

Walsham le Willows

Community Emergency Plan

Version - Redacted Copy September 2026



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**

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CEP Distribution Lists

Role	Name	Version
Chair	Richard Belson	Redacted Copy 09/09/2026
Parish Councillor	Ann Brookes	Redacted Copy 09/09/2026
Parish Councillor	Ian Bartholomew	Redacted Copy 09/09/2026
Parish Councillor	Trevor Roberts	Redacted Copy 09/09/2026
Parish Councillor	Nick Mecrow	Redacted Copy 09/09/2026
Parish Councillor	Janette Winch	Redacted Copy 09/09/2026
Parish Councillor	Nick Tuck	Redacted Copy 09/09/2026
Parish Clerk	Kevin Boardley	Redacted Copy 09/09/2026
Emergency Planning Support Officer	Dawn Wnukoski	Redacted Copy 09/2026

Amendment Record

Tracks changes made to existing record

Amendment	Date	Amended by	Summary
Annual review and update	September 2026	PC Ann Brookes	Redacted version reviewed and updated

Plan Validation

The Community Emergency Plan was activated as follows:

Incident or Exercise	Reason for Activation	Key Learning

Contents Page

Contents Page	3
Glossary	4
Section 1 - Useful Contact Information	5
Section 2 - Context	8
Section 3 - Activating the Community Emergency Plan	14
Section 4 - Identifying the most vulnerable in an emergency	21
Section 5 - Village Zones and Volunteers	23
Section 6 - Rest Centres	30
Section 7 - Standing down from an emergency incident.....	33
Section 8 - Risk of Flooding	35
Section 9 - Testing the CEP	40
Section10 - Basic Life Support.....	42

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 1234000 (Office hours) 0808 1687794 (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	www.suffolk.police.uk
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 6066171	customer.service@suffolk.gov.uk
Suffolk Police	101 (Non-emergency enquiries)	
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 shared, collaborative service that supports the delivery of civil preparedness and business continuity services across Suffolk's five local authorities. The JEPU provides a year-round, 24 hour on call service. During a widespread county incident, such as flooding, the JEPU may be supporting multiple local authority responses simultaneously and might not be able to respond to individual requests immediately.

Name	Role	Phone Number	Email
Ben Wilding DEPO	District Emergency Planning Officer Babergh & Mid Suffolk and West Suffolk Council	01284 758462 07776 481787	Ben.Wilding@suffolk.gov.uk emergency.planning@suffolk.gov.uk
Dawn Wnukoski EPSO	Emergency Planning Support Officer Mid Suffolk	01473 264336 07889 013422	Dawn.Wnukoski@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
Tarik Foley EPO	Emergency Planning Officer West Suffolk Council	01284 758461	Tarik.Foley@suffolk.gov.uk Emergency.planning@westsuffolk.gov.uk

Community Emergency Planning Group (CEPG)

The CEPG consists of three Parish Councillors and the Parish Clerk who have developed and implemented the Community Emergency Plan to address identified local risks. Our aim is to increase community resilience by using local knowledge, skills and resources to support all residents until emergency services arrive. The CEPG acts as a vital liaison between the community, local authority and emergency responders.

Name	Role	Phone	Mobile	Email
Ann Brookes	Lead Coordinator	01359 259206	07494 261443	cllr.ann.brookes@walshamlewillowparish.gov.uk
Ian Bartholomew	Deputy Coordinator	01359 258349	07507 038574	cllr.ian.bartholomew@walshamlewillowparish.gov.uk
Richard Belson	Richard Belson	01359 258868	No mobile	cllr.richard.belson@walshamlewillowparish.gov.uk
Kevin Boardley	Kevin Boardley	01359 259794	07783 297914	clerk@walshamlewillowparish.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 you 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 you 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 can take many forms, from flooding to power outages. While we can't always prevent them from happening, planning ahead can significantly minimise their impact on our lives. Experience shows that communities that prepare for emergencies cope better in emergency situations.

Emergency services prioritise those in greatest need, especially when there is a threat to life. There are times when we may be affected by an emergency but there is no threat to life. During these times, we need to help and support both our community and individuals. Building community resilience enables us to complement the work of emergency responders and reduces the impact of a crisis on everyone.

At the heart of how communities get through 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 local people, knowledge, skills, resources and facilities. This ensures a highly adaptable response that can evolve alongside any emergency.

However, following Storm Babet 2023 and the risk of future flooding, we have now incorporated a dedicated chapter on the "Risk of Flooding" alongside an Environment Agency Community Flood Plan.

The Community Emergency Plan should be reviewed and updated annually by the Parish Council to ensure it remains fit for purpose and meets the changing needs of the community. An earlier review should be triggered if the community undergoes significant changes or if new risks are identified.

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

- Contact details, training and resource lists.
- Testing and maintenance of resources, for example, check battery levels and replace them or recharge as necessary to ensure operational readiness.
- Monitor the availability and suitability of the Memorial Village Hall as designated Rest Centre.

Aims and Objectives of the Community Emergency Plan

Aims

The primary aim of developing a Community Emergency Plan is to build community resilience, ensuring we are prepared for, can respond to and recover from any emergency that may impact our community.

We aim to work closely with the Local Authority, Emergency Services and other key agencies to support and safeguard individuals, the community, property and infrastructure before, during and after an emergency.

Objectives

- Develop community resilience.
- Identify and assess local risks and their impact on individuals, the community and local infrastructure.
- Identify key roles and key individuals to coordinate specific actions during an emergency.
- Prioritise residents in the greatest need and may require additional assistance or support.
- Identify a designated shelter and prepare clear guidance on setting up and running a Rest Centre.
- Identify local resources, skills and knowledge ready for emergency response.
- Work in collaboration with external agencies and partners to ensure the wellbeing of the community.
- Provide training and clear guidance for community volunteers.
- Provide accurate and timely information to residents, volunteers and emergency services.
- Actively engage with the community, local schools and businesses in emergency preparedness and resilience
- Review the CEP annually, to remain up to date.
- 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 1,385 residents (2024). 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.

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 predominately 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 or Surface Water	Risk to life Damage to property, businesses, land and infrastructure Residents may require temporary emergency accommodation Disruption to utilities, electricity and water services Environmental and water pollution, including contamination risk School closures Impact on mental health and physical wellbeing Economic damage to businesses and agriculture Financial stress Social impacts Travel disruptions, such as, roads flooded, littered with debris or collapsed.	Develop a Community Flood Plan Promote Personal Flood Plans Prioritise vulnerable and elderly residents who are at risk from flooding Identify properties at risk of flooding and engage with the residents Set up a WhatsApp group for residents previously flooded or have experienced near misses Sign up to the Environment Agency's free Flood Warning Service Stay informed via local radio, television and village website Recruit and train volunteers to run a Rest Centre Open and set up Rest Centres Install flood warning signage on roads at risk of flooding Use EA grant to purchase flood equipment for the community
Power cuts	Disruption to essential services and businesses Financial and social impacts Inability to heat home or access hot foods and drinks Increase risks of falls in the home due to poor lighting Communication issues e.g. loss of mobile network, internet and television Disruptions in operating essential medical equipment e.g., electric beds Fuel shortages, petrol stations unable to pump fuel Impacts on water supply Unable to prepare baby formulas	Prioritise vulnerable and elderly 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 Set up Rest Centre -blankets, hot food and drinks. Solar panels in MVH Use battery operated or wind-up radios for communication Store food and drinks that do not need to be heated
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, 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 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 and 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 Increase 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 residents evacuated from properties on fire or at risk of fire Check wildfire risk in local area- Fire Severity Index by Natural England, Open Access site Encourage residents to have an escape plan in the event of fire Promote campfires and BBQs in designated safe areas Village litter pick, picking up discarded glass and paper

Early Warning Alerts

There are a range of utilities and organisations that issue alerts and warnings. These notification keep you informed about potential risks in your local area, giving you time to prepare or respond. Early warning alerts are issued by:

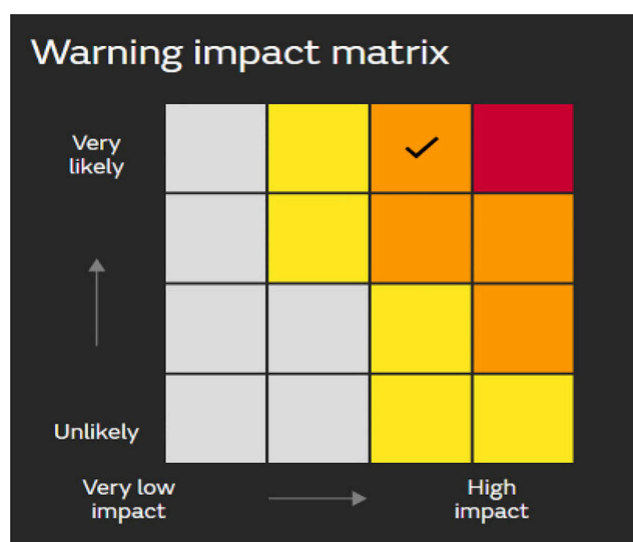
- The Met Office
- UK Power Networks
- Anglian Water
- Environment Agency- flood warnings
- UK Health Security Agency

If an Amber Alert is issued and meets the criteria set out below, the CEPG must respond.

A minimum of two members of the CEPG must confer and agree to the actions.

They will then continue to assess the situation until the emergency is resolved or escalated to an emergency event requiring the activation of the CEP.

Risk	Warning Signs	Actions
Flooding	An amber flood alert issued with risk of potential flooding from the Met Office and a flood risk warning. Assess flooding risk at: check-for-flooding.service.gov.uk Warning received from Sign up for flood warnings at www.gov.uk	Contact residents via WhatsApp or phone who experienced flooding or near-misses during Storm Babet 2023 Flood warning and weather forecast emailed to all volunteers via WhatsApp group Inform Parish Councillors
Heatwave	An amber heat-health alert issued by UK Health Security Agency (UKHSA) and the Met Office	Post heatwave posters on social media and village website. Inform volunteers of amber heat health alert and monitor both the safety of vulnerable residents and risk to infrastructure.
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. **Self-activation:** The CEP can be self-activated by the CEPG in response to a local incident or widespread event, such as flooding.
2. **Requested activation:** The CEP may be activated following a request from the Local Authority in response to a major incident.

The decision to self-activate must be made by a minimum of two members of the CEPG, who must confer and agree on the decision.

When the **CEPG agrees** to self-activate the CEP (without a request from the Local Authority) the Parish Council's Public Liability Insurance covers the activities of the CEP until the Local Authority has been informed and formally agrees to the activation.

When the **Local Authority activates** the CEP the Local Authority's Public Liability Insurance covers us.

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

However, if the Emergency Services do request that the CEPG 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 for the Plan to be activated, the CEPG must immediately contact the EPDO to inform them and seek advice and support.

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

Babergh and Mid Suffolk District Council

During Office hours call 0300 1234000 and request a call back from the Emergency Planning Duty Officer (EPDO).

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

Walsham le Willows Parish Council Insurance Cover

Community resilience activities should never put volunteers or members of the public at risk or 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 low risk CEP activities, as they are not fundamentally different from other forms of community engagement. Examples include: training sessions, public meeting and delivering leaflets to households. Provided there is a clear process, risk assessment and volunteer guidance in place, these types of activities fall within the scope of the Parish Councils existing cover.

Activities identified as potentially higher risk or specialist, such as setting up and running a rest centre, would require formal approval from the Emergency Planning Duty Officer (EPDO). Once approved, insurance cover will be provided under the Local Authority's Public Liability Insurance, which covers the activities, facilities and overall response to the emergency event.

All inquiries regarding insurance cover during an emergency event must be discussed with the Emergency Planning Duty Officer (EPDO) and formally documented on the Log sheets.

Initial meeting of the Community Emergency Planning Group

This checklist is designed to guide the CEPG through the initial steps when considering self-activation, or when responding to a request to activate the CEP from the Local Authority.

In the event of any local emergency, if there is any threat to life, dial 999 and alert the emergency services. If there is no perceived threat to life, but you have information that may help the emergency services, please dial 101.

Comments	Actions
	Immediately 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 to access the Hall.
	The CEP box, which contains essential resources for the initial CEPG meeting is in the Parish Council cupboard
	Begin recording actions on the Log sheets, including: date, time, attendees and why the meeting has been called. Clear, accurate records provide a reliable account of the events and help build an incident timeline. Number each Log sheet sequentially.
	Use the METHANE model to capture accurate information and determine whether to activate the Plan.
	Gather information from all available sources, including: emails, phone calls, social media and local radio, to obtain an accurate picture of the emergency's impact on the village and the county.
	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 the emergency? Is it near the School or Preschool? Are flood-prone locations affected? Are the main access routes into the village clear?
	Inform the EPDO that the CEPG are currently meeting and considering activation of the CEP.
	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 CEP has been activated.

Initial CEPG meeting agenda is in the folder.

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 framework 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?	This is not a question that CEPGs need to answer but is included for your awareness.
E	Exact Location	What is the exact location or geographical area of incident?	Use road names, post codes or grid references. What3Words would also be a good way to understand exactly where an incident is.
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	*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
E	Emergency Services	Which and how many emergency responder assets/personnel are required or are already on-scene?	This is not a question that CEPGs need to answer but is included for your awareness.

Activation Checklist

This checklist outlines the actions required upon activation of the CEP.

Comments	Actions
	When the CEPG agrees to self-activate the CEP, the Local Authority and Emergency Services must be contacted immediately and informed of the decision.
	If the CEP is activated without a request from the Local Authority, it operates under the Parish Council's Public Liability Insurance until the Local Authority has been informed of the self-activation and formally agrees to it.
	When the Local Authority agrees with the CEPG decision, 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 undertake by the Local Authority, thereby which activities are covered under the Local Authority Insurance Cover.
	Notify volunteers via WhatsApp or email, and state the nature location and current status of the emergency. "Walsham Emergency Hub" . If required, activate the volunteer Monitoring Telephone Tree via WhatsApp Group or mobile phone. In the event of a flood risk, contact owners and landlords of properties that have previously flooded or experienced near-misses via the WhatsApp group or mobile phone, "Walsham Emergency Flood Group."
	Inform the community via village website and social media that the CEPG have convened and the CEP has been activated. Clearly state the nature, location and current status of the emergency.
	Post a designated contact number on the village website and social media (www.walsham-le-willows.org). This will enable vulnerable residents or their families, carers and friends to contact the CEPG for assistance and advice.
	Evaluate whether a Rest Centre is required for displaced residents. Has a request been made by the LA or Emergency Services to open a Rest Centre? Contact EPOs immediately to discuss and authorize the opening of an RC. Draft an initial list of available volunteers to staff the RC for the first 4-hours.
	Agree on actions and ensure that all CEPG members and volunteers are aware of their assigned roles and responsibilities.
	Monitor emails and social media regularly for updates. Maintain ongoing communication and provide updates to all agencies involved in the emergency event.
	The CEPG must meet at regular intervals to monitor the situation, evaluate priorities and allocate resources and volunteers as the emergency evolves.
	Ensure risk assessments have been completed and that all volunteers engaged in the response do not put themselves or others at risk. Ensure they act safely at all times and do not carry out tasks or activities for which they are unqualified.

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 CEPG members upon activation of the CEP.

1. Lead and Deputy Coordinator (CEPG members)

- The Lead and Deputy Coordinator act as the primary point of contact between the Local Authority, Emergency Services, community, volunteers and other relevant agencies.
- They complete the Building Handover Form.
- Work with the Rest Centre Coordinator to complete the Rest Centre Coordinators Risk Assessment Form.
- Oversee the management of volunteers and ensures Risk Assessment forms are completed when necessary.
- They are responsible for ensuring consistent, accurate and timely communication between all agencies.
- They will appoint three CEPG members as Community Coordinators.
- They take the lead on coordinating and supporting vulnerable residents during an emergency, prioritising assistance and liaising with Emergency Control Centre (ECC) and EPOs.
- Contact EPOs or ECC if supplies, such as food or toiletries, are required for the Rest Centre.

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

- Three Community Coordinators are required to lead and support monitoring volunteers within each designated village zones.
- Each coordinator will establish contact with the volunteers in their respective zones via WhatsApp or mobile phone. Gather feedback and photographs at each location. This will provide a picture of the emergency across the entire village.
- Volunteers can make regular safe observations by simply looking out of their windows and reporting back on the situation in front of them.
- Community Coordinators are responsible for asking each volunteer to identify vulnerable neighbours or families requiring extra assistance or help during the emergency.
- All information gathered, discussed and recorded must be confidential and respected at all times.
- Community Coordinators must maintain regular communication with volunteers, Posting updates on WhatsApp or phone calls every 30 minutes during the initial phase, continuing 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.
- Complete all necessary forms found in the Rest Centre folder, including the Rest Centre risk assessment.
- From the outset the RCC is responsible for ensuring that the ground rules are clearly communicated to both volunteers and evacuees, for example, whether pets will be permitted in the Rest Centre during the emergency.
- The role involves maintaining the safety and welfare of both residents and volunteers within the Rest Centre.

4. Information Coordinator

- The Information Coordinator is responsible for managing, verifying and disseminating, accurate and consistent information during the emergency.
- They will be responsible for posting updates on the village website and social media.
- Updating the information board in the Rest Centre, and if necessary, sharing news and updates on information boards at both St Marys Church and Walsham le Willows CEVC Primary School.
- Document and record all calls from vulnerable residents, or their families, carers or friends during the emergency. Immediately forward these details to the Lead or Deputy Coordinator to initiate follow-up actions.

Section 4 - Identifying the most vulnerable in an emergency

While emergencies make everyone feel vulnerable, they are especially difficult for residents who are already at risk. Maintaining a central register of residents who might need assistance is impractical and not recommended, as individual circumstances change daily, making information quickly out-dated.

Our objective is to build a live real-time list as the emergency unfolds.

We will achieve this in two ways: firstly by residents, families and carers contacting us directly via the mobile number published on the village website and social media. Secondly by asking monitoring volunteers to notify us of any vulnerable residents in their locations who may require assistance.

Potentially vulnerable individuals or groups

- Babies and children
- Older people
- 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

- Contact emergency services if there is threat to life call **999**
- 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 event
- The Community Emergency Planning Group will then contact and liaise with the residents/carers to see if they require assistance, 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 that require help and support, including contact details
- Inform Emergency Control Centre (ECC) if interpreters or translators for non-English speaking residents are required
- Inform ECC if British Sign Language interpreters are required

Priority Services Register

The Priority Service Register is a free, UK-wide service provided by utility companies: gas, electricity and water. Residents with extra needs are prioritised during an emergency event. Registering ensures you receive advanced warnings about planned power cuts or severe weather. Utility networks will deliver emergency power or bottle water to registered households during severe disruptions.

You may be eligible to join the register 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.

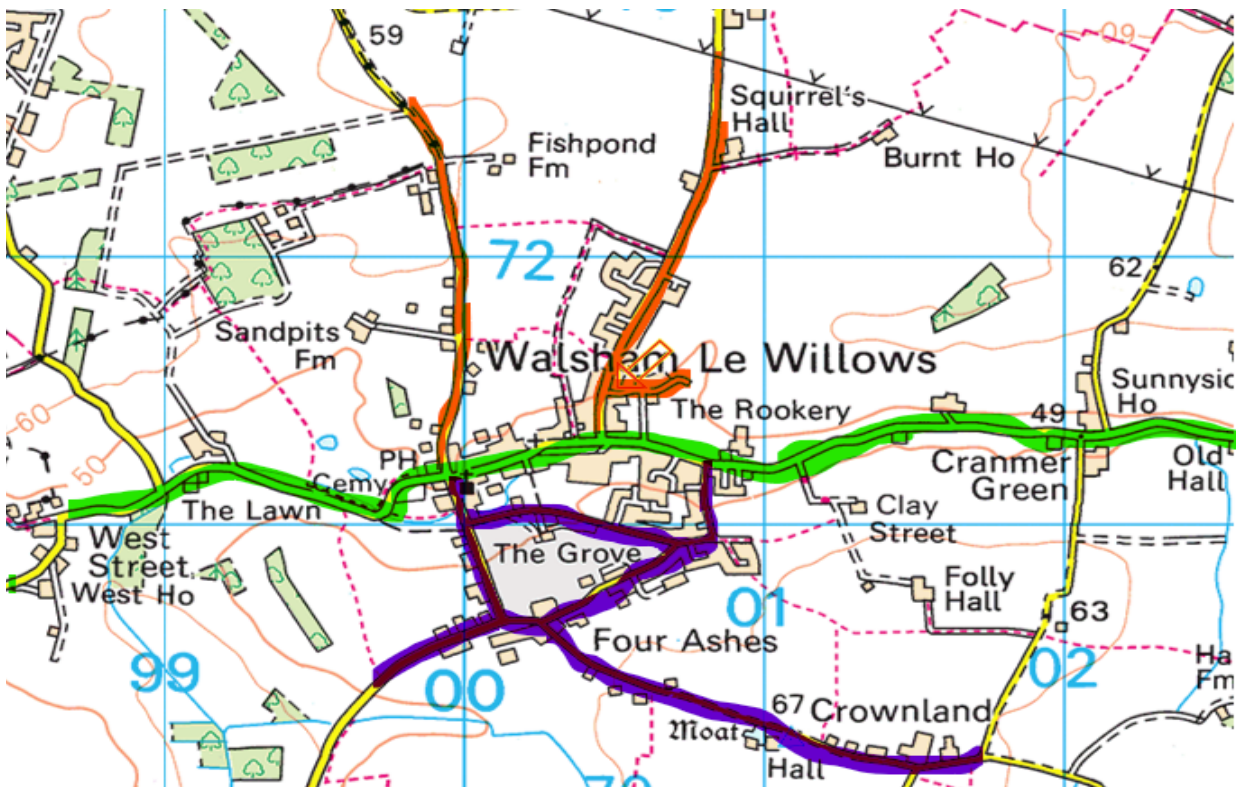
Section 5 - Village Zones and Volunteers

The village has been divided into three distinct zones to facilitate a more organised and effective response during an emergency. The zones are based on geographic features; for example, the Green Zone follows the path of the stream, which is an area identified as a significant flood risk.

Upon activation of the Plan, the Lead or Deputy Coordinator will appoint three members of the CEPG as Community Coordinators, each responsible for contacting their respective Zone volunteers via mobile phone or WhatsApp. If there are only two members of the CEPG available, one of the zones could be shared. Coordinators should consider the nature of the emergency and prioritize the zone most impacted by the emergency.

Monitoring volunteers are spread across key locations within each zone to maximize their effectiveness. We have developed a phone tree to connect Community Coordinators directly with their respective Zone volunteers.

Village zones

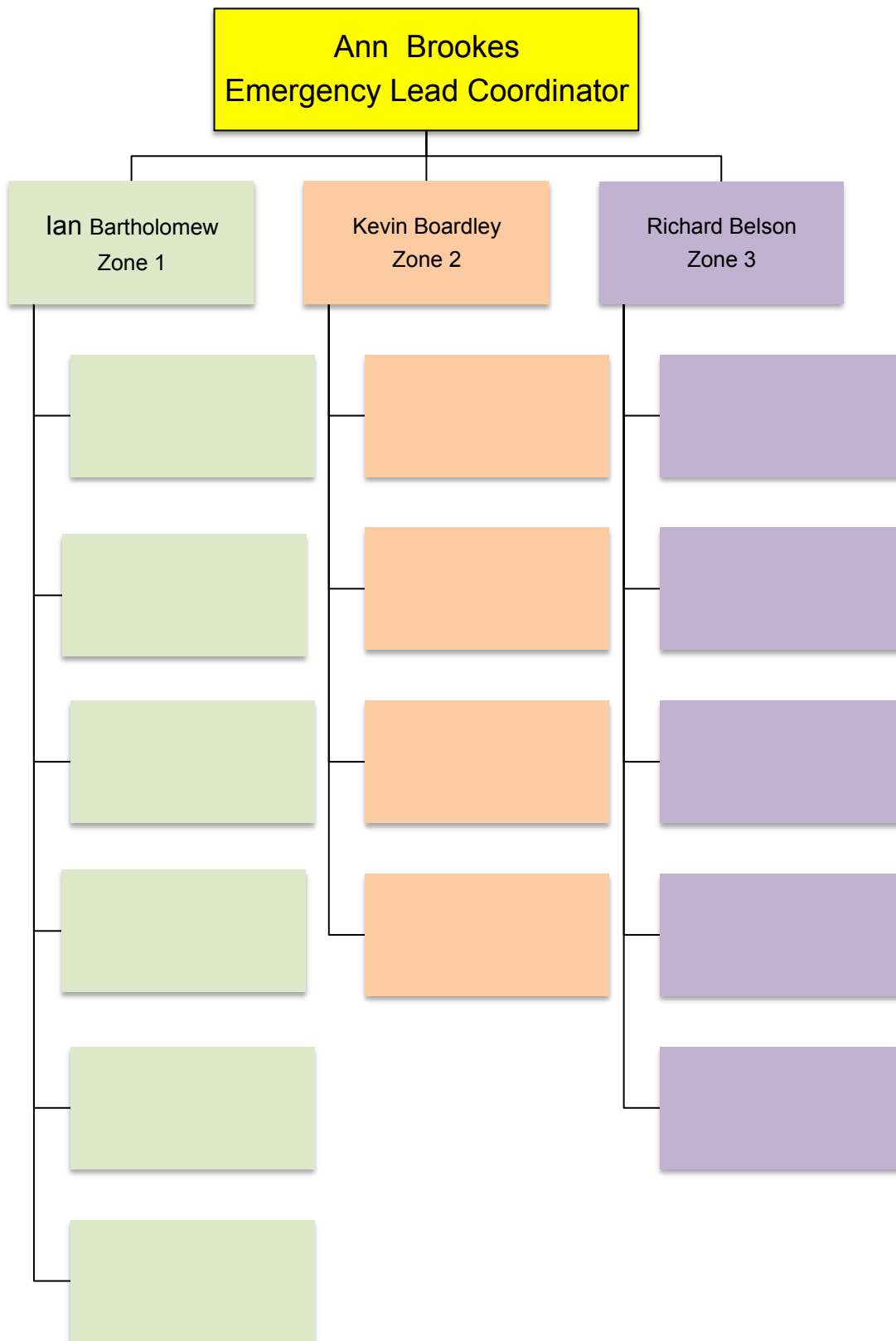


Zone 1: Middle of the village, Finningham Road, The Street, West Street, Elm Drive and Cherry Tree Lane. Green Zone follows the path of the stream and road through the village.

Zone 2: North of Zone 1, Wattisfield Road, Sumner Road, The Acorns, Mill Close and Rookery Lane.

Zone 3: South of Zone 1, Grove Road, Grove Park, Townhouse Road, Staple Close, The Causeway, Palmer Street, Four Ashes and Crownland Road.

Volunteers - Phone Tree



Contact details of volunteers in each zone

Zone 1

Zone 2

Zone 3

Volunteers

Volunteering is often spontaneous by nature, and individuals and communities automatically help each other during times of crisis.

Our aim is to be prepared for and respond to any emergency and our volunteers play a pivotal and invaluable role in supporting this mission.

To build our volunteer base, we reached out to residents from existing local groups and invited them to a public meeting to discuss both the CEP and role of volunteers within the Plan.

Thanks to a positive community response, we were able to organise training sessions and successfully established a network of volunteers across the village

Volunteer opportunities include:

- Zone Monitors: observing and reporting on the impact of an emergency in their key location.
- Rest Centre volunteers: assisting with the setting up and running of a Rest Centre.
- Greeting and registering residents as they arrive at the Rest Centre
- Delivering updates and leaflets to households across the village

- Monitoring neighbours, friends and vulnerable residents who may need extra assistance.
- Supporting residents who have been evacuated or displaced.
- Assisting with cleaning up after the emergency has passed.

We aim to provide our volunteers with:

- Ongoing support and regular updates.
- Volunteers WhatsApp group.
- Direct communication by email or phone.
- Regular training sessions.
- Walsham Observer monthly articles
- An annual volunteers group meeting to discuss successes of the past year and plans moving forward.

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

Monitoring Volunteers are the eyes on the ground, observing and monitoring events in their key location and reporting back via WhatsApp or mobile phone to their Zone Community Coordinator. Information provided will be gathered and responses initiated accordingly and a picture of the emergency 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 either by a request from the Local Authority or through self-activation by the CEPG during an emergency.

- Monitoring volunteers will receive a WhatsApp message or mobile phone call, informing them of the activation, stating the nature, location and current status of the emergency.
- They will receive the name and mobile number of their Zone Community Coordinator.
- Volunteers will start documenting information on their Log sheets, ensuring they record date and time of each entry.
- Their primary role is to observe and monitor the situation from a safe position.
- If it is **safe** to do so, photographs can be taken and posted on the WhatsApp group.
- Monitor the WhatsApp group regularly for updates from your Zone Community Coordinator.
- Promptly report any situational changes or concerns.
- Monitoring volunteers will be asked to identify any vulnerable neighbours who may require extra support, allowing us to prioritise help for those in greatest need.
- To ensure residents confidentiality, your Zone Community Coordinator will call you directly to collect this information.
- Monitoring volunteers will be stood down, via the WhatsApp group and a debrief session will be organised as soon as possible after the event.
- All Log Sheets must be saved and will be collected at the debrief meeting.

Volunteer's Generic Risk Assessment. Risk Rating Matrix in Annex A13.

A risk assessment involves identifying what could cause harm to individuals during a task or activity, and then deciding on what precautions are required 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 a ladder, 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, 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

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

Tools and Equipment

Tools can include anything from household shovels to diggers or trailers.

Volunteers must wear appropriate personal protection equipment (PPE) that is fit for purpose. We can supply high visibility vests for safety; all equipment should reflect the specific tasks and the level of risk the volunteers face. Risk assessment forms must be completed for each volunteer. Clarkes of Walsham sell prefilled Polypropylene Flood defence sand bags 25kg and have supplies in the yard.

Supplies for the Rest Centre

In an emergency, access to essential supplies, such as, food, water and toiletries are critical. If supplies are required the Lead Coordinator must inform the EPOs or ECC. Upon their agreement, items can be purchased. This pre-agreement is necessary to ensure we can claim the money back. All records of expenditure must be documented on the Log sheets and all receipts must be retained.

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

Community Resources and Supplies

We recommend checking resources every 6 months. This includes checking expiry dates, batteries, and replacing items that have been used or out of date.

A full list of resources is available.

Installing flood warning signage

In the wake of Storm Babet 2023, the need for effective flood warning signage has become essential for managing flooded roads and minimizing their impact.

Suffolk County Council Highways were contacted to ask if volunteers could install flood-warning signage. They replied that under the Community Self-Help scheme, and with their training and support, a trained volunteer would be able to install flood-warning signage. This training required a community volunteer, in our case a Parish Councillor, attending the NRSWA Unit 2: Signing, Lighting and Guarding course (New Roads and Street Works Act).

On April 16th 2025, the Parish Councillor attended and completed the course passing both the written and practical assessments.

We have since purchased twelve flood warning signs and frames, which are stored at the Memorial Village Hall.

<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 driving license and insurance cover for emergency volunteering. If volunteers are required to use personal vehicles, key documents details must be recorded on the Log sheet, including driver's name, address and number plate.

Key Considerations:

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

Updates regarding blocked or flooded roads will be shared 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.

During flooding be aware of **bow waves** that form in front of vehicles traveling through floodwater. The faster a vehicle travels, the larger and more intense the bow wave becomes, which can cause significant damage to properties and businesses along the road.

During heavy snowfall, Suffolk Highways collaborates with local farmers to clear roads. Farmers contracted for this purpose must hold Public Liability Insurance and possess a valid license to use their vehicles in emergency situations.

Local Skills and Vehicles

Skills	Name	Contact details	Training/Insurance
4 X 4 Response			
Farmers and Contractors Tractor and Plough Snow clearance		Suffolk Highways Customer service 0345 606 6171	
Tree Surgeon			
Tree Surgeon			
Truck			
4x4 Four-Wheel Drive			

Communication

Good communication is at the heart of an effective response to and recovery from an emergency. During an emergency, we will use various communication channels to keep everyone informed and up-to-date. These channels include:

- Landlines, mobile phones, Internet, village website and social media.
- WhatsApp group for CEP volunteers to share information in a timely manner, including photographs, capturing a visual record of events.
- WhatsApp group for residents previously flood or experienced a near miss.
- Motorola T82 Walkie Talkie Quad pack, 4 weather proof radios. Available with manual inside carrycase. Stored with charged batteries in the CEP cupboard.
- Local radio stations for emergency information and news updates. BBC Radio Suffolk.

If landlines and mobile signals are disrupted, alternative forms of communication will be used. Other communication methods include:

- Community notice boards located at the Village Hall, Primary School and St Mary's Church.
- Word of mouth network. If it's safe to do so, utilize monitoring volunteers to pass messages and updates to residents within their neighbourhood location.
- Community information leaflets delivered to as many households as possible, prioritising vulnerable residents
- Establish contact with neighbouring villages to request help and support.
- Open public meetings to address ongoing emergency situation, providing updates and answer residents questions.
- During a power outage, traditional corded telephones may still work when plugged in.

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.

Section 6 - Rest Centres

Rest Centres (RC) are set up in designated buildings during emergencies, such as flooding or major fires. They provide short term, temporary shelter for people who have been advised to evacuate their homes or businesses. They serve as a safe space until residents can safely return to their homes or be provided with temporary accommodation. Rest Centres offer a secure and supported environment, providing basic amenities, such as hot drinks, water, light refreshments, and washing facilities. When necessary, overnight sleeping accommodation is also provided.

One of Suffolk County Council's key responsibilities is to set up and run Rest Centres for those who have been made unintentionally homeless. To facilitate this duty, Local Authority staff are trained by EPOs, to operate and manage Rest Centres. Once the decision to open a Rest Centre is agreed, teams of 2 to 3 staff members will be mobilized and dispatched to the required locations. These teams will arrive in vans packed with essential resources, such as bedding. Our role as volunteers is to facilitate a smooth transition by handing over management of the Rest Centre to Local Authority staff and then work alongside them to support residents.

It's important to note that it can take up to 3-4 hours for the team to arrive and In some cases, such as during adverse weather conditions, for example, roads blocked by fallen trees, they maybe delayed or unable to reach the village. Therefore, it's vital that as a community we are prepared, trained and ready to manage and run the Rest Centre for the duration of an emergency event should they be unable to reach us.

Rest Centres Options

When considering options for potential Rest Centres in the village we identified three key building and compared the facilities of each building.

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

On the 22nd March 2024, Freddie Gulliver, Emergency Planning Officer from BMSDC, assessed the Memorial Village Hall to determine its suitability as the designated Rest Centre for the village. He inspected the facilities, counted the plates, and calculated the halls capacity. The village hall is centrally located on The Street with a large car park and was assessed as having a low risk of flooding.

The MVH is now the primary designated Rest Centre, with both the Sports Club and the Priory Room serving as secondary locations. If the MVH ever becomes part of the emergency incident itself or reached its maximum capacity during a major incident, then we have two other locations that can be opened as additional Rest Centres. We are awaiting the specification sheet.

It can also operate, as a **Warm Space** offering residents hot drinks and light hot meals. The Memorial Village Hall is equipped with solar panels and battery storage.

Rest Centre Guidance

Rest Centre Guidance was adopted by Walsham le Willows Parish Council on 14/08/2024

Reviewed and approved by Emergency Planning Officer, 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 is available to any resident who would like to get involved.

Todate we have held two training session, led by, EPO Freddie Gulliver on:

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

[illegible]

Pets

Rest Centres prioritise the safety and wellbeing of people during an emergency. While pets are not the primary focus, their needs have been carefully 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 occurred in their home or community. A pet plan can be prepared in advance to ensure pets are safely cared for during a crisis.

Another option to ensure your pets' safety is to agree with friends or family, that you will take in each other's pet should an emergency occur. It is best to ensure that the pet sitter does not live in your 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. However make sure their hutches are in good condition and weather-tight. Consider moving the hutches off the floor and 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 factors:

- Is there adequate space or facilities at the Rest Centre to accommodate pets
- How many residents are expected at the Rest Centre and for how long?
- Can the owner be parted from their pet without causing undue distress?
- What are the effects of having pets in the Rest Centre on other evacuees?
- The RCC must consider allergies, safety and noise levels
- Support can be requested from outside agencies, such as, the Local Authority, RSPCA or Blue Cross.

If the Rest Centre Coordinator agrees to pets

The following guidance must apply to all pets attending the Rest Centre:

- All pets are the responsibility of their owners
- All dogs must be on a lead at all times in the village hall
- All dogs must wear a 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 and Recovery from

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

Actions for Stand Down

- Post a WhatsApp message to all volunteers and residents involved in the emergency, to inform them of the plan to stand-down.
- Ensure all volunteers and residents can return home safely, especially if stand down occurs overnight or during the hours of darkness. For safety reasons, transport home may need to be organised.
- Record any items left behind by residents.
- Pack away equipment in the village hall.
- Return items to their owners or store securely in the CEP padlocked cupboard.
- Clean all areas of the village hall and dispose of rubbish.
- Read and record utility meters.
- Collect all documentation and store securely.
- 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, to allow residents and volunteers to reflect upon and share their experiences. The debrief offers 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, JEPU and all agencies involved in the emergency.
- Respect the views of other participants
- Thank participants for their contributions

Types of Debriefs

- *Hot Debrief:* A brief discussion held immediately after the event to capture initial reflections and observations.
- *Cold Debrief:* A more formal debrief conducted days or weeks after the event, allowing information to be collected and everyone involved time to reflect. They provide an opportunity to discuss both successes and areas for improvement that are useful for future training and policies.

Post-Debrief Actions

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

Recovering from Emergences

The purpose of the recovery phase is to rebuild, restore and rehabilitate the community following an emergency. Recovery should be seen as an integral part of the overall response. It is a process to support individuals, volunteers, families and communities through the provision of information, specialist services and resources.

Recovery is a complex and long running process that can involve more agencies and participants than the initial response phase. While the emergency response is often relatively short, the recovery phase can last for months, years or even decades.

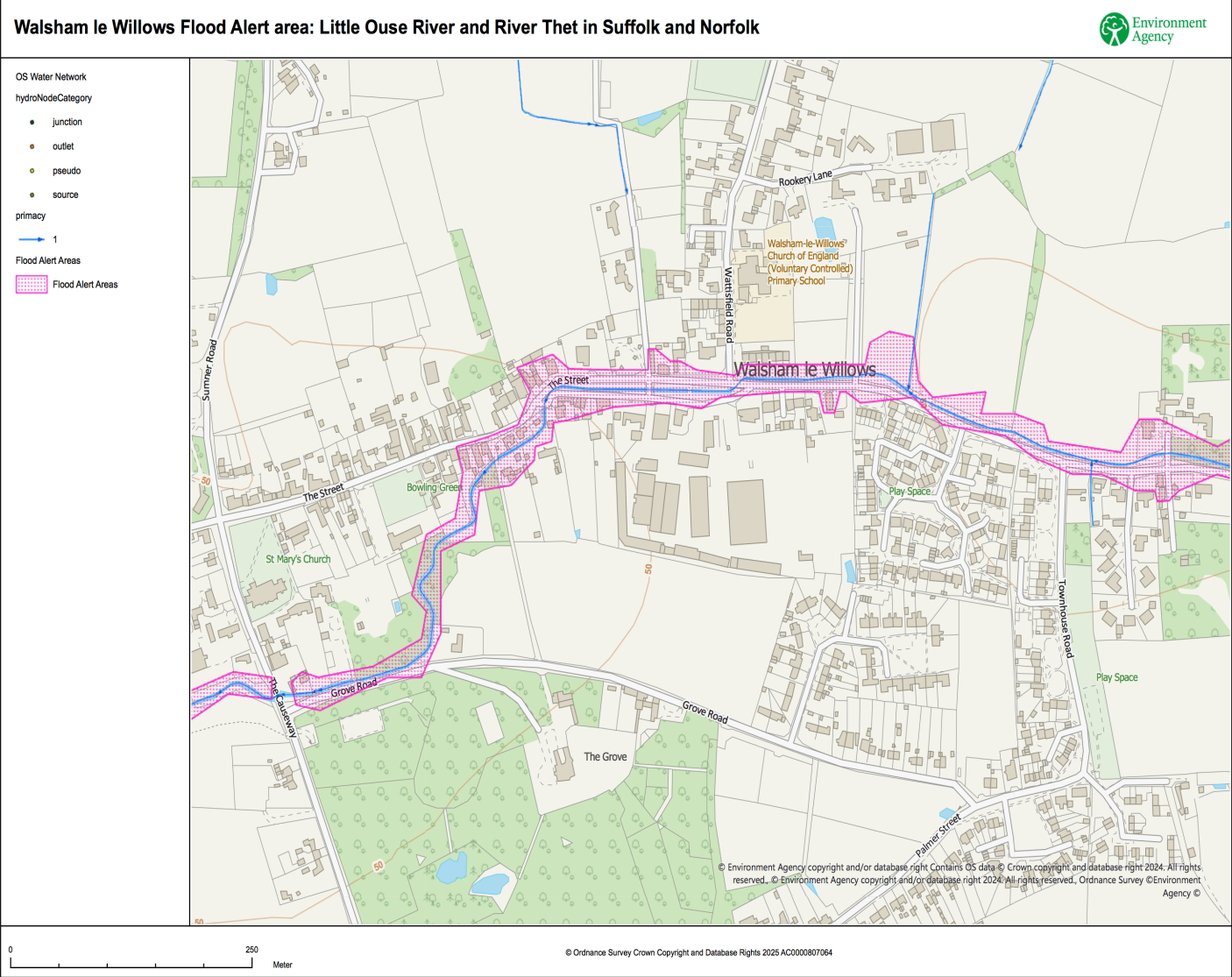
During the recovery phase, we can use the following information to understand and support the needs of both the individual and wider community:

- Emergencies are mentally and emotional challenging. Common signs of stress include: exhaustion, anxiety and sleep disruption. If you or a resident are struggling, healthcare services are available. Contact your GP surgery or call 111 for immediate mental health support.
- After an emergency children frequently experience feelings of insecurity and fear. Children do not need to be directly impacted to feel unsettled and confused by events.
- Support groups offer a safe space to manage stress, gain valuable advice and navigate challenges together.
- To help prevent or reduce the risk of it happening again, it is vital to understand as much as possible about what occurred. To assist with this, residents may be invited to share and recall their experiences.
- Ensure vulnerable residents are contacted to provide reassurance and assess their need for support. This assistance might involve simple gestures, such as collecting prescriptions or contacting family members on their behalf.
- Carry out engagement with the community. Public meetings can be held to discuss the impact of the emergency, including updates on the recovery process.

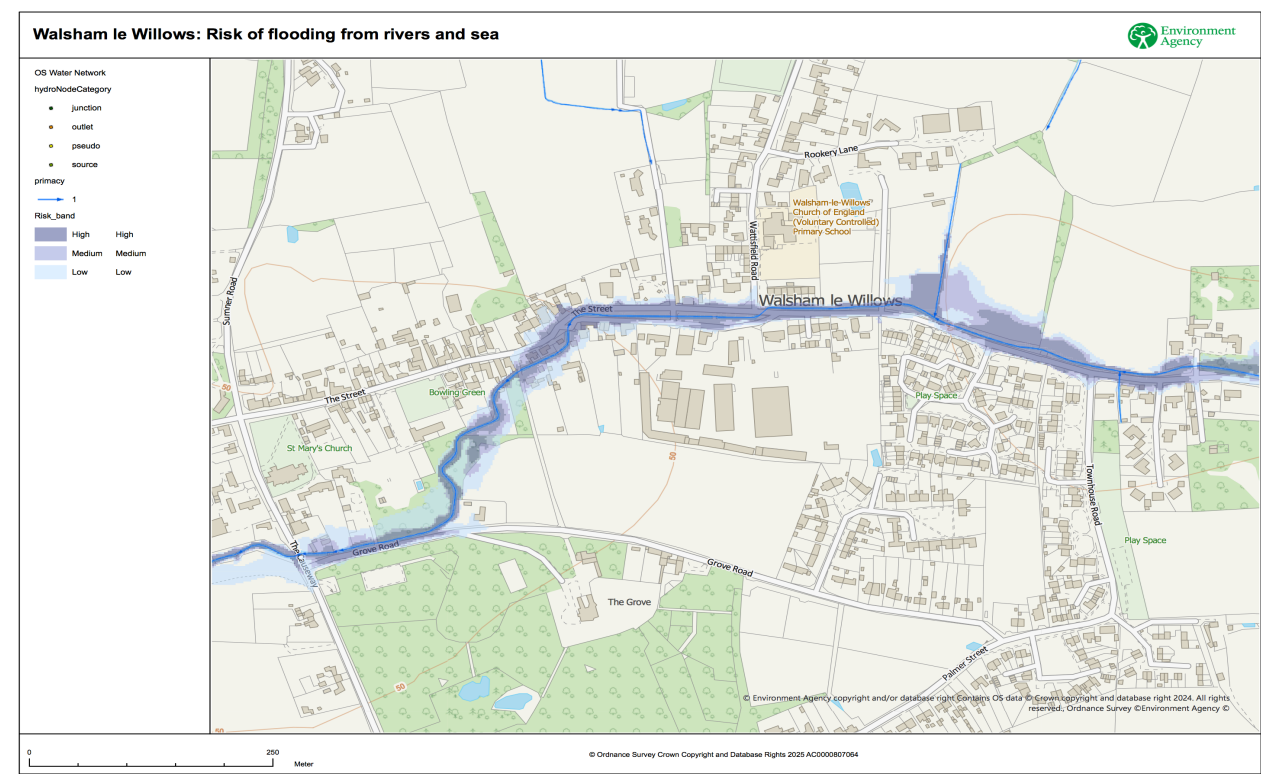
Recovery is a fundamental element of resilience.

Section 8 - Risk of Flooding

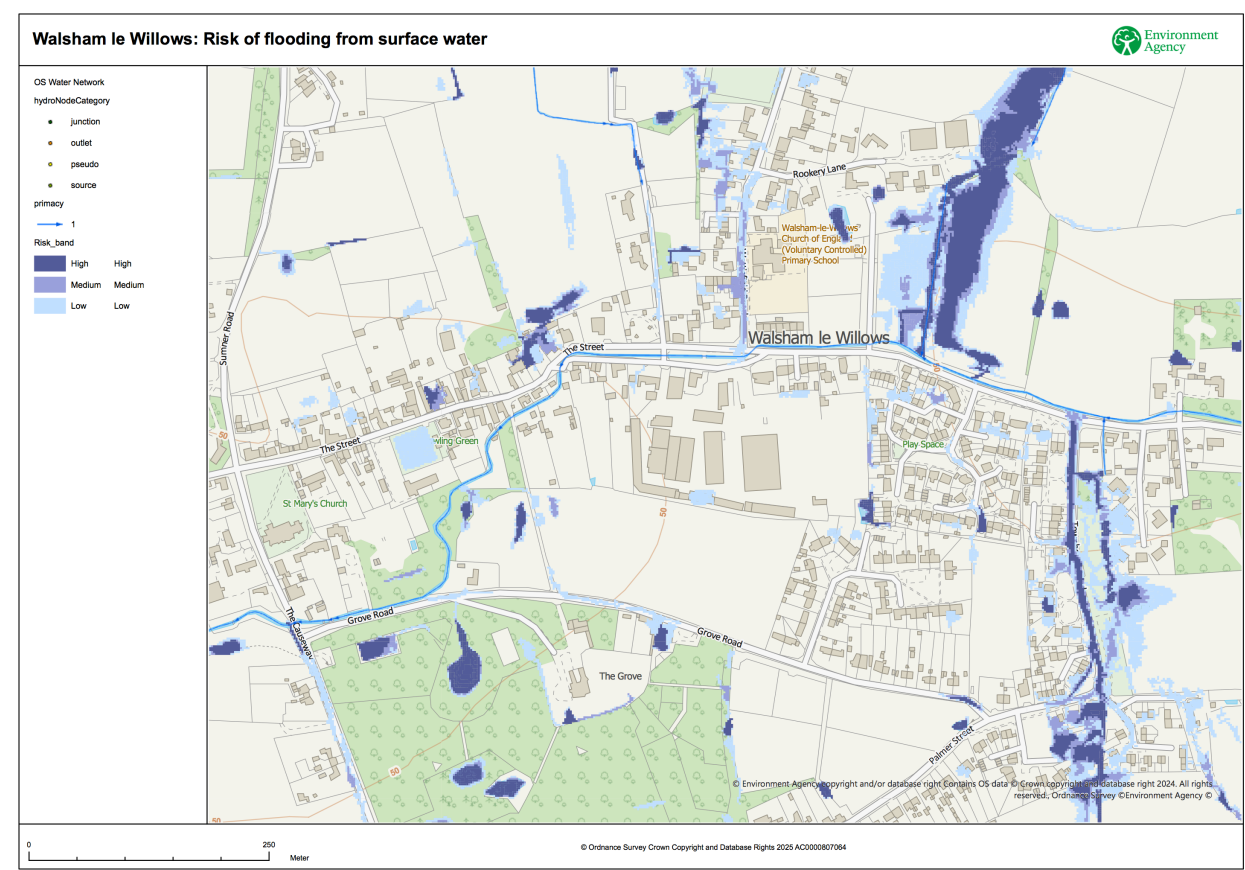
Extent of flooding from stream



Risk of Flooding from Rivers and Sea



Risk of Flooding 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.

Walsham le Willows is located in an area at significant risk of both fluvial and pluvial flooding. **The Fluvial** flood risk is associated with the stream that flows beside Finningham Road, The Street and Ixworth Road, all areas that have experienced flooding in the past.

Pluvial flooding occurs when heavy rainwater cannot drain away through the normal drainage systems, causing water to collect on or flow over the ground. Blocked ditches, drains and compacted or waterlogged soil exacerbate this risk. Unlike fluvial flooding it can occur away from streams and affects areas with harder surface, such as concrete.

Suffolk County Council is responsible for managing the flood risk from surface water.

Due to the local topography and geology the community is highly susceptible to flooding. Multiply water flow paths converge near to Walsham le Willows, where the gradient is shallow. Furthermore the local geology and soils are sceptical to rapid runoff, leaving a number of properties vulnerable to flooding during intense rainfall events.

Storm Babet

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

Walsham le Willows was significantly impacted by flooding due to the intensity and duration of rainfall, which overwhelmed natural flow routes, watercourse capacities and drainage infrastructure. Twelve properties experienced internal flooding, rendering some properties uninhabitable and requiring residents to move into temporary accommodation. An additional fourteen properties experienced near misses.

Floodwater came from several sources including surface water runoff from surrounding fields and the overtopping of local watercourses completely overwhelmed the drainage system. Additionally, the stream was unable to cope with volume and speed of the water flowing into it, causing it to burst its banks and flood adjacent properties and land.

Away from the stream, other properties were flooded by surface runoff and storm drainage systems unable to cope with the heavy volume of water. Ditches bordering fields overflowed, saturating agricultural land and rendering local roads impassable.

Roads and infrastructure affected by flooding included:

- 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 Environment Agency Community Flood Plan is an integral part of the Community Emergency Plan and was completed in collaboration with the Community Flood Group. The document was subsequently submitted alongside Version 1 of the Community Emergency Plan, to the Environment Agency Flood Resilience Team. As a result of this submission we were awarded an £1,800 grant to purchase community flood kit resources from the ARCO brochure.

The Community Flood Plan will continue to evolve based on emerging risks, future flooding events and community feedback. The community flood plan should be reviewed annually or after a flooding event to ensure it remains relevant and fit for purpose.

Walsham Emergency Flood Group

In May 2026, a WhatsApp group was created for residents who had previously experienced flooding or near misses during Storm Babet. The aim of the group is to establish an effective communication network across the village to alert and warn residents who are at risk of flooding. The CEPG and residents will be able to post messages in real-time, helping those at risk prepare for and respond to the threat of flooding.

We have had a positive response from residents and 14 have consented to join the WhatsApp group. Residents without access to WhatsApp will be contacted via mobile phones during future flood events.

[illegible]

Section 9 – Testing the CEP

Once the Community Emergency Plan is complete the next step will be to test the plan to ensure it is fit for purpose and effective. Testing also verifies that the plan works without the added stress of a real-life emergency.

To test and validate the CEP, we plan to organise tabletop exercises where Parish Councillors and volunteers work through realistic scenarios to assess the effectiveness of their responses and actions.

The main reasons for testing the plan are:

- To verify procedures work effectively.
- To develop the skills of all participants.
- To check that procedures are practical and achievable.
- To build confidence of all those involved.
- To identify and address areas for improvement.
- Keeps plans up-to-date.
- Reinforces roles and responsibilities.
- A safe environment for all to contribute and learn.

Tabletop exercise

On Friday 13th March 2026, we held our first tabletop exercise for Walsham le Willows Parish Councillors.

Emergency Planning Support Officer Dawn Wnukoski and Emergency Planning Officer Tarik Foley led the session, presenting a realistic flood scenario affecting the village. Together we walked through the scenario and discussed our responses as events unfolded. We reflected upon our procedures, evaluated support options for vulnerable members of the community and reviewed volunteer's roles and flood resources available in an emergency.

Following the exercise we critically assessed the session and identified lessons learned and updated the CEP accordingly.

We plan to hold a tabletop exercise for volunteers in the autumn of 2026, leading the session ourselves using scenarios provided by the EPOs.

Community Engagement Updated- June 2026

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

The Street

Walsham le Willows

IP31 3BA

Telephone – 01359 259259

Named contact - Chris Fuller, Health and Safety Manager

Monday to Saturday

78 approx. staff

8 Trained First Aiders

1 AED with adult pads

Walsham le Willows CEVC Primary School

Wattisfield Road

Walsham le Willows

IP31 3BD

Telephone – 01359 259319

Head teacher - Mrs Maxine McGarr

Named Contacts - Nicola Brophy
- Tracy Gorzelak

Age range 4 to 11 year olds

120 approx. pupils

18 staff

Trained First Aiders

1 AED with Adult and Paediatric Pads

Little Willows Pre-school

Wattisfield Road

Walsham le Willows

IP31 3BD

Telephone-01359 258702

Named Contact - Manager- Mel Bignall

Monday to Friday 08:00-5.30pm

Age range 2 to 5 year olds

30 approx. children each day

7 staff

Trained First Aiders

1 AED with Adult and Paediatric Pads

Walsham le Willows Sports Club

Summer Road

Walsham le Willows

IP31 3AH

Chairman- Mike Powles

Ian Campbell

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 aims and objectives of the Community Emergency Plan. We also wanted to let interested residents know that 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 aims and objectives, followed by a discussion. The evening concluded with an informative Questions and Answers session.

Public Information - Walsham Observer

One of the aims of the CEPG is to publish a monthly public information article in the Walsham Observer, a free monthly 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

Date	Topic
October 2024	An overview of the CEP
November	Preparing for flooding
December	Do's and Don'ts to prepare for and reduce the impact of flooding
January 2025	Prepare for Winter Weather
February	Tips for a Power Cut
March	Grab Bag
April	What to do if there is a fire in your home
May	To tips for improving fire safety in your home
June	Wildfires
July	Heat waves
August	Summer Break
September	Summer Break
October	CEP update
November	Preparing for flooding
December	Getting ready for winter
January 2026	Five tips for staying safe in Strong Winds
February	Community Emergency Planning contacts
March	Volunteering
April	Emergency Planning
May	Break
June	Emergency Planning for your Pets
July	Staying Safe around water
August	Wildfires
September	Summer Break
October	Rest Centre Volunteering
November	
December	

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, those involved must always be aware of their own health and safety, as well as the safety of others.

- Know the location of the nearest public AED, so you can help when it matters most.
- Sign up and attend a community Basic Life Support training course.
- First aid may need to be administered before emergency services arrive at the scene.

Automated External Defibrillator (AED)

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

Using a defibrillator can significantly increase a person's chance of survival.

Public AED in Walsham le Willows

Walsham le Willows AED is located in the refurbished red telephone box outside the main entrance of 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 no longer contains a telephone, you will need to use a **mobile phone**
- Ask for the Ambulance Service giving **IP31 3AA** as the location postcode.



First Aid Kits

Can be located in the Memorial Village Hall

1. Bar area
2. Parish Council cupboard

They are checked regularly.

Basic Life Support Training

Two Basic Life Support training sessions have been held in the MVH. These were led and presented by Volunteer Community 1st Responder Mervyn Smith, under the remit of the 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 residents attended the two training sessions