



Diss Emergency Resilience Plan

Date of Issue: November 2021
Latest Version: December 2025

Contents	Page
Plan Distribution List	3
1. Introduction	4
2. Aims and Objectives	4/5
3. Emergency Coordinator Roles & Responsibilities.....	5/6
3.6 Diss Town Councillor Role	6
4. Risks	6
5. Emergencies and Natural Events	6
6. Major Accidents	6
7. Malicious Attacks	6
8. Plan Activation	7
8. Plan Process Flowchart	8
9. Vulnerable Persons/Groups	9
10. Control Centre.....	9
11. Local Skills and Resources	9
12. Key Locations Identified as Places of Safety	10
13. Communications	11
14. Media Public Information – Strategy.....	11
15. Insurance	11/12
16. Financial Compensation.....	12
17. Operating as a Council During a Pandemic or Similar	12
Appendix A: Contact Details for the Emergency Coordinators and Control Centres	13/14
Appendix B: Map of Diss	15
Appendix C: Councillors & Staff Contact Details	16
Appendix D: Activation Call Tree for Coordinators.....	17
Appendix E: Community Emergency Contact Numbers	18
Appendix F: Incident Specific Contact Numbers.....	19
Appendix G: Sample Agenda for Initial Meeting of the Town Emergency Group	20
Appendix H: Incident Log	21
Appendix I: Emergency Boxes – Contents and Location	22
Appendix J: Local Skills & Resources	23
Appendix K: Volunteer Driving	24
Appendix L: Definition of an Emergency.....	25/26
Appendix M: Care Homes and Contact Details	27
Data Protection	28

Plan Distribution List

Information redacted in public version – full details held with Town Council

Name	Role	Contact Details	Issued on
Jenny Bloomfield	Emergency Planning Officer	01508 533801	
Graham Minshull	District Councillor	[REDACTED]	
Kieran Murphy	District Councillor	[REDACTED]	
Diss Town Councillors	Town Councillors	See attached at Appendix C	
Diss Police Inspector	Norfolk Police (Diss)	101	
Fire Officer (Diss)	Fire Service	999	
NRF	Norfolk Resilience Forum	norfolkresilienceforum@norfolk.gov.uk	

This Plan is also published online and available on Diss Town Council website at www.diss.gov.uk.

Amendment List

Date for Next Revision	Details of Changes Made	Changed By
1 st February 2022	NRF Telephone number changed	Deputy Town Clerk
10 th February 2022	Emergency coordinator changed	Deputy Town Clerk
11 th March 2022	NCC Emergency Duty Officer & contact number added	Town Clerk
28 th April 2022	Changes to emergency coordinator. A new telephone number added for Corn Hall contact. Page numbers and appendices changed. Removal of Clare House residential home from list.	Deputy Town Clerk
15 th December 2022	Updating of telephone numbers and updating information	Deputy Town Clerk
19 th October 2023	Updated plan/emails and telephone numbers	Deputy Town Clerk
18 th January 2024	Updated Plan with new details of rest centre, telephone numbers and councillors	Deputy Town Clerk
July – December 2025	Full emergency plan review. Updated contact lists, formatted all pages and updated all information.	Office Administrator

1. Introduction

The purpose of this plan is to:

- 1.1 Document the actions to be taken and the resources to be mobilised, by the Town Emergency Group (TEG), when assistance is requested from the emergency services or local authorities (South Norfolk Council (SNC)) etc., in response to a significant incident affecting Diss or nearby communities. (**Emergency Incident**)
- 1.2 and, to provide a list of local people and resources which may be called upon during incidents of lesser significance which would not normally trigger emergency plans but have the potential to impact on the health and wellbeing of residents. (**Community Incident**)
- 1.3 This plan will give only general guidance to the local community, the plan outlines actions to be taken by the Town Emergency Group (TEG), Councillors and volunteers recognises that it is complementary to any County, District, or multi-agency emergency plans which are in existence.

**The first point of call in any emergency should always be the relevant emergency service(s). Nothing in this plan should interfere with notification of emergency situations.
If in doubt always call 999**

- 1.4 The Town Emergency Group consists of an Emergency Coordinator, Deputies, Town Councillors, Town Clerk / Chief Operations Officer, and Facilities & Buildings Manager.
- 1.5 The range of incidents which may be encountered by the community and which may see the activation of the TEG are wide and varied and as such it is not the intention of this plan to seek to be prescriptive in the nature and extent of any response to a call for assistance, rather this document seeks to pre-identify available and deployable resources so that they can be called upon easily in times of demand.
- 1.6 Given the location of Diss, it is possible that a major incident could occur as a result of flooding from severe weather events, power outages or events caused by disease. In any eventuality that this Plan is activated, dynamic risk assessments will be carried out by the Maintenance Manager or any other competent qualified person at Diss Town Council, to ensure that persons carrying out local impact assessments are adequately protected and resourced.
- 1.7 The Lead and Deputy Coordinators are registered to receive all flood, power outage and weather warning alerts.

2. Aims and Objectives

- 2.1 The aim of this plan is to enhance community resilience by ensuring that if an emergency occurs the Town Council will be able to perform its functions so far as necessary or desirable for the purposes of providing local assistance and information in support of the emergency services

2.2 The objectives are to:

- a. Identify resources and key contacts in the community
- b. Provide a local single point of contact for emergency responders (The Emergency Coordinator) to aid them in the delivery of their services.
- c. Provide a communication link between professionals and the public to aid the flow of relevant information.
- d. Provide a link between the responders and vulnerable residents within the Town, (Details of Care Homes, Residential Managers and Telephone Numbers are available at Appendix O).

3. **Emergency Coordinator Roles & Responsibilities**

3.1 The role of Emergency Coordinator, Clerical Support to Emergency Coordinator (and Deputies) will be fulfilled by Members or Officers of Diss Town Council.

Contact details for the Emergency Coordinator and Deputies are provided in Appendix A.

3.2 Their role is to:

- a. Facilitate the completion and maintenance of the Town Emergency Plan (this plan).
- b. Call a Town Emergency Group (TEG) meeting during an Emergency or Community Incident.
- c. Provide the focal point for the response to an Emergency or Community Incident and establish the Control Centre at the Corn Hall as a base location.
- d. Provide a link between the community and other agencies responding, which, may include the emergency services and the Local Authorities.
- e. Assist the Local Authorities and appropriate agencies in emergency preparedness through awareness-raising activities.

3.3 Diss Town Council will appoint the Emergency Coordinator who will lead a team of other volunteers during an Emergency/Community Incident. The TEG will be responsible for organising emergency activity within the town, under the direction of the emergency services where appropriate.

3.4 As emergencies can occur at any time, it is not possible to guarantee that all members of the TEG will be available within the town. Therefore, Deputy Emergency Coordinators have been appointed who should be familiar with the plan and can act as an Emergency Coordinator in their absence.

3.5 In addition, all Town Councillors, during the emergency, may be requested to attend the Control Centre to support the response and decision-making processes.

3.6 **Diss Town Councillor Role**

The primary role of Diss Town Councillors is to receive information from the Emergency Coordinator, and pass it on to residents within Diss. They may also help with the identification of vulnerable persons/groups and monitoring of their welfare, assist with transport and pass messages on foot when telecommunication networks are down.

Map of Diss is provided in Appendix B.

The Councillor and Town Council contact details are provided in Appendix C.

3.7 In a local emergency, the role of the TEG is to provide whatever support or information it can, potentially under the direction of the emergency services (police, fire brigade, ambulance), other authorities or in conjunction with the Norfolk Resilience Forum (NRF).

4. Risks

4.1 Diss Town Council acknowledges that risks are diverse. Diss Town Council will support the TEG to carry out dynamic risk assessments in the event of an incident to ensure that volunteers are adequately protected and resourced.

5. Emergencies and Natural Events

- a. Severe Weather: storms and gales; low temperatures and heavy snow; heat waves and drought.
- b. Flooding: river, tidal and inland flooding, (surface water flooding).
- c. Human Disease: pandemic influenza; new and emerging infectious diseases e.g. SARS, Covid-19, **see Item 17**.
- d. Loss of Utilities: loss of electric; gas; water and internet.
- e. List of Emergencies and Natural Events: these can be found at Appendix N.

6. Major Accidents

- a. Major Industrial Accidents: fires; contamination; technical failure e.g. power outages, electricity; water and sewerage; gas; communications; fuel.
- b. Major Transport Accidents: air; maritime; road and rail.

7. Malicious Attacks

- a. Attacks on Crowded Places: e.g. town centres, parks and sports grounds.
- b. Attacks on Critical Infrastructure: e.g. power stations, reservoirs and pipelines.
- c. Attacks on Transport Systems: e.g. rail, air and maritime.
- d. Electronic Attack: e.g. IT and communications systems

8. Plan Activation

8.1 The Community Emergency Resilience Plan will be activated and the Town Emergency Group will be convened in one of two ways:

- at the request of the emergency services/local (or other) authorities; or,
- where any member of the Group becomes aware of an arising emergency or community situation which is likely to affect residents of Diss or its surrounding area.

The definitions of an emergency are provided in Appendix L.

8.2 In either case, once the plan is activated, the TEG will liaise with the SNC Emergency Planning Officers in office hours/NRF Duty Officer out of hours to fully appraise them of the situation.

Contact details are provided in Appendix A.

8.3 The emergency services/authorities which may request the activation of the Community Emergency Group are as follows:

- The Police
- Fire and Rescue Service
- Environment Agency
- Members of the Norfolk Resilience Forum (NRF)
- South Norfolk District Council
- Norfolk County Council

8.4 Council activation criteria include:

- Actual or threatened injury or loss of life, particularly if the threat is increasing or extensive.
- Actual or threatened damage to property, particularly if the threat is increasing or extensive.
- Having been requested to do so by the emergency services or the Emergency Response Team at South Norfolk District Council.

8.5 On being activated, the Group should convene a meeting to discuss the nature of the incident, potential or actual impact on the community and the community resources required.

A sample agenda for the initial meeting is provided in Appendix G.

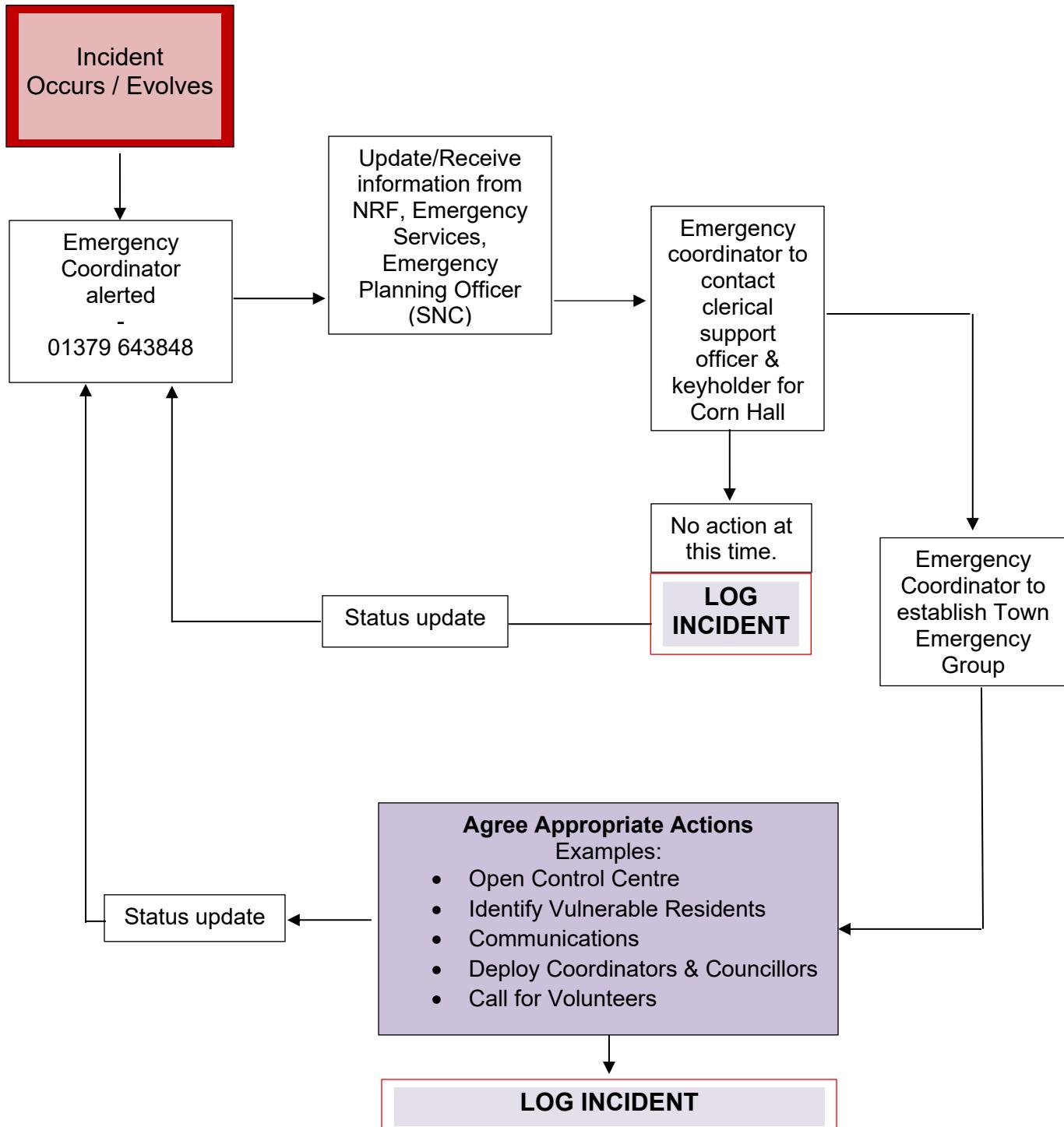
8.6 The Town Emergency Group should ensure that all key actions/decisions taken by the group are recorded.

A sample incident log page is provided in Appendix H.

8.7 On activation of the plan, the Group should deploy the Emergency Boxes and utilise their contents as necessary.

The contents and location of the boxes is provided in Appendix I.

Plan Process Flowchart



9. Vulnerable Persons/Groups

- 9.1 Where evacuation is required, it is essential for the emergency services to identify those people/groups that may require additional, or specialist assistance.
- 9.2 For the purpose of this plan, vulnerable persons are defined as people reliant upon:
 - a. Home visits by community nurses for healthcare
 - b. Formal or informal carers
- 9.3 Police and other agencies have access to a range of sources to provide the location of vulnerable persons, in particular community health and social services which may be available to be shared during an emergency. It is outside the scope of this plan to seek to identify each individual dwelling that may be home to a vulnerable person.

Details of care homes and retirement housing are provided in Appendix M.

10. Control Centre

- 10.1 The Corn Hall is designated as the primary Control Centre as this facility is capable of being utilised as a 24-hour emergency centre. It is well known to residents, has good communication links, with Park Radio operating from the premises, and has cooking, washing and toilet facilities along with a large hall.
- 10.2 The Diss Football Club is designated as the secondary Control Centre in the event of The Corn Hall being within an exclusion zone.

Contact details of the keyholders for the venues are provided in Appendix A.

11. Local Skills and Resources

- 11.1 Appendix J lists skills and equipment which are present in the community, and which may be available and required at the time of an emergency. They are offered on a 'best endeavour' basis.
- 11.2 If further equipment/skills are needed from the community, the Team Emergency Group will issue an appeal through social media, Park Radio, or other appropriate media.

Organisations in the community which may be able to provide volunteers, skills and resources are provided in Appendix J.

12. Key Locations Identified as Places of Safety

12.1 Respite centres, as may be required will be requested by the Emergency Services, SNC will co-ordinate the staffing and operation of the venue with assistance from volunteers if available.

12.2 If a localised evacuation is required within the community, the following locations have been selected as places of safety, in agreement with the local authority and the premises owners. Alternative places of safety can be selected by the emergency services or local authority at the time of the emergency based upon availability, suitability in respect of vicinity to the incident and the disruption that their use may cause to the community.

Information redacted in public version – full details held with Town Council

Premises	Location	Premises Type	Contact Details	Facilities	Capacity	Restrictions
Diss Football Club	Brewers Green Lane, Diss, IP22 4QP	Sports Ground	Telephone: 01379 641406 Out of Hours: [REDACTED]	Function room, kitchen, toilets	150	None
The Corn Hall	10 St. Nicholas Street, Diss, IP22 4LB	Community & Arts Centre	Telephone: 01379 652241 Out of Hours: [REDACTED]	Medium sized main hall, kitchen, toilets, DDA compliant	120	No on-site parking Parking available on Shelfanger Road
Diss High School	Walcot Road, Diss, IP22 4DH	School	Telephone: 01379 642424 Out of Hours: [REDACTED]	Large hall, kitchen, toilets, DDA compliant	500	None

13. Communications

13.1 On activation of the Town Emergency Group, the Emergency Coordinator will make a register of all mobile numbers of volunteers, in addition to those of core members in the emergency box. It should be remembered that at the time of a major emergency, mobile telephone networks may exceed capacity, leading to overload and disruption. The Group should not rely on mobile phones as the sole means of communication. Text or WhatsApp is likely to be more effective at getting through.

The incident specific contact numbers form is provided in Appendix F.

14. Media/Public Information Strategy

14.1 All media enquiries and information releases should be agreed with the Emergency Coordinator.

14.2 The Town Clerk, Leader of the Council or Emergency Coordinator are responsible for issuing media releases on behalf of the Town Council,

- a. Press release to all Town Councillors, local authority partners, local newspapers, publications, radio stations and other identified partners via email.
- b. News bulletins published on the Town Council website and highlighted on the front page of the site. This can be done instantly via The Town Council.
- c. Social media and Diss Community Noticeboard posts to raise awareness of available information (also utilise partners social media information).
- d. Where possible, printed copies will be displayed on noticeboards and made available at key locations such as the Town Council Offices and strategic places around the town.

15. Insurance

15.1 The Town Emergency Group (TEG) and registered volunteers, will be covered by the Town Council and local District Authorities insurance under the following circumstances:

- a. The local authority has requested that Diss Town Council activate the plan and its volunteers.
- b. The TEG volunteers are registered with the TEG.
- c. The TEG volunteers are under the direction of a local authority member of staff (this can be remotely), and the local authority receives regular updates of task progress / issues arising from the TEG.
- d. Volunteers only carry out the actions / activities that they have been authorised to do or agreed by the local authority or Emergency Planning Officers.
- e. A record of the activities undertaken and volunteers employed in those tasks is maintained by the TEG Group.

- 15.2 Activities volunteers have been asked to undertake must be commensurate to their skills and competency.
- 15.3 Appropriate dynamic risk assessments are carried out by a qualified competent person.
- 15.4 The use of motor vehicles is not covered by the local authority or Town Council insurance and it is the responsibility of the individual to ensure that they have adequate and appropriate cover.

This is unless there is an emergency called by either the Local Authority or the TEG, in this instance the Local Authority or Town Council insurance would cover all registered volunteers.

16. Financial Compensation

- 16.1 Diss Town Council would consider financial compensation to the Corn Hall for loss of income should an event have to be cancelled at short notice due to an emergency that required the use of the Corn Hall.

17. Operating as a Council During a Pandemic or Similar

- 17.1 Plans to be kept flexible - dependant on the situation there would be many factors to take into consideration.
- 17.2 Details of the event/disruption to be logged.

A sample incident log page is provided in Appendix H.

- 17.3 Guidelines from the Government to be interpreted and followed.
- 17.4 Establish a core group to discuss the event/disruption, agree priorities and ensure any statutory duties can be carried out.
- 17.5 Hold regular meetings to review the plan as required. Set a pattern for future meetings.
- 17.6 Consider any upcoming events – cancel or postpone.
- 17.7 The Town Council can utilise the following to carry out flexible working arrangements:
 - a. Access to Teams for office-based staff.
 - b. Creating a WhatsApp group for all staff communication.
 - c. Assigned areas of work for outdoor staff to reduce staff cross-over.

Contact details for the Emergency Coordinator, Deputies and Control Centre

Information redacted in public version – full details held with Town Council

Role	Name	Contact Details
Emergency Coordinator	Sarah Villafuerte-Richards Town Clerk / CEO	c/o Diss Town Council Phone: [REDACTED] sarah.richards@diss.gov.uk
Emergency Coordinator Clerical Support Officer	Councillor Jim Welch Town Councillor	[REDACTED] Phone: [REDACTED] councillorwelch@diss.gov.uk
Deputy Emergency Coordinator 1	Councillor Declan Craggs Town Mayor	[REDACTED] Phone: [REDACTED] councillorcraggs@diss.gov.uk
Deputy Emergency Coordinator 2	Councillor John Robertson Council Leader	[REDACTED] Phone: [REDACTED] councillorrobertson@diss.gov.uk
Public Information Officer	Kimberely Jaynes Marketing & Events Administrator	c/o Diss Town Council Telephone number available from Emergency Coordinators kimberely.jaynes@diss.gov.uk
Facilities & Buildings / Health & Safety	Robert Ludkin Facilities & Buildings Manager	c/o Diss Town Council Phone: [REDACTED] robert.ludkin@diss.gov.uk

Continued next page.

Control Centres

Information redacted in public version – full details held with Town Council

Control Centre 1	Diss Town Council office	11-12 Market Hill, Diss, IP22 4JZ Telephone: 01379 643848 Out of Hours: Town Clerk / CEO Sarah Villafuerte-Richards
Control Centre 2	The Corn Hall	10 St. Nicholas Street, Diss, IP22 4JZ Telephone: 01379 652241 Out of Hours: [REDACTED]
Control Centre 3	Diss Town Football Club	Brewers Green Lane, Diss, IP22 4QP Telephone: 01379 641406 Out of Hours: [REDACTED]

On Activation of the Group, the Group will contact South Norfolk Council Emergency Planning Officer:

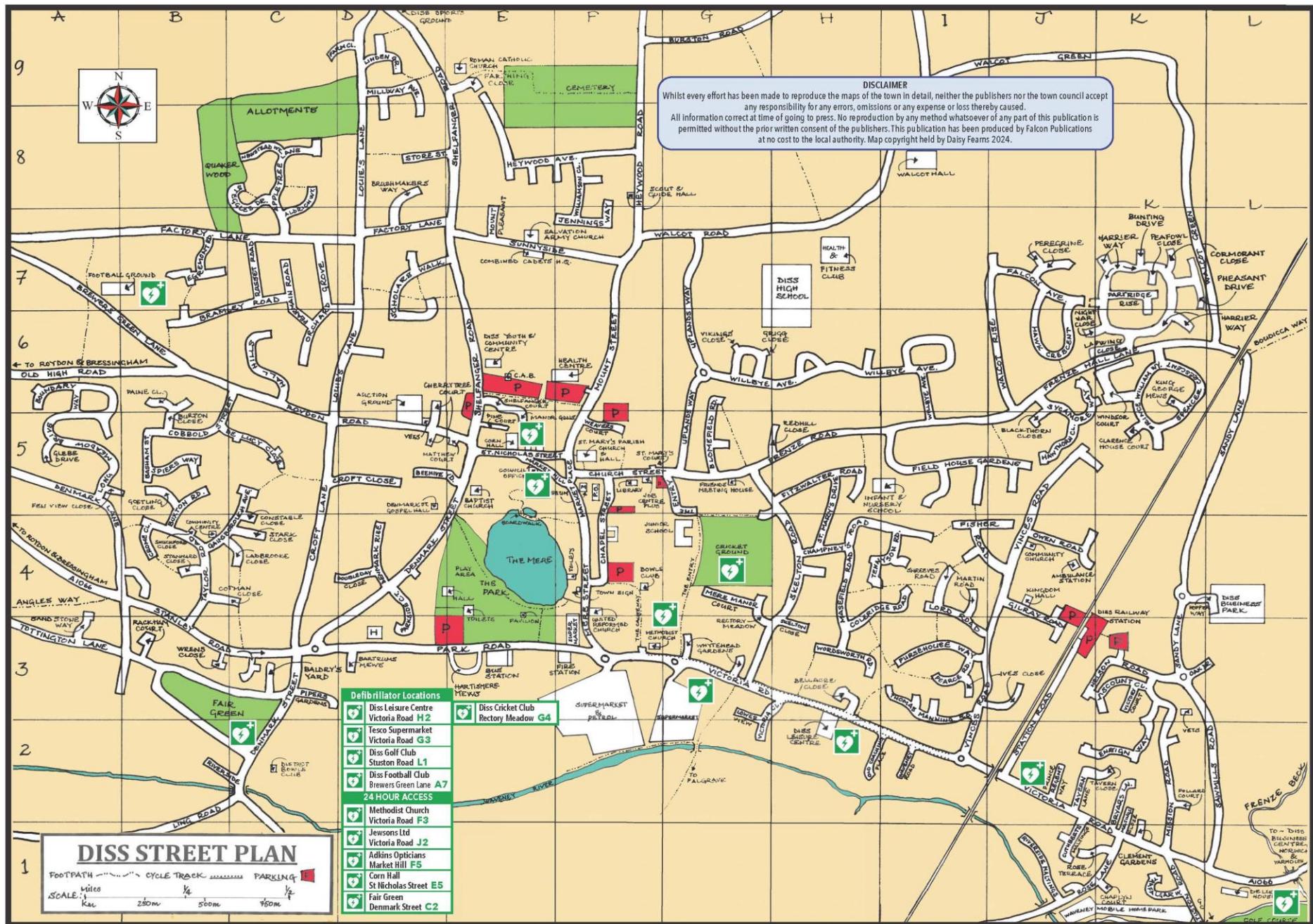
Office Hours:
01508 533701

Out of Hours:
[REDACTED]

**Ensure that the call taker has your name and appropriate contact details.
Please ensure that you get the call to contact the NCC Emergency Duty Officer immediately.**

NOTE: In a widespread incident the South Norfolk Council Emergency Planning Officer is a single point of contact and may be supporting the wider district response across the County and may not be able to respond immediately.

Map of Diss



Councillors and Staff Contact Details

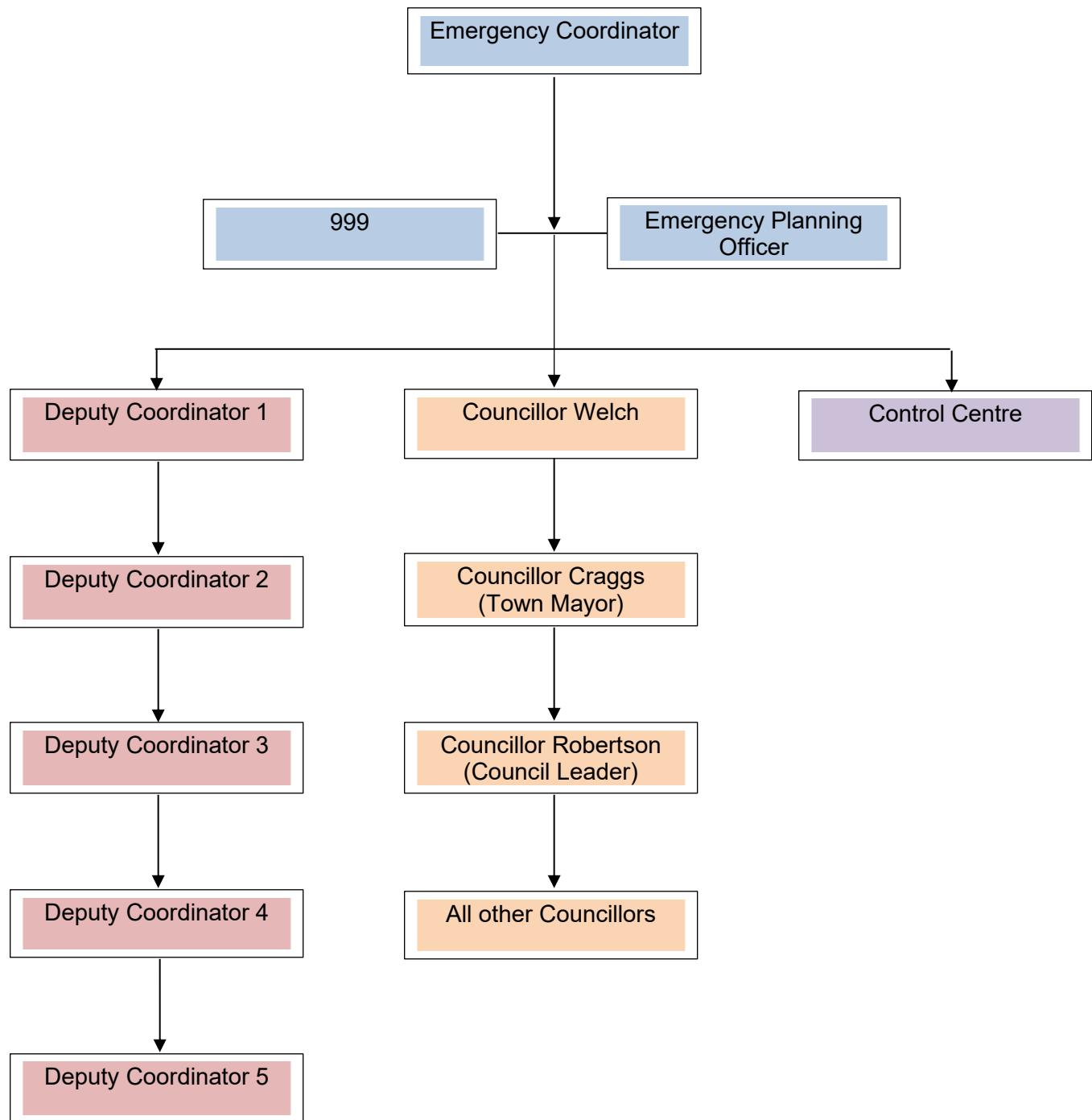
Information redacted in public version – full details held with Town Council

Town Councillors' Contact Details			
Browne, Sonia	██████████	██████████	councillorbrowne@diss.gov.uk
Craggs, Declan	██████████	██████████	councillorcraggs@diss.gov.uk
Dente, Catherine	██████████	██████████	councillordente@diss.gov.uk
Kiddie, Sue	██████████	██████████	councillorkiddie@diss.gov.uk
Kitchen, Robert	██████████	██████████	councillorkitchen@diss.gov.uk
Murphy, Kieran	██████████	██████████	councillormurphy@diss.gov.uk
Peaty, Richard	██████████	██████████	councillorpeaty@diss.gov.uk
Robertson, John	██████████	██████████	councillorrobertson@diss.gov.uk
Sinfield, Liz	██████████	██████████	councillorsinfield@diss.gov.uk
Welch, Jim	██████████	██████████	councillorwelch@diss.gov.uk

District Councillors for Diss Contact Details			
Minshull, Graham	██████████	██████████	graham.minshull@southnorfolkandbroadland.gov.uk
Murphy, Kieran	██████████	██████████	kieran.murphy@southnorfolkandbroadland.gov.uk

Staff Contact Details			
Villafuerte-Richards, Sarah	Town Clerk	11-12 Market Hill, Diss, IP22 4JZ	██████████ sarah.richards@diss.gov.uk
Ludkin, Robert	Facilities & Buildings Manager	11-12 Market Hill, Diss, IP22 4JZ	██████████ robert.ludkin@diss.gov.uk

Activation Call Tree for Coordinators



Community Emergency Contact Numbers

Information redacted in public version – full details held with Town Council

Name	Role	Daytime Contact Number	24-Hour Contact Number
Emergency Services	Police / Ambulance / Fire Service	999	
Local GP Surgeries	Parish Fields	01379 642023	111
	The Lawns	01379 642021	
Environment Agency	Floodline	0845 988 1188	0800 807 060
	Incident hotline	0800 807 060	
Anglian Water	Local water authority	08457 145 145	
Norfolk Police	Non-emergency	101	
Norfolk Fire and Rescue	Non-emergency	0300 123 1669	
East Anglian Ambulance NHS Trust	Medical	01638 561616 0345 601 3733	
UKPN	Supply interruption	0800 316 3105	
	Substation issues	0800 587 3243	
National Grid	Reporting hazards on or near overhead electricity lines	0800 404 090	
Highways England	Roads	0300 123 5000	
Norfolk County Council / Highways	Roads	0344 800 8020	
Norfolk County Council	Emergency social care	0344 800 8020	
South Norfolk District Council	District Council	01508 533701	
NCC Emergency Duty Officer	County Council		[REDACTED]

Incident Specific Contact Numbers

Sample Agenda for Initial Meeting of the Town Emergency Group

Example Town Emergency Group Meeting Agenda

Date:

Time:

Location:

Attendees:

1. What is the current situation?

You might want to consider the following:

Location of the emergency. Is it near a:

- School?
- Vulnerable area?
- Main access route?

Type of emergency:

- Is there a threat to life?
- Has electricity, gas or water been affected?

Are there any vulnerable people involved?

- Elderly?
- Disabled?
- Families with children?
- Non-English-speaking people?

What resources do we need?

- Food?
- Off-road vehicles?
- Blankets?
- Shelter?

2. Establishing Contact with the Emergency Planning Officer

3. Establishing Contact with the Emergency Services

4. How Can We Support the Emergency Services?

5. What Actions Can Safely Be Taken?

6. Who Is Going to Take the Lead for the Agreed Actions?

7. Any Other Issues?

Incident Log**Nature of Incident:** **Name:** **Date:** **Sheet No.**

No.	Time	Name	Information	Done

Emergency Boxes - Contents and Location

Two Emergency Boxes, with a foldable hand truck are held at the Diss Town Council office in the archive room. (Access can be gained via the Town Clerk or Facilities & Buildings Manager). Contents are as follows:

Box 1:

- Document box:
 - Copy of Town Emergency Plan
 - 6 x A4 map of Diss
 - Copy of Electoral Register – held in Diss Town Council admin office fireproof safe
 - 14 x Welcome to Rest Centre Important Information Document and translations
 - Rest Centre Quick Start Guide
 - 15 x Rest Centre Registration Forms
 - 20 x Rest Centre Log Sheet
 - 3 x Sign – Registration, Reception & Information
 - 100 x wristbands
 - High visibility vest
- 3 x A3 map of Diss
- Accident report book
- 1 x Hole punch
- 1 x Stapler, including staples
- 6 x A4 Notebooks
- 1 x Pack of 100 punched pockets
- 6 x A5 envelopes
- 16 x Sheet of 16 sticky labels
- 500 x cloakroom tickets
- Stationary box: 4 x ballpoint pens, 1 x fine line pen, 2 x marker pens, 3 x highlighters, 3 x pencils, 3 x whiteboard markers, 1 x pack of 12 crayons, 1 x pack of road marker crayons, 1 x whiteboard eraser, 1 x pencil eraser, 1 x pencil sharpener, 1 x adhesive tack, 1 x adhesive tape, 2 x sticky notes, 1 x box of drawing pins, 1 x ruler, 1 x correction fluid, 1 x glue stick, 1 x bag of elastic bands, 1 x bag of paper clips, 1 x scissors.

Box 2:

- 2 x Torches
- 20 x Size C batteries for torches
- 2 x Wind up radio, including clock and torch
- Solar charger power bank
- 5 x High visibility vest: labelled – 1 x Rest Centre Manager, 1 x Assistant Manager, 2 x Rest Centre Assistant & 1 x Blank. 30 – 40 additional high visibility jackets are stored in the Events Container on the Park
- 3 x Black & yellow adhesive marking tape
- 4 x Red & white barrier tape
- First aid kit
- Box of disposable gloves
- 2 x Hand sanitiser
- 40 x Tealight candles
- 4 x Packs of waterproof matches
- 5 x Box of matches
- 1 x 4m extension reel

Larger items stored in Diss Town Council office archive room:

- 4 x Walkie talkies
- 6 x Camp beds
- 4 x Blankets
- 4 x Disposable pillows
- 2 x Ambulance pack

Local Skills and Resources

Information redacted in public version – full details held with Town Council

Name	Service	Contact
██████████	Travis Perkins	01379 687218 Out of Hours: ██████████
██████████	Roydon Farmer (Tractor & Trailers)	██████████
██████████	Handyman/Builder	██████████
██████████	Land Rover owner	██████████
██████████	Electrician	██████████
Air Training Corps Army Cadets	Ministry of Defence volunteer youth organisations	██████████ 01379 641247
Boots Well Hado	Chemist	01379 642436 01379 642053 01379 644001
Larter & Ford Little Movers	Hardware store Camping / outdoor supplies	01379 642720 01379 644070
Tesco Morrisons Aldi	Supermarket	N/A
██████████	██████████	██████████
██████████	██████████	██████████
██████████	██████████	██████████
██████████	██████████	██████████

Volunteer Driving

Until an Emergency Group is activated volunteers operate under their own or the Town Council's liability insurance. If an Emergency Group is activated on behalf of the Local Authority, the following guidance about insurance cover should be communicated to all the volunteers within the Emergency Group.

From: [Name of Local Authority Officer requesting activation]

To:

Date:

Time Of Request:

Please confirm receipt by telephoning (Local Authority) ECC on: [telephone number]

Do Not Put Your Life or the Lives of Others in Danger

If there is **ANY threat to life, dial 999** and alert the emergency services (Police, Fire, or Ambulance). If there is no perceived threat to life, but you have information that may help the emergency services, please **dial 101**.

The Town Emergency Group has been activated on behalf of XXX (Local Authority) because of a Major Incident /local incident at [location] on [date].

The Town Emergency Group is now covered by XXX (Local Authority) liability insurance providing that the following conditions are met:

The Local Authority has requested that you activate the Town Emergency Group and your plan, including setting up your village hall as an Evacuation Centre [amend as necessary¹].

The TEG group operates under the direction of the Local Authority (can be remotely) and the Local Authority requires regular updates on the situation.

A record of the activities undertaken and the volunteers used will be maintained by the TEG. The action or activity is either contained in your plan or is approved by the Local Authority.

Definition of an emergency

An emergency / major incident is any event or circumstance (happening with or without warning) that causes or threatens death or injury, disruption to the community, or damage to property or to the environment on such a scale that the effect cannot be dealt with by the emergency services, local authorities and other organisations as part of their normal day to day activities.

Possible Emergencies and corresponding risk assessment and management include:

Type of Emergency	Potential Risks	Actions
Significant disruption to mains power services. (Gas or Electricity Failure) Failure of whole or part of GB's National transmission network. Damage to pipeline.	Residents with no access to power for a prolonged period. Residents reliant on electricity or gas for heating and cooking will require support. Cold is a threat to vulnerable people. Knock on effect may hamper communication systems.	Ensure all residents are given help to prepare themselves in advance (look at care homes/speak to SNC for list of vulnerable persons). If necessary, contact emergency services. Call Emergency coordinator and initiate Town Emergency Plan.
Significant disruption to communications infrastructure. Adverse weather conditions. (Heavy snow/storm, icy conditions and/or road closures)	Phones and/or broadband lost. Mobile phone reception very poor so few forms of communication available Power outages knock on effect to telephones. Difficult to contact emergency services.	If necessary, contact emergency services. Call Emergency coordinator and initiate Town Emergency Group.
Significant disruption to transport infrastructure Adverse weather conditions (Heavy snow/storm, icy conditions and/or road closures).	Roads impassable due to snow/fallen trees etc. Access to Town limited. Residents unable to access emergency and other services, e.g. carers, doctors, hospitals, pharmacies. Residents run out of food and other necessities. Injuries due to weather conditions. Non-residents/trapped or stranded in the Town.	Ensure all residents are given emergency telephone numbers and advice to help them prepare for adverse weather conditions. Ensure all gritting bins are full. Give residents lists of items to carry in their cars in case of adverse weather whilst out driving. (Pass through social media etc). If necessary, contact emergency services. Call Emergency coordinator and initiate Town Emergency Group.

Continued next page.

Flooding and Adverse Weather Of Homes and/or roads etc	Homes Flooded Rescue services may be required. Need to secure place of refuge. Need to support other services. Knock-on effect of disruption to the power supply, communication, or transport infrastructure,	Ensure all residents are given emergency telephone numbers and advice to help them prepare for adverse weather conditions. Ensure all gritting bins are full. Give residents lists of items to carry in their cars in case of adverse weather whilst out driving. (Pass through social media etc). If necessary, contact emergency services. Call Emergency coordinator and initiate Town Emergency
Accidents or Incidents in Travel Network	Emergency arising from incidents e.g. Train collision or crash, bridge failure on Victoria Road (A1066) Support of emergency services dealing with incident.	Alert Emergency Services Call Emergency coordinator and initiate Town Emergency Group. Support emergency services e.g., refreshments/shelter. Facilitate or help find refuge and/or evacuation.
Loss or contamination of water supply	Residents have no drinking or washing water. Contaminated water being used. Toilets cannot be used.	Alert Emergency Services Call Emergency coordinator and initiate Town Emergency Group. Anglian Water would provide bottled water or water bowsers. Help with distribution Provide access to sites to store clean water.
Miscellaneous emergencies Fire incl. drought, pollution. Infectious diseases (humans and animals/Covid/legionella/SARS) Food Chain contamination Disrupted fuel supply	Fire damage/hazard Danger to Health. Infection control	Alert Emergency Services Call Emergency coordinator and initiate Town Emergency Group. Support emergency services e.g., refreshments/shelter. Facilitate or help find refuge and/or evacuation.

Care Homes and Contact Numbers

Care Home	Address	Manager	Telephone
De Lucy House Care Home	40 Victoria Road, Diss, IP22 4HZ	Lucy Tubby	01379 777228
Weavers Court Nurse Assisted Housing	Mount Street, Diss, IP22 4QH	Kirsty Forster	01379 643496
Walcot Hall Care Home	Walcot Green, Diss, IP22 5SR	Connie Hughes	01379 641030
The Croft (Priory) – Residential Support	17 Croft Lane, Diss, IP22 4NA	Luke Griffin	01379 651666
Heywood Grange Care Home	Burston Road, Diss, IP22 5SX	Suzanne Van Der Lek	01379 652265
Peverels Retirement Sheltered Housing	St Marys Court, Chapel Street, Diss, IP22 4DR	FirstPort Management	0333 321 4041
Thomas Manning Road (Saffron Assisted)	Thomas Manning Road, Diss, IP22 4HL	No Officer	01508 532000
Churchill Retirement Living	Park Road, Diss, IP22 4AS	No Officer	01379 424001
Parkside Court Retirement Housing	Denmark Street, Diss, IP22 4NJ	FirstPort Management	0333 321 4041
St. Mary's Court Retirement Housing	Church Street, Diss, IP22 4DR	FirstPort Management	0333 321 4041

Data Protection

The contents of this plan are subject to Data Protection Legislation. 'Data Protection Legislation' means the Data Protection Act 1998 as long as it is in force and thereafter the General Data Protection Regulation (EC) 2016/679 and any national implementing laws.

Please ensure that only people on the distribution list hold a copy of the Diss Town Emergency Plan and that the personal information it contains, is only used in an emergency for the purpose in which it was collected. Please ensure that this document is securely stored and safely disposed of in line with Retention Guidelines as required under Data Protection Legislation.