

# Community Resilience Plan

Preparing and responding to  
emergencies in the  
Parish of Caister on Sea

**Plan Version 1 - 06.03.2023**

This plan has been agreed by the undersigned on behalf  
of Caister on Sea Parish Council

Name	A Baker
Authority/Role	Chair
Signature	
Date	06.03.2023
Review Date	06.03.2024

**Note:** The information contained in this document is for guidance only. Caister on Sea Parish Council acknowledges that Great Yarmouth Borough Council shall not have any liability, either under this guidance or otherwise, in respect of the provision of services or for any actions or omissions by Caister on Sea Parish Council in any emergency situation. The suitability of the application of the guidance by Caister on Sea Parish Council to perform the services shall be entirely for Caister on Sea Parish Council to determine. This Guidance does not constitute legal advice in relation to emergency planning.

### Record of Amendments

Version	Date	Amendment	Amended by

## **Foreword**

### **Caister on Sea Community Resilience Plan**

Caister on Sea is a significant, linear, compact village with a population, recorded in the 2011 Census of 8,901. A further development of some 700 new houses is planned for in an area adjoining the village.

It is claimed that nearly 5 million tourists visit, or pass through, the Great Yarmouth area every year and a significant number live in holiday accommodation, chalets and caravans located mainly on a large holiday centre in the northern part of the village.

Caister has a main street which includes a Parish Council Hall and a variety of retail outlets. There is a large Tesco Super store, an East of England Co-op, and opposite it, a Lidl store on the main through road.

A community centre is supplemented by a Church Hall and there are three places of worship. There is a nursery, primary, and an academy school together with a special needs school.

Caister has the Country's only independent offshore lifeboat together with an inshore rescue Rib. The lifeboat station has a museum and café.

Whilst all the residential areas have their own road networks there is a main north south road supplemented by a bypass which takes traffic around the village centre.

The Parish Council, as the local representative for the community, aims to provide a local loud voice to support residents and businesses together with the many visitors. Part of that role is its preparedness to help when things go wrong.

When things go wrong it is usual to contact the emergency services by dialling 999 for Police, Fire, Ambulance or Coast Guard assistance but when the actual incident is ongoing or concluded there may be more help needed. This is provided by Norfolk County Council (Mainly highways and social services.), Great Yarmouth Borough Council and the Parish Council.

The Parish plan cannot work effectively without the assistance of residents and businesses who come forward to support their efforts. This plan aims to demonstrate that significant risks have been assessed and a detailed list of businesses and people with their contact details is readily available to back up the local knowledge Parish Councillors already possess.

## Distribution

### Distribution List

Emergency Community Co-ordinator

Parish Council Chairman

Vice Chairman

Name	Address	Contact number	Email address

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## **1. Aim and Objectives**

### **a. Aim of the plan**

To support short term resilience for the local community and businesses

### **b. Objectives of the plan**

- i Identify hazards to which the community may be exposed
- ii Assess vulnerability of the community to those hazards
- iii Assess risk based on the hazards and community vulnerability
- iv Identify capacities and resources within the community
- v Identify action points in the event of an emergency

### **c. Emergency Co-ordinator & Deputies roles & responsibilities**

The role of Emergency Co-ordinator and Deputy will be appointed by Parish Councillors who will provide a vital link between residents and organisations planning and responding to an emergency.

Their role is to:

- i Facilitate the completion and maintenance of the Community Resilience Plan (this plan)
- ii Provide a link with the Emergency Services and the GYBC Emergency Planning Manager
- iii Assist the Borough Council and appropriate agencies in emergency preparedness through awareness raising activities
- iv Provide a local “point of contact” for a community response to an emergency.

## 2. Risk Assessment

### A brief overview of a Risk Assessment process

A **hazard** is an event that could potentially cause disruption, or a loss, to the community. There may be several hazards, or threats, to which the community is exposed.

Vulnerability is the extent to which the community is vulnerable to those hazards.

Risk is a statement of the chance of a hazard causing a disruption or loss taking into account the vulnerability of our community.

Assigning a risk rating for each hazard, taking into account vulnerability helps to prioritise measures to minimise disruption or loss. These measures are put in place to make a potentially damaging event less likely or to reduce the impact if it does happen.

There can be no guarantee that an event will be prevented even after putting in place various measures. A residual risk rating gives an assessment of the risk once measures have been put in place. The final columns in the table below indicate the likely response of the community, emergency services and other organisations to hazards if they do occur.

### Guide to completing the Local Community Risk Register

#### **Hazard**

The Risk Analysis lists possible hazards in our community based on a local community assessment.

#### **Measures taken at the community level**

These are measures and actions which are currently taken to prevent or reduce the likelihood or impact of the hazard on the community.

#### **Residual Risk Rating**

This indicates the residual risk once measures have been put in place as there will always be a chance of an event occurring and causing disruption or loss of some kind. It is an indication of the likelihood and impact of a hazard classified as: HIGH, MEDIUM and LOW

#### **Emergency Response**

In consultation with the emergency services, the Borough Council and the voluntary sector, the column indicates the expected response to emergencies if they do occur.

#### **Community Contacts Response**

The column indicates possible measures that community contacts can take, or advise neighbours to take, regarding each hazard listed.

### 3. Risk Register

<b>Hazard</b>	<b>Measures taken at the community level</b>	<b>Residual Risk Rating</b>	<b>Emergency Response</b>	<b>Community Contacts Response</b> <b>Activate the Community Resilience Plan where appropriate.</b> <b>See “Contacts List” for telephone numbers.</b>
<b>Tidal Flooding</b>	<ul style="list-style-type: none"> <li>- Encourage residents to take up of the Environment Agency Floodline Warnings Direct scheme.</li> <li>- Raise awareness of how to prepare &amp; respond to a flood.</li> <li>- Involve our community in local flood planning</li> </ul>	<b>MEDIUM</b>	<ul style="list-style-type: none"> <li>- Activate Multi-Agency Flood Plan</li> </ul>	<ul style="list-style-type: none"> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Listen to local media and monitor Facebook for updates or call Floodline for info: 0845 988 1188</li> <li>- Receive and where appropriate pass on information through the communications tree.</li> <li>- Support residents, in particular the vulnerable.</li> </ul> <p><b>Remember Flood water is dangerous:</b></p> <ul style="list-style-type: none"> <li>- Avoid walking or driving through it.</li> <li>- Keep children &amp; vulnerable people away from it.</li> <li>- DO NOT touch sources of electricity when wet or standing in flood water.</li> <li>- Wash hands thoroughly after touching or being in flood water. In an emergency use wet-wipes</li> </ul>
<b>Surface water flooding</b>	<ul style="list-style-type: none"> <li>- Map and identify surface water flooding wet spots.</li> <li>- Report on blocked or ineffective drainage systems.</li> <li>- Promote local flood protection of premises.</li> </ul>	<b>MEDIUM</b>	<ul style="list-style-type: none"> <li>- NCC response for highway drainage.</li> <li>- Anglian Water response to sewer overflowing.</li> <li>- Fire &amp; Rescue Service response to flooding of premises.</li> </ul>	<ul style="list-style-type: none"> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Listen to local media and monitor Facebook for updates or call Floodline for info: 0845 988 1188</li> <li>- Receive and where appropriate pass on information through the communications tree.</li> <li>- Support residents, in particular the vulnerable.</li> </ul> <p><b>Remember Flood water is dangerous:</b></p> <ul style="list-style-type: none"> <li>- Avoid walking or driving through it.</li> <li>- Keep children &amp; vulnerable people away from it.</li> <li>- DO NOT touch sources of electricity when wet or standing in flood water.</li> <li>- Wash hands thoroughly after touching or being in flood water. In an emergency use wet-wipes.</li> </ul>



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<b>Hazard</b>	<b>Measures taken at the community level</b>	<b>Residual Risk Rating</b>	<b>Emergency Response</b>	<b>Community Contacts Response</b> Activate the Community Resilience Plan where appropriate. See "Contacts List" for telephone numbers.
<b>Storm – high winds</b>	<ul style="list-style-type: none"> <li>- Monitor weather forecasts &amp; take precautions when appropriate.</li> <li>- Parish Council Emergency Co-ordinators inform GYBC &amp; utilities of problems</li> </ul>	<b>MEDIUM</b>	<ul style="list-style-type: none"> <li>- Activation of Category 1 Responders and Emergency Services Emergency Response Plans</li> </ul>	<ul style="list-style-type: none"> <li>- Emergency Co-ordinators report utility failures to GYBC &amp; relevant utility organisations</li> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Listen to local media for updates</li> <li>- Receive and pass on information through the communications tree.</li> <li>- Support Residents, in particular the vulnerable. Assistance to residents with mobility impairments may be required.</li> <li>- Report dangerous structures to GYBC, Building Control</li> </ul>
<b>Heavy Snow / Freezing Conditions</b>	As above	<b>LOW</b>	<ul style="list-style-type: none"> <li>- As above plus adequate salt/gritting of main roads, paths and critical surfaces as activated by NCC and GYBC</li> </ul>	<ul style="list-style-type: none"> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Listen to local media for updates</li> <li>- Receive and pass on information through the communications tree.</li> <li>- Support residents in particular the vulnerable</li> <li>- Emergency Co-ordinators report utility failures to GYBC &amp; relevant utility organisations.</li> <li>- Report frozen or burst water mains to Essex &amp; Suffolk Water.</li> <li>- Refer to the Govt "Snow Code"</li> <li>- Community contacts may use NCC grit bins to treat lengths of paths if applicable.</li> </ul>
<b>Heatwave</b>	<ul style="list-style-type: none"> <li>- Monitor weather forecasts &amp; ensure preparedness.</li> <li>- Community support for vulnerable people.</li> </ul>	<b>MEDIUM</b>	<ul style="list-style-type: none"> <li>- Heat Health Watch system 1<sup>st</sup> June to 15<sup>th</sup> September</li> <li>- Activation of National Heatwave Plan</li> </ul>	<ul style="list-style-type: none"> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Listen to local media for updates</li> <li>- Receive and pass on information through the communications tree.</li> <li>- Support residents, in particular the vulnerable</li> <li>- Call in medical advice &amp; support if required</li> </ul>

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<b>Infectious Disease / Pandemic flu</b>	<ul style="list-style-type: none"> <li>- Promote and follow appropriate health &amp; hygiene measures.</li> <li>- Community support for vulnerable people.</li> </ul>	<b>MEDIUM to HIGH</b>	<ul style="list-style-type: none"> <li>- Health surveillance</li> <li>- Outbreak plans</li> <li>- Infection control</li> <li>- Activate GYBC Environmental Health Plan</li> </ul>	<ul style="list-style-type: none"> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Listen to local media for updates</li> <li>- Receive and pass on information through the communications tree.</li> <li>- Support residents, in particular the vulnerable</li> <li>- Call on appropriate medical advice and support when necessary.</li> </ul>
<b>Major Fire</b>	<ul style="list-style-type: none"> <li>- Public awareness campaigns</li> <li>- Encourage practised fire response drills</li> <li>- Community response to raising the alarm &amp; acting swiftly</li> </ul>	<b>LOW to MEDIUM</b>	<ul style="list-style-type: none"> <li>- Fire &amp; Rescue Service response</li> <li>- Residents may be directed to: 'Go In, Stay In, Tune In'</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>- Evacuate</li> </ul>	<ul style="list-style-type: none"> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Listen to local media for updates</li> <li>- Receive and pass on information through the communications tree.</li> <li>- Support residents, in particular the vulnerable</li> </ul>
<b>Total or partial loss of electricity for several hours</b>	<ul style="list-style-type: none"> <li>- Report to UK Power Networks trees in close proximity to power lines</li> <li>- Report damage to electrical infrastructure e.g., sub-station vandalism (contact: UK Power Networks &amp; Police)</li> </ul>	<b>LOW to MEDIUM</b>	<ul style="list-style-type: none"> <li>- Activate utility (UK Power Networks) plans to restore electrical power</li> <li>- Activate standby arrangement with voluntary sector (British Red Cross)</li> </ul>	<ul style="list-style-type: none"> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Listen to local media for updates</li> <li>- Receive and pass on information through the communications tree.</li> <li>- Support residents, in particular the vulnerable</li> <li>- Communicate to appropriate external support (e.g., Adult Social Services and the British Red Cross) when required</li> </ul>

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<b>Total or partial loss, or contamination, of piped water for significant period</b>	<ul style="list-style-type: none"> <li>- Household storage of reserve water supplies</li> <li>- Household water conservation</li> <li>- Vulnerable customers should be registered with Essex and Suffolk Water</li> <li>- In consultation with Essex and Suffolk Water, identification of sites for distribution of bottled water</li> </ul>	LOW to MEDIUM	<ul style="list-style-type: none"> <li>- The Essex &amp; Suffolk Water Company to activate their plan to restore supply</li> <li>- Warn affected Residents and businesses</li> <li>- Activate arrangements for "Mass Alternative Supplies Distribution of water"</li> </ul>	<ul style="list-style-type: none"> <li>- Listen to and act on the advice of the Emergency Services and Essex and Suffolk Water</li> <li>- Listen to local media for updates</li> <li>- Receive and pass on information through the communications tree.</li> <li>- <b>Remember</b> If the water supply has been contaminated and if it is confirmed by the Local Health Authorities, a "Household boiling of water before human consumption" order will be issued</li> </ul>
<b>Total or partial loss of gas for significant period</b>	<ul style="list-style-type: none"> <li>- Vulnerable customers should be known to the Gas Supplier who should activate its Public Safety and Awareness plan</li> </ul>	LOW to MEDIUM	<ul style="list-style-type: none"> <li>- Activate utility plan to restore supply and maintain public safety</li> <li>- Communicate with residents</li> <li>- Purging and reactivation of domestic appliances</li> </ul>	<ul style="list-style-type: none"> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Listen to local media for updates</li> <li>- Receive and pass on information through the communications tree.</li> <li>- Support residents, in particular the vulnerable</li> <li>- Communicate any resident needs to obtain appropriate external support (e.g., Adult Social Services)</li> </ul>

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<b>Total or partial loss of telephone</b>	<ul style="list-style-type: none"> <li>- Report to BT trees in close proximity to telephone lines</li> <li>- Report damage to telecoms infrastructure e.g., telephone exchange vandalism (contact: BT &amp; Police)</li> </ul>	<b>LOW</b>	<ul style="list-style-type: none"> <li>- Activate the Telephone company plan to restore telephony and to ensure emergency situations can be reported</li> </ul>	<ul style="list-style-type: none"> <li>- Listen to local media for updates</li> <li>- Receive and pass on information through the communications tree.</li> <li>- Communicate to appropriate external support (e.g., Adult Social Services and the British Red Cross) where required. Have both landline and mobile phones.</li> <li>- If available, maintain at least one plug-in non-wireless landline phone to operate if mains electricity goes down.</li> </ul>
<b>Lost child</b>	<ul style="list-style-type: none"> <li>- Be aware of distressed children, especially during the tourist season</li> <li>- Be proactive &amp; sensitive in assisting lone children</li> </ul>	<b>MEDIUM</b>	<ul style="list-style-type: none"> <li>- Prompt emergency services response</li> <li>- Initiate information and communication campaign</li> <li>- Arrange a search</li> </ul>	<ul style="list-style-type: none"> <li>- Immediately report any lost child</li> <li>- Use communication trees to pass on and receive relevant information</li> <li>- Support the search effort together with assistance of specialist agencies e.g., NorLSAR (Norfolk Lowland Search &amp; Rescue)</li> </ul>
<b>Chemical spills</b>	<ul style="list-style-type: none"> <li>- Promote careful driving</li> <li>- Reporting of reckless and dangerous practices</li> </ul>	<b>LOW to MEDIUM</b>	<ul style="list-style-type: none"> <li>- Activate the Telephone company plan to restore telephony and to ensure emergency situations can be reported</li> </ul>	<ul style="list-style-type: none"> <li>- Listen to local media for updates</li> <li>- Receive and pass on information through the communications tree.</li> <li>- Communicate to appropriate external support (e.g., Adult Social Services and the British Red Cross) where required. Have both landline and mobile phones.</li> <li>- Maintain at least one plug-in non-wireless landline phone to operate if mains electricity goes down if available.</li> </ul>

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<b>Air pollution</b>	<ul style="list-style-type: none"> <li>- Monitor air quality (Environmental Health)</li> <li>- Manage emissions locally</li> </ul>	LOW to MEDIUM	<ul style="list-style-type: none"> <li>- Prompt emergency services response</li> <li>- Cordon established; diversion signs erected</li> <li>- Give clear advice &amp; information</li> <li>- Prepare evacuation Rest Centres, if necessary</li> </ul>	<ul style="list-style-type: none"> <li>- Report any sightings</li> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Listen to local media for updates</li> <li>- Receive and pass on information through the communications tree.</li> <li>- Support vulnerable residents in their homes or assist in evacuation</li> </ul>
<b>Air Crash</b>		MEDIUM	<ul style="list-style-type: none"> <li>- Prompt emergency services response</li> <li>- Cordon established</li> <li>- Give clear advice &amp; information</li> <li>- Prepare evacuation Rest Centres, if necessary.</li> </ul>	<ul style="list-style-type: none"> <li>- Report any sightings</li> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Listen to local media for updates</li> <li>- Receive and pass on information through the communications tree.</li> <li>- Support vulnerable residents in their homes or assist in evacuation</li> </ul>
<b>Unexploded wartime bomb</b>	<ul style="list-style-type: none"> <li>- Awareness raising</li> </ul>	LOW to MEDIUM	<ul style="list-style-type: none"> <li>- Emergency Services &amp; GYBC planned response</li> <li>- Residents may be directed to evacuate</li> </ul>	<ul style="list-style-type: none"> <li>- Report any suspicious devices to the Police</li> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Listen to local media for updates</li> <li>- Receive and pass on information through the communications tree.</li> <li>- Support vulnerable residents in their homes or assist in evacuation</li> </ul>

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<b>Hazard</b>	<b>Measures taken at the community level</b>	<b>Residual Risk Rating</b>	<b>Emergency Response</b>	<b>Community Contacts Response</b> Activate the Community Resilience Plan where appropriate. See "Contacts List" for telephone numbers.
<b>Improvised Explosive Device (IED)</b>	<ul style="list-style-type: none"> <li>- Awareness raising (Project Argus events for business sector)</li> <li>- Bomb Threat procedures (some site specific)</li> </ul>	LOW to MEDIUM	<ul style="list-style-type: none"> <li>- Emergency Services &amp; GYBC planned response</li> <li>- Residents may be directed to evacuate</li> </ul>	<ul style="list-style-type: none"> <li>- Report suspicious packages / vehicles</li> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Listen to local media for updates</li> <li>- Receive and pass on information through the communications tree</li> <li>- Support vulnerable residents in their homes or assist in evacuation</li> </ul>
<b>Letter bomb / Suspect packages</b>	<ul style="list-style-type: none"> <li>- As above</li> </ul>	LOW to MEDIUM	<ul style="list-style-type: none"> <li>- As above</li> </ul>	<ul style="list-style-type: none"> <li>- Report any suspicious packages</li> <li>- Listen to and act on the advice of the Emergency Services</li> <li>- Listen to local media for updates</li> <li>- Receive and pass on information through the communications tree.</li> <li>- Support vulnerable residents in their homes or assist in evacuation</li> </ul>
<b>Social unrest</b>	<ul style="list-style-type: none"> <li>- Support community relations and cohesion locally</li> <li>- Clear guidelines and responses to potential catalysts of unrest</li> </ul>	LOW to MEDIUM	<ul style="list-style-type: none"> <li>- Emergency Services &amp; GYBC planned response</li> <li>- Residents may be directed to evacuate</li> </ul>	<ul style="list-style-type: none"> <li>- Receive and pass on information through the communications tree.</li> <li>- Ongoing support to strengthen community cohesion locally</li> <li>- Provide community leadership and a channel to voice the views and concerns of local residents</li> </ul>

## Appendix A

### Community Communications, Capacities & Resources

This section indicates the skills, knowledge, resources, and methods of communication that are available to support the community in the event of an emergency.

#### i. Communications

##### a. Parish Council Public Meeting Provisional Agenda

- Time and date of the meeting
- Venue – this will normally be Caister Parish Council Hall
- Present at the meeting – numbers, identify key individuals.
- Briefing on the current situation, if possible Emergency Services or a Council representative should undertake this briefing.
  - Issues to consider:
    - Location; Type of incident; Numbers of people involved & their condition; Threats to life; Current and potential hazards; Access to the scene; Condition of utilities (electricity, gas, water, sewerage, telephones); Vulnerable people.
- Immediate actions and resources to aid the response to the emergency. e.g., how the actions are to be co-ordinated; assistance to the emergency services; health & safety of all responders; transport required for evacuation; language needs.
- Actions and resources required in the longer term to aid community recovery. E.g., Advice, guidance, physical assistance
- Who would be useful to invite/request to attend the next meeting?
- Date, time, and venue of next meeting
  - Consider alternative safe venues, if necessary.

**b. Caister Principal Contacts**

<b>Communication System</b>	<b>Contact / Responsibility</b>	<b>Telephone</b>
Environmental Services GYBC	Resilience Officer	07796 930113 (Office hours) 01493 330369 (Duty Officer)
Floodline	Environment Agency	0845 988 1188
Parish Council Information Boards (including location)	Parish Clerk	01493 720893
Parish Council Website	Asst. Clerk	01493 738474
Parish Council Facebook		
Community Media outlets	Caister Chat, Caister Community Centre, Rabbit Hutch	
Parish Council Public Community meeting	Parish Clerk	01493 720893
School(s)	See Contacts List	
Post Office	4 Winifred Way Caister-on-Sea	0845 722 3344
	9-11 Yarmouth Road Caister-on-Sea	01493 720 226
GYBC Housing Offices	Yarmouth & Rural North Greyfriars House Greyfriars Way Gt Yarmouth, NR30 2QE	For all enquiries: 01493 857945  For Repairs: 01493 846381
Doctor's Surgeries	See Contacts List	



## ii Capabilities and Resources

### a. Local voluntary sector

Voluntary Organisation	Contact	Support, Membership & Training	For further information
Age UK (Age Concern & Help the Aged)	01493 743052	Information, advice and advocacy services, day centres and lunch clubs, home help, 'handyperson' schemes and training.	
British Red Cross	Duty Officer for East Anglia: 0800 777 100	Respond to major emergencies with a range of services: <ul style="list-style-type: none"> <li>• Emotional support</li> <li>• Practical assistance</li> <li>• First Aid</li> <li>• Transport</li> <li>• Medical equipment temporary provision</li> <li>• Clothing, toiletries, refreshments</li> <li>• Bedding</li> <li>• Rest Centre support</li> <li>• Help to restore family links</li> <li>• Disaster appeals</li> </ul>	For more details on the Red Cross and volunteering:  020 7877 7251  <a href="http://www.redcross.org/emergencyresponse">www.redcross.org/emergencyresponse</a>

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Coastal Villages Community First Responders	Only the Ambulance Service can activate First Responders	Intensive short training courses.	To become a Community First Responder or for information: 01284 731802 (9 - 5) or 01603 481220 out of hrs.
GYROS	01493 745260 enquiries@gyros.org.uk	Settlement & integration support services for newcomers to the UK	
RSPCA RSPB	01493 3332661 01767 693680		
Salvation Army (local number)	01493 858069	Washing facilities, hot drinks, food parcels.	
Salvation Army	01603 724416	As above	
St John Ambulance	01493 852412	First Aid courses, training ,onsite support	
Victim Support	01493 330600	Support for victims of crime. Emotional and practical support.	
Voluntary Norfolk (GY Voluntary Sector Partnership)	01493 845 929	Supporting local voluntary organisations	
NorLSAR (Norfolk Lowland Search and Rescue)	07786623219	Trained in search and rescue techniques.	

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<b>Voluntary Organisation</b>	<b>Contact</b>	<b>Support, Membership &amp; Training</b>	<b>For further information</b>
Norfolk 4x4 Response	01953 888697	Providing 4-wheel drive support to emergency services and other organisations during periods of adverse weather	
Caister Inshore Rescue Service (HIRS)	In Emergency call the Coastguard: 999. Coastwatch 07527 977613 daily Easter to end October.	HIRS has a dual role: Inshore Lifeboat	
RNLI – HQ 24hrs operations Room	08451 668222		
Coast Watch	07527 977613		10am – 5pm Summer (Easter – Oct)

**b. Local Faith Groups / Churches**

<b>Faith group / Church</b>	<b>Contact</b>	<b>Further Information</b>
Holy Trinity Church, Norwich Road, Caister-on-Sea, NR30 5JN	The Rectory Rectory Close Caister on Sea NR30 5EG	Church of England 01493 720287
St Edmund Church West Road, West Caister, NR30 5SY	As above	As above

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St Ignatius of Loyola, Ormesby Road, Caister-on-Sea NR30 5QP		Catholic 01493 842001
Methodist Church Beach Road, Caister, NR30 5HN		

**c. Local business & commercial sector**

<b>Organisation or Business</b>	<b>Contact</b>	<b>Support</b>
Branford's Hotel and Restaurant	01493 720400	
Caister Holiday Park, Ormesby Road, Caister-on-Sea, NR30 5NQ	Haven Holidays 01493 728 931	
Tesco Store	0345 677 9123	
East of England Co-op	01493 720460	
Williams Garage	01493 377021	

## Appendix B

### 4. Key locations

(Identified with the Local Authority as safe places of assembly for evacuation or temporary accommodation e.g., Community Hall, Scout Hut)

#### i. Evacuation assembly sites

	<b>Building</b>	<b>Address</b>	<b>Contact details</b>
	Caister Academy		
	Caister Council Hall		
	Caister Church Hall		
	Caister Catholic Church		

#### ii. Designated Borough Council Rest Centres

Note: the Marina Centre is **not for use** during a tidal flooding event

The following are designated Local Authority Rest Centres

<b>Grid ref:</b>	<b>Building</b>	<b>Address</b>	<b>Contact details</b>
TG 531 073	Marina Leisure Centre	Marine Parade Great Yarmouth NR30 2ER	01493 851521
TG 523 127	Caister Academy	Windsor Road Caister NR30 5LS	01493 720542
TG 460 190	Flegg High School	Somerton Road Martham NR29 4QD	01493 740349
TG 514 049	Lynn Grove VA High School	Lynn Grove Gorleston NR31 8AP	01493 661406

## Appendix C

### Contacts list

#### i. Personnel & Agencies

Service / Role	Additional info	Telephone	Website/email
Emergency Services		999	
GYBC Emergency Planning Manager		07796 930113 (Office hours) 01493 330369 (Duty Officer)	
Emergency Co-ordinator			
Deputy Emergency Co-ordinator			
Deputy Emergency Co-ordinators			
Community Contact for			
Community Contact for			
Community Contact for			
Community Contact for			
Community Contact for			
Community Contact for			
Community Contact for			
GYBC 24hr Control Centre		01493 330 369	<a href="http://www.great-yarmouth.gov.uk">www.great-yarmouth.gov.uk</a>
Norfolk County Council		0844 800 8020	<a href="http://www.norfolk.gov.uk">www.norfolk.gov.uk</a>
Police HQ	Non-emergency calls	101	<a href="http://www.norfolk.police.uk">www.norfolk.police.uk</a> <a href="mailto:enquiries@norfolk.pnn.police.uk">enquiries@norfolk.pnn.police.uk</a>

Caister Community Resilience Plan

Fire Service HQ		999 01603 810351	www.norfolkfireservice.gov.uk
Coastguard (MCA)	Maritime Rescue Co-ordination Centre	999 01493 851 338	www.mcga.gov.uk
Great Yarmouth Port Company (Eastport)	24hr number	01493 335 511	
NHS direct		0845 46 47	www.nhsdirect.nhs.uk
EA Floodline		0845 988 1188	www.environment-agency.gov.uk
Broads Authority (Broads Control)	0900 – 1800 (to end Oct) 1700 in Winter	01603 756056	Broads-control@broads-authority.gov.uk www.broads-authority.gov.uk
Essex & Suffolk Water	24hr drinking water emergencies	08457 820 999	
<b>Sewerage</b> - Anglian Water	24hr Control	08457 145 145	
<b>Electricity</b> – UK Power Networks	24hr Fault Line	0800 7 838 838	
<b>Gas</b> – National Grid		0800 111 999	
<b>Telephones</b> – British Telecom	BT Faults	151	
James Paget Hospital		01493 452 452	
Local Doctors Surgery	Caister Health Centre 8am – 6pm North Caister Medical Centre 8.30am – 6pm	01493 745050 01493 720618	
Post Office	See under “Communications”		
Building Keyholders	Contact Police	101	

**ii. Schools**

<b>School</b>	<b>Contact</b>	<b>Address</b>	<b>Telephone Number</b>
Caister Infant & Junior School	Head:	Kingston Avenue, Caister-on-Sea, Gt Yarmouth NR30 5ET	Infant: 01493 728560 Junior: 01493 728223
Caister Academy	Head:	Windsor Rd, Caister-on-Sea, Great Yarmouth NR30 5LS	01493 720542
John Grant School	Head:	St George's Drive Caister-on-Sea Great Yarmouth NR30 5QW	01493 720158



## Appendix D

### Emergency Action Checklist

#### Activation and Call out

- Dial **999** to ensure the emergency services are aware of the emergency, follow any advice they give.
- Contact Great Yarmouth Borough Council (see contact sheet)
- Use the suggested log sheet at the back of the plan to record:
  - Any decisions you have made
  - Who you spoke to and what you said.
- Contact other members of the Community that need to be alerted:
  - Those specifically under threat
  - The Community Organisation via the organisation secretary
  - Volunteers and key holders that may be needed.

Contact initially may be to inform them of the emergency or inform them of current Emergency Service advice regarding any action to be taken.

#### Community Emergency Meeting

- Is a Community Emergency Meeting necessary?
- Is the venue safe to hold the meeting and can people get there safely?
- Has the Borough Council been informed you are holding a Community Emergency Meeting?
- Has the community been informed there will be a meeting?
- Take a copy of the First Agenda to the meeting.

**Under no circumstance should you put yourself or others at risk to fulfil these tasks**

## Appendix E

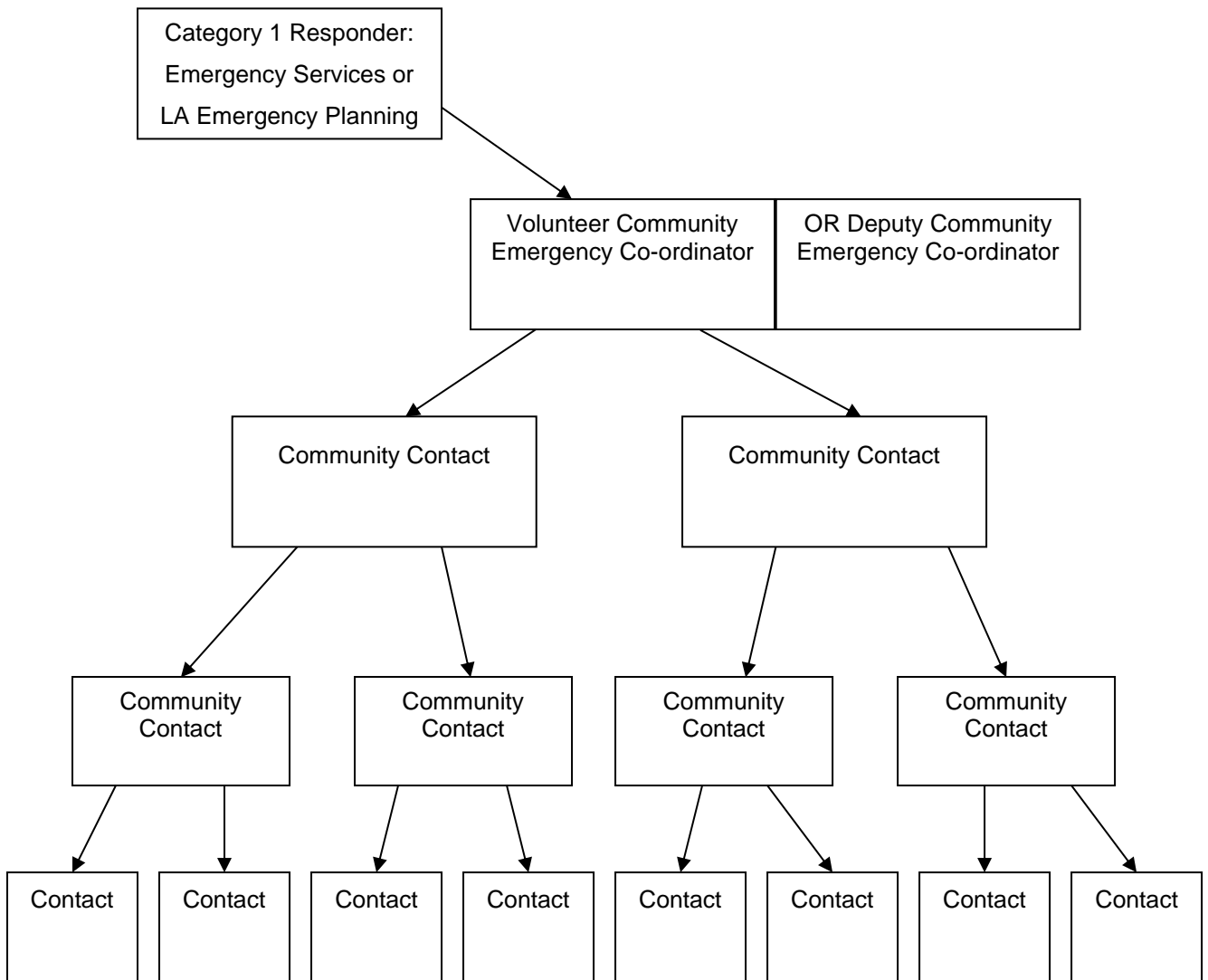
### Log Sheet

It is essential to keep a log of the actions taken during an emergency and at what time. This blank copy of a log sheet is for use during an emergency.

Date	Time	Information / Decisions / Actions	Initials

## Appendix F

### (Confidential) Caister Communications Tree



## Appendix G

### Local Assistance

**i. Temporary accommodation offered**

<b>Area</b>	<b>Name</b>	<b>Address</b>	<b>Telephone</b>

**ii. Pet accommodation offered**

<b>Area</b>	<b>Name</b>	<b>Address</b>	<b>Telephone</b>

**iii. Cooking assistance offered**

<b>Area</b>	<b>Name</b>	<b>Address</b>	<b>Telephone</b>

**iv. Visiting assistance offered**

<b>Area</b>	<b>Name</b>	<b>Address</b>	<b>Telephone</b>

**v. Vulnerable people & assistance they would require**

<b>Area</b>	<b>Name</b>	<b>Address</b>	<b>Tel. no.</b>	<b>Assistance required</b>