neighbouring villages and ask for help and support
- Open public meetings to address emergency situation, provide updates and answer questions.

In the event of a prolonged power outage, the Memorial Village Hall will serve as an ***Emergency Information Hub*** providing assistance, updates, and support to residents. It will also serve as a warm space offering residents hot drinks and hot light meals. The Memorial Village Hall has solar panels with battery storage.

Section 6 - Rest Centres

Rest Centres (RC) provide temporary safe shelter for evacuees until they can return home or be re-housed in temporary accommodation. They offer essential support, including warmth, light refreshments, drinks, and toilets and washing facilities and, when necessary, overnight sleeping accommodation.

One of Suffolk County Council's key responsibilities during an emergency is to establish and manage Rest Centres, train council staff and mobilise teams of staff once the decision to open an RC is made. These teams will arrive with essential resources, such as refreshments and bedding, and look after the needs of the residents, assisted by trained local volunteers.

It's important to note that it can take up to 3-4 hours for these teams to arrive and in some cases adverse weather conditions or other major incidents may prevent them from accessing the village. Therefore, it's important that as a community we are resilient and have trained local RC volunteers ready to set up and run the RC until Local Authority help arrives or residents can return home or re-housed in temporary accommodation.

Our role as volunteers is to facilitate a smooth transition by handing over management of the RC to Local Authority staff while also being prepared, trained and ready to manage and run RC for the duration of the incident.

Rest Centres Options

Different incidents may affect different parts of the village in different ways; so three key locations were identified as potential Rest Centres.

- The Memorial Village Hall
- The Priory Room
- Walsham le Willows Sports Club.

On the 22 March 2024, Freddie Gulliver, Emergency Planning Officer from BMSDC, assessed the Memorial Village Hall for its suitability as the designated Rest Centre for the village. He inspected the facilities, counted the plates, and calculated the capacity of the village hall. The village hall has a central position within the village, positioned on The Street with a large car park and flood risk assessed as low.

The MVH is now the designated Rest Centre whilst the Sports Club and the Priory Room secondary locations. If the MVH ever became part of the emergency incident, for example if it reached its maximum capacity during a major incident, then the other two locations may open as Rest Centres. We are awaiting the specification sheet. Facilities listed in the three locations in **Annex A7**.

Rest Centre Guidance - Annex A8.

Rest Centre Guidance was adopted on 14/08/2024 by Walsham le Willows Parish Council then reviewed and approved by Emergency Planning Officer, Freddie Gulliver, on 28/10/2024.

Rest Centre guidance has been emailed to all trained Rest Centre volunteers, with step-by-step advice on setting up and running a Rest Centre.

Rest Centre Training

Rest Centre training was available for volunteers interested in helping to set up and run a Rest Centre. Two training sessions were arranged with Emergency Planning Officer, Freddie Gulliver, at the MVH, on:

Thursday 27th June 2024 and Thursday 26th September 2024 from 6-9pm

Pets

Rest Centres prioritises the safety and wellbeing of people during emergencies. While pets are not the primary focus, they have been considered and the following guidance has been developed for Walsham le Willows Rest Centre.

Planning for emergencies

Pet owners should consider what would happen to their pets if an emergency event happened in their home or community. A pet plan can be prepared in advance to ensure pets are safely cared for during an emergency.

Another option to ensure your pets safety is to agree with friends or family, in advance, that you will take in each other's pet should an emergency occur. Ensure that the pet sitter does not live in the immediate area in case they are also affected by the same emergency.

Consider outdoor pets such as rabbits and guinea pigs- it may be safer to leave them at home but make sure their hutches are in good condition and weather tight and consider moving them into a shed, garage or other suitable covered location. Ensure that you leave them an adequate supply of food and water.

Rest Centre guidelines for pets

The exception is for trained and authorized Guide Dogs, Hearing Dogs, Therapy or Assistance Dogs who will have unrestricted access.

The admission of pets to the Rest Centre is the responsibility of the appointed Rest Centre Coordinator, whose decision will take into account the following:

- Is there adequate space/facilities at the Rest Centre for pets
- How many residents are they expecting to be evacuated to the Rest Centre and for how long?
- Can the owner be parted from the pet
- The effects of pets in the village hall on the other evacuees, consider allergies, safety and noise
- Support can be requested from outside agencies such as the Local Authority, RSPCA or Blue Cross.

If the Rest Centre Coordinator agrees to pets

Then the following guidance must apply to all pets attending the Rest Centre

- All dogs must be on leads in the village hall and the responsibility of their owners
 - Leads, collar and identity disc
 - Pet food supplied by owners
 - Carrier for each pet
 - Litter tray and litter
 - Medication or Veterinary care is the owner's responsibility
 - Pets own bowls
 - Small pets, like cats, should be in carriers
-

Section 7 - Standing down from an emergency incident

The decision to stand down will be made by the Joint Emergency Planning Unit and the Emergency Services in collaboration with the Community Emergency Planning Group. Record, time and date when the decision to stand down was agreed.

Actions for Stand Down

- A WhatsApp message to inform all volunteers to stand-down and why.
- Collect and securely store all documentation.
- Record any items left behind by evacuees.
- Pack away all equipment in the village hall.
- Return all equipment and resources to their owners or store them safely.
- Clean all areas of the village hall and dispose of rubbish.
- Read and record utility meters.
- Lock the village hall securely.
- Where possible, personally thank all volunteers for their help.

Debriefing Process

A debrief should be conducted as soon as possible, ideally within two weeks of the emergency, to allow residents and responders to reflect upon their experiences. A debrief provides an opportunity to evaluate the response, recognize successes, and identify areas for improvement.

Objectives of the Debrief

- Encourage open and honest communication
- Focus on factual observations—what worked well and what can be improved—rather than assigning blame.
- Ensure participation from Parish Councillors and Emergency Services.
- Respect the views of other participants
- Thank participants for their contributions

Types of Debriefs

- *Hot Debrief:* A brief discussion held immediately after the incident to capture initial reflections and observations.
- *Cold Debrief:* A more detailed review conducted days or weeks later to assess long-term learning and improvements.

Post-Debrief Actions

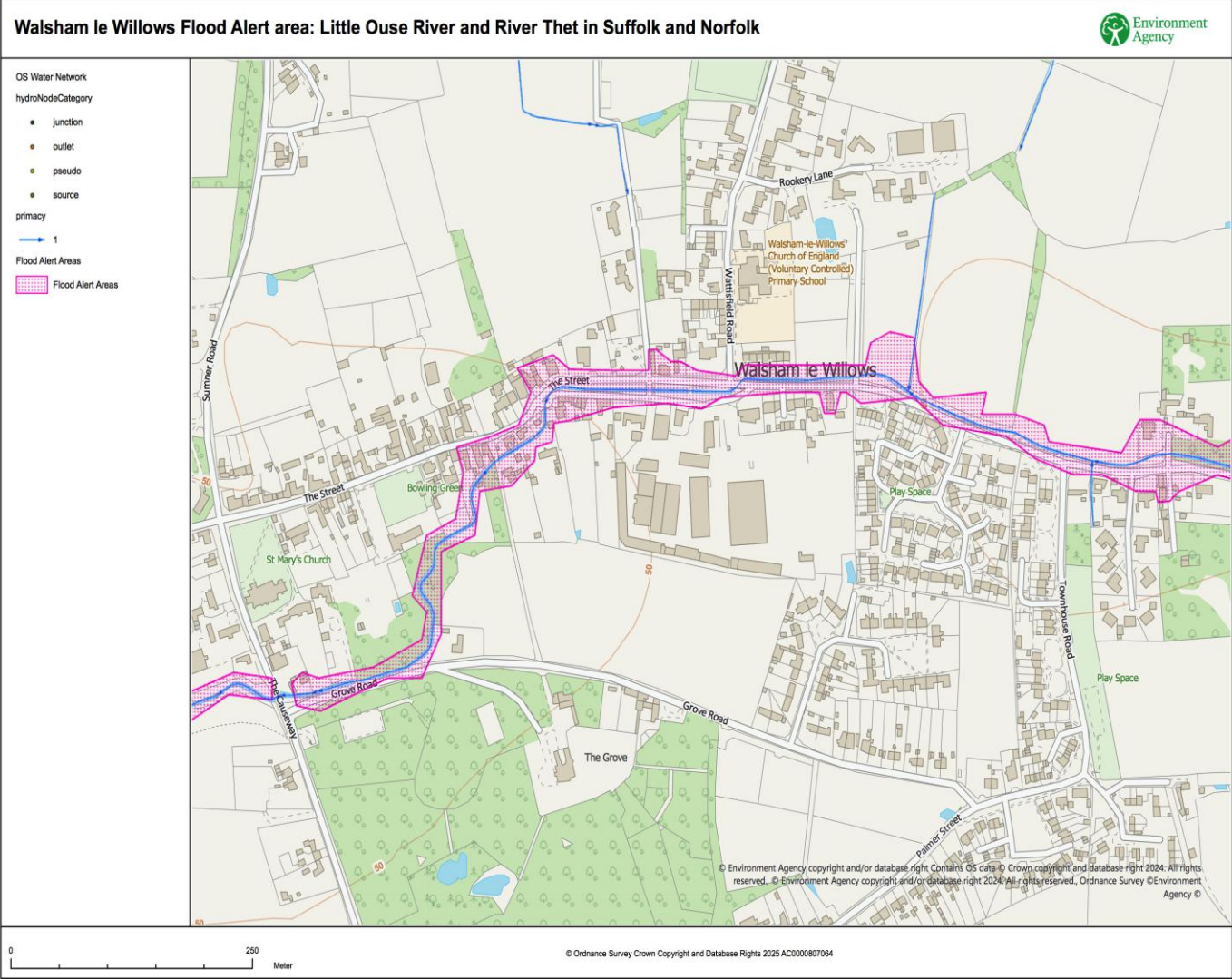
Develop an action plan based on lessons learned to improve future emergency responses. Update relevant policies, procedures and Community Emergency Plans as needed.

Recovering from emergencies

Emergencies affect communities in a wide variety of ways. Recovery is defined as the process of rebuilding, restoring and rehabilitating the community following an emergency, but it isn't simply the physical infrastructure that may need to be restored but consideration will also have to be given to the social infrastructure, economy and environment that sustains a community.

Section 8 - Risk of Flooding

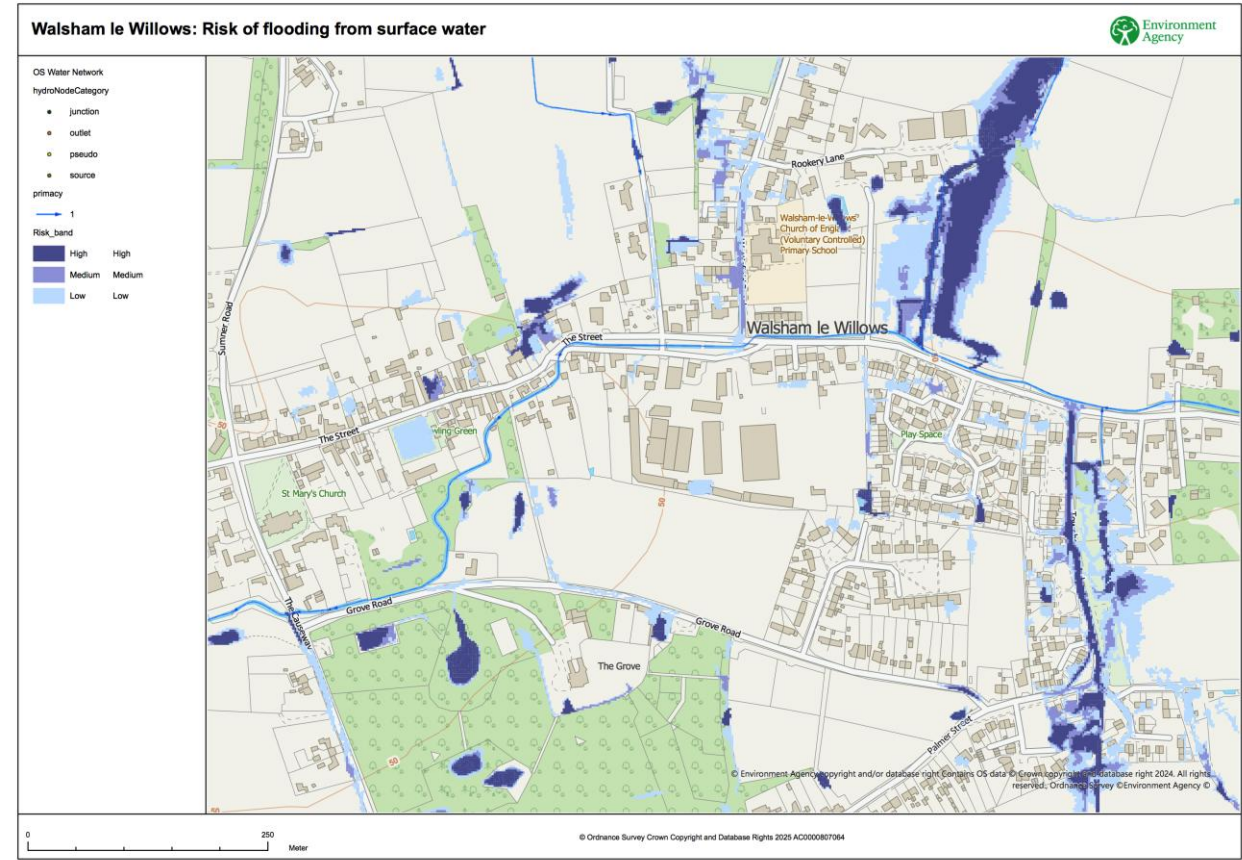
Extent of flooding from stream



Risk of Flooding from Rivers and Sea



Risk of Flooding from Surface Water



Risk of flooding from Surface Water

This 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.

History of flooding in Walsham le Willows

There have been four significant floods in Walsham le Willows during the last century: August 1912, January 1939, September 1968 and October 2023.

Storm Babet

October 2023 saw the East of England experience the joint wettest month on record since 1871. Suffolk saw the heaviest rainfall causing significant flooding of roads and properties. A succession of weather fronts between the 11th and 13th October brought prolonged rainfall in a short space of time, resulting in saturated land and rivers reaching capacity. Storm Babet followed on the 18-20th October 2023.

Walsham le Willows was significantly impacted, with twelve properties experiencing internal flooding, rendering some properties uninhabitable and requiring residents to move into temporary accommodation. Fourteen properties also experienced near misses.

Floodwater came from several sources including the overtopping of local watercourses (fluvial), surface water runoff from surrounding fields (pluvial) and overwhelmed drainage systems. The stream was unable to cope with volume and speed of the water flowing into it 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 bordering fields overflowed, saturating and flooding fields, making roads impassable.

Roads and infrastructure were also affected by flooding including:

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

Community Flood Plan

The Community Flood Plan is an integral part of the Community Emergency Plan. Working in collaboration with the Community Flood Group, an Environment Agency Community Flood Plan has been completed and submitted along with Version 1 of the Community Emergency Plan to the Environment Agency Flood Resilience team. As a result, we have been awarded a grant of up to £1,800 to purchase community flood kit resources from the ARCO brochure. The Community Flood Plan will continue to evolve based on new risks, future flooding and community feedback. The Community Flood Plan should be reviewed yearly to ensure it remains relevant, effective and fit for purpose.

Section 9 - Practising and Testing the CEP

Practising and testing all aspects of the Community Emergency Plan is a key part of preparedness, not only to identify if it's fit for purpose and address any weaknesses in advance but also to help volunteers become more aware of and comfortable with their individual roles.

Validation of the CEP can also involve a tabletop exercise, where we work through a range of scenarios and establish the effectiveness of our responses.

The main reasons for testing the plan are:

- To verify procedures work effectively
- That it's fit for purpose
- Work with local authority/ emergency services and other agencies
- To develop the skills of all participants
- Support volunteers
- To build confidence for all those involved
- Identify areas for improvement
- Keeps plans up to date and effective.

At present we are considering testing our CEP during Autumn 2025.

Community Engagement

Clarkes of Walsham Ltd (supplier of Building and Farmer materials)

The Street

Walsham le Willows

Suffolk

IP31 3BA

Telephone – 01359 259259

Named contact - Chris Fuller, Health and Safety Manager – 01359 257416

Monday to Saturday

Trained First Aiders

Walsham le Willows CEVC Primary School

Wattisfield Road

Walsham le Willows

IP31 3BB

Head teacher - Mrs Maxine McGarr

Telephone – 01359 259319

Named Contacts

Monday to Friday

Age range 4 to 11 year olds

Trained First Aiders

Little Willows Pre-school (to visit)

Manager- Mel Bignall

Telephone-01359 258702

Wattisfield Road

Walsham le Willows

Suffolk

IP31 3BD

Monday to Friday 08;00-5.30pm

Age range 2 to 5 year olds

Trained First Aiders

Walsham le Willows Sports Club

Summer Road

Walsham le Willows

Suffolk

IP31 3AH

Chairman- Mike Powles-07379 089890

Ian Campbell-07771 923354

Trained First Aiders

2 AEDs with Adult and Paediatric Pads

Car park

Public meeting

A public meeting was held on Thursday 6 June 2024 at 6.30pm in MVH

The purpose of the meeting was to engage with the community and discuss the aim and objectives of the CEP. Also to let interested residents know we are looking for volunteers to help support the CEP and build a more resilient community.

Approx.30 residents attended.

A PowerPoint presentation provided an overview of the aim and objectives of the CEP, followed by a discussion. Evening concluded with an informative Questions and Answers session.

Public Information - Walsham Observer

A key aim of the CEPG is to provide the Walsham Observer with monthly public information articles. A free magazine delivered to every household in the village. Our objective is to engage with the community and provide monthly guidance on different aspects of community emergency planning. A well-informed public is better able to respond and recover from an emergency event.

Monthly editions

- **October 2024** An overview of the CEP.
- **November 2024** Prepare for flooding
- **December 2024** Dos and Don'ts to prepare for and reduce the impact of flooding
- **January 2025** Prepare for Winter Weather
- **February 2025** Tips for a Power Cut
- **March 2025** Grab Bag
- **April 2025** What to do if there is a fire in your home
- **May 2025** Top tips for improving fire safety in your home
- **June 2025** Wildfires
- **July 2025** Heat waves
- **August 2025** Summer Break
- **September 2025** Summer Break
- **October 2025** CEP update
- **November 2025**
- **December 2025**

Section 10 - Basic Life Support

In the event of any local emergency, if there is any threat to life, immediately call 999 and alert the emergency services

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

- Know where the nearest public AED is located in the village, so you can help when it matters.
- Attend a Community Basic Life Support training session.

We may need to administer first aid before the Emergency Services arrive at the incident.

Automated External Defibrillator (AED)

An Automated External Defibrillator (AED) is a portable electronic machine that can automatically detect the abnormal heart rhythms that cause cardiac arrest.

Using a defibrillator before an ambulance arrives can significantly increase someone's chance of survival.

Public AED in Walsham Le Willows

Walsham le Willows Emergency AED is located in the refurbished red telephone box outside the front entrance to the **Memorial Village Hall**, The Street, Walsham le Willows, IP31 3AA.

- The AED Cabinet has a key code lock, which is accessed by calling **999**
- The telephone box has no telephone in it.
- Ask for the Ambulance Service giving **IP31 3AA** as the location.



First Aid Kits

First Aid Kits can be accessed in the Memorial Village Hall

1, Bar area

2. Parish Council cupboard

They are checked monthly.

Basic Life Support Training

Two Basic Life Support training sessions have been held in the MVH.

Led and presented by Volunteer Community 1st Responder, Mervyn Smith, under the remit of East of England Ambulance Service Trust.

The sessions were held on:

1. Saturday 1st February 2025
2. Saturday 7th June 2025

In total: 14 CEP volunteers and 7 members of public attended the two training sessions.