

# Diss Emergency Resilience Plan

Date of issue: November 2021

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## Plan Distribution List

Name	Role	Phone/mobile number Email address	Issued on
Jenny Bloomfield	Emergency Planning Officer	01508 533801 07771 627895	
Keith Kiddie	County/District Councillor	01379 644750 079410172233	
Graham Minshull	District Councillor	01379 640179 07970 344795	
Diss Town Councillors	Town Councillors	See attached at Annex C	
Diss Police Inspector	Norfolk Police (Diss)	101	
Fire Officer (Diss)	Fire Service	999	
NRF	Norfolk Resilience Forum	nrf@norfolk-police.uk	

This Plan is also published online and available on Diss Town Council website at [www.diss.gov.uk](http://www.diss.gov.uk)

## Amendment List

Date for next revision	Details of Changes Made	Changed By
1 <sup>st</sup> February 2022	NRF Email address added	Deputy Town Clerk
10 Feb 2022	Emergency co-ordinator changed	Deputy Town Clerk

## 1. Introduction

The purpose of this plan is too:

- 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 (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 local 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 and 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 situation 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, Deputy Town Clerk and Maintenance 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 resourced 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 Co-ordinators 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 given at 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 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 DYCC 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.

### **Diss Town Councillors Role**

- 4.1 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 at Appendix B.**

**The Councillor and Town Council contact details can be found at Appendix C.**

- 4.2 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**

- 5.1 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.
- d. Animal disease: non-zoonotic (not transmitted to human beings) notifiable animal diseases e.g. foot and mouth, blue tongue; zoonotic animal diseases e.g. avian influenza, West Nile Virus and rabies.
- 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, 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:
- a. at the request of the emergency services/local (or other) authorities; or,
  - b. 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.
- 9.2 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.

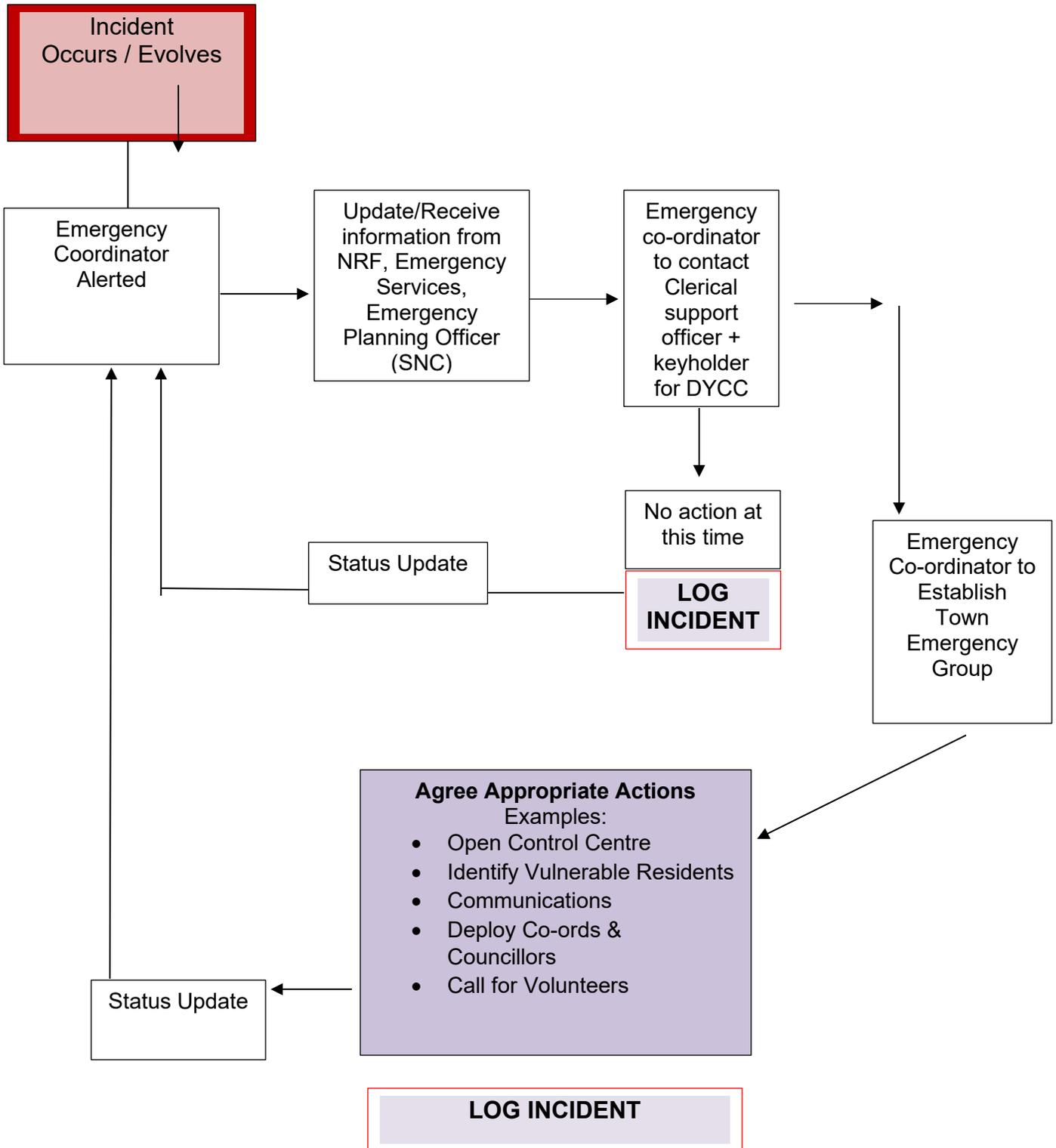
### Contact details are in Appendix A.

- 9.3 The emergency services/authorities which may request the activation of the Community Emergency Group are as follows:
- a. The Police
  - c. Fire and Rescue Service
  - d. Environment Agency
  - e. Members of the Norfolk Resilience Forum (NRF)
  - f. South Norfolk District Council
  - g. Norfolk County
- 9.4 Council activation
- criteria include:
- a. Actual or threatened injury or loss of life, particularly if the threat is increasing or extensive.
  - b. Actual or threatened damage to property, particularly if the threat is increasing or extensive.
  - c. Having been requested to do so by the emergency services or the Emergency Response Team at South Norfolk District Council.
- 9.5 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 to be found at Appendix G.

- 9.6 The Town Emergency Group should ensure that all key actions/decisions taken by the group are recorded. **A sample log page is provided at Appendix H.**
- 9.7 On activation of the plan, the Group should deploy the Emergency Box and utilise their contents as necessary.
- The contents and location of the box is provided at Appendix I.**

## Plan Process Flowchart



9. **Vulnerable Persons/Groups**

10.1 Where evacuation is required, it is essential for the emergency services to identify those people/groups that may require additional, or specialist assistance.

10.2 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

10.3 The 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 and every individual dwelling that may be home to a vulnerable person.

10. **Control Centre**

11.1 Diss Youth & Community Centre 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 local residents, has good communication links (e.g. telephone and internet) and has cooking, washing and toilet facilities. The address of the Emergency Control Centre (ECC) is:

Diss Youth & Community Centre (DYCC)  
Shelfanger Road  
Diss  
IP22 4EH  
Telephone: 01379 643848

There are several keyholders for the DYCC and their contact details are contained in **Appendix A.**

11. **Local Skills and Resources**

12.1. Appendix H 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.

12.2 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.

**Appendix J lists organisations in the community which may be able to provide volunteers, skills and resources.**

## 12. Key Locations Identified as Places of Safety

- 12.1 Respite centres, as may be required by larger scale incidents, will be coordinated at the direction of the Tactical Coordinating Group (TCG) via the SNDC Local Authority Emergency Control Centre when established or in the interim via the Joint Emergency Duty Officer.
- 12.2 In the event that 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. Places of safety will be selected 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.

**Floor plans for the above locations can be found at Appendix L.**

Name of Premises	Location including Postcode	Type of Premises	Key holder/Owner contact details (including out of hours)	Facilities	Number it can accommodate	Restrictions
Diss Youth & Community Centre	DYCC Shelfanger Road, Diss IP22 4EH.	Community Centre	Diss Town Council  Telephone: 01379 643848  Out of Hours Town Clerk	Large main room, several smaller rooms, kitchen, itchen ette toilets, WiFi. DDA compliant.	100	No restrictions
The Cornhall	The Cornhall 10 St Nicholas St, Diss, IP22 4LB  01379 652241	Community & Arts Centre	TBC  Telephone 01379 644223	Medium sized main hall, kitchen, toilets. DDA compliant.	120	No parking. Parking available on Shelfanger Road.
Diss High School	Walcot Road Diss IP22	High School	Telephone	Large Hall, Kitchen, Toilets, DDA complaint.	500	No restrictions

### Other Designated Local Authority Rest Centres within South Norfolk

<b>Rest Centre</b>	<b>Tel No.</b>	<b>Out of Hours</b>	<b>Shelter Capacity</b>	<b>Feeding Capacity</b>	<b>Sleeping Capacity</b>
<b>Costessey Ormiston Victory Academy</b>	<b>01603 742310</b>		<b>500</b>	<b>500</b>	<b>340</b>
<b>Costessey Centre</b>	<b>01603 742958</b>		<b>200</b>	<b>200</b>	<b>154</b>
<b>West Costessey Hall</b>	<b>01603 742958</b>		<b>160</b>	<b>160</b>	<b>140</b>
<b>Cringleford The Willow Centre</b>	<b>01603 250198</b>		<b>240</b>	<b>240</b>	<b>80</b>
<b>Diss High School</b>	<b>01379 642424</b>		<b>500</b>	<b>500</b>	<b>350</b>
<b>Harleston Archbishop Sancroft High School</b>	<b>01379 852561</b>		<b>300</b>	<b>300</b>	<b>240</b>
<b>Long Stratton High School</b>	<b>01508 530418</b>		<b>400</b>	<b>400</b>	<b>300</b>
<b>Wymondham High Academy Trust</b>	<b>01953 602078</b>		<b>400</b>	<b>400</b>	<b>350</b>
<b>Diss Football club</b>	<b>07764 991052</b>		<b>200</b>	<b>200</b>	<b>150</b>

13. **Communications**

- 14.1 On activation of the Town Emergency Group, the Emergency Coordinator will make a register of all mobile numbers of volunteers, (**See Appendix F form for telephone numbers**) 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 Whats app is likely to be more effective at getting through.

14. **Media/Public Information Strategy**

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

- 15.2 The Town Clerks, Leader of the Council or Emergency Co-ordinator 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**

- 16.1 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

- 16.2 Activities volunteers have been asked to undertake must be commensurate to their

skills and competency.

- 16.3 Appropriate dynamic risk assessments are carried out by a qualified competent person.
- 16.4 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.**

## Appendix A

Contact details for the Emergency Coordinator, Deputies and Control Centre.

<b>Role</b>	<b>Name</b>	<b>Contact Details</b>
Emergency Coordinator	Town Clerk Sarah Richards	<a href="mailto:sarah.richards@diss.gov.uk">sarah.richards@diss.gov.uk</a>
Emergency Coordinator Clerical Support Officer	Councillor Mark Gingell	<a href="mailto:councilloringell@diss.gov.uk">councilloringell@diss.gov.uk</a>
Deputy Emergency- Coordinator 1	Cllr Simon Olander	<a href="mailto:councillorolander@diss.gov.uk">councillorolander@diss.gov.uk</a>
Deputy Emergency- Coordinator 2	Cllr John Robertson	<a href="mailto:councillorroberson@diss.gov.uk">councillorroberson@diss.gov.uk</a>
Deputy Emergency- Coordinator 3	Sonya French Deputy Town Clerk	<b>DYCC Keyholder</b> <a href="mailto:sonya.french@diss.gov.uk">sonya.french@diss.gov.uk</a>
Deputy Emergency Co-ordinator 4	Robert Ludkin Maintenance Manager	<b>DYCC Keyholder</b> <a href="mailto:Robert.ludkin@diss.gov.uk">Robert.ludkin@diss.gov.uk</a>

### Control Centres

<b>Control Centre 1</b>	Diss Town Council Offices	Council Office 11-12 Market Hill, Diss, IP22 4JZ  Telephone: 01379 643848  Out of Hours Town Clerk (As above)
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<b>Control Centre 2</b>	Hope Church	Vinces Rd Diss, IP22 4HG  Telephone: 01379 644223  Out of Hours TBC
<b>Control Centre 3</b>	Corn Hall	St Nicholas Street Diss IP22 4JZ  Telephone: 01379 652241

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

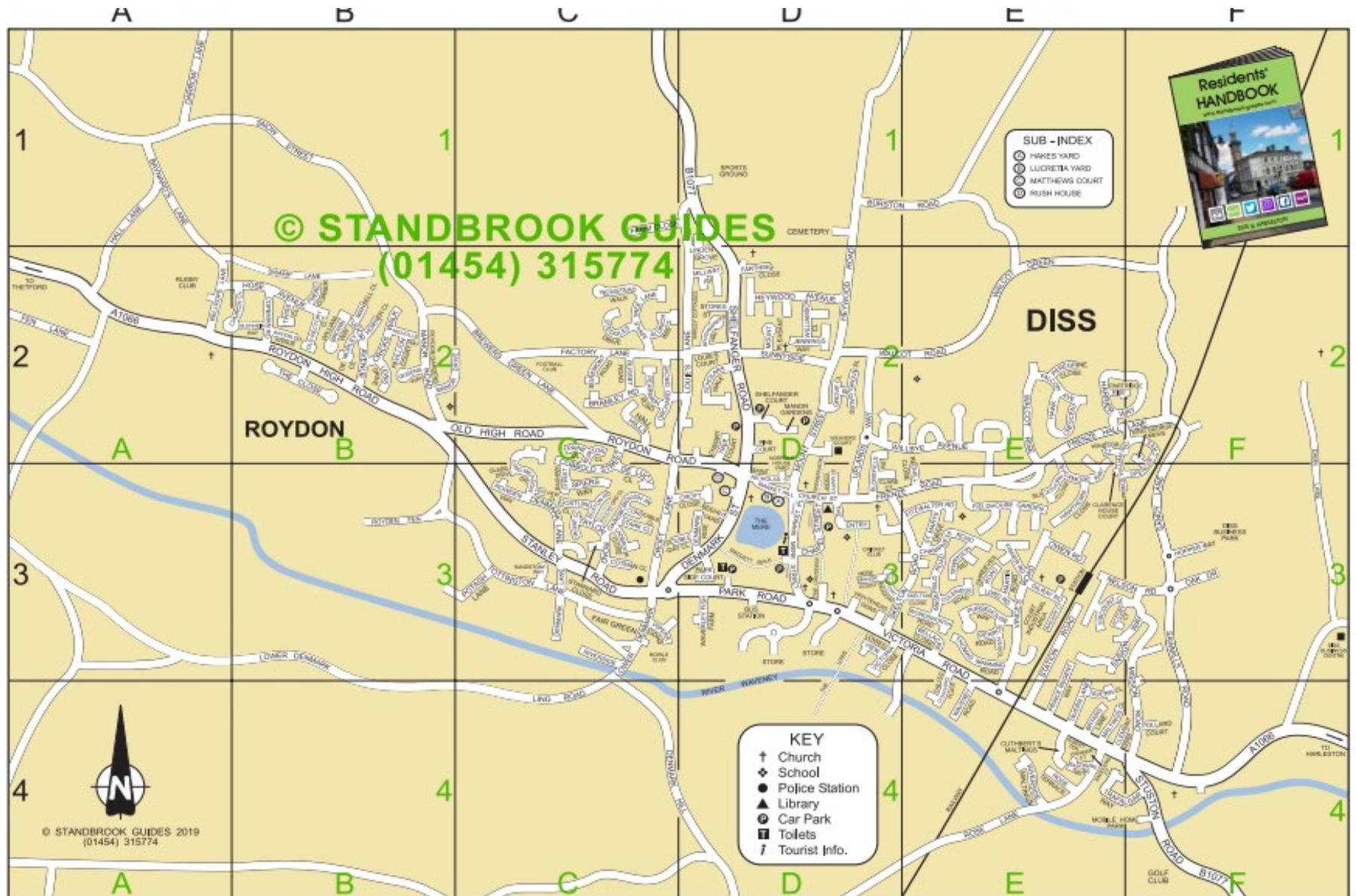
Office hours:  
01508 533701

Out of hours:  
07771 627895

Ensure that the call taker has your Name and appropriate contact details.  
Please ensure that you get the call to contact the Joint Emergency Planning 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:

Internal Telephone Directory - Not for Publication - **CONFIDENTIAL**

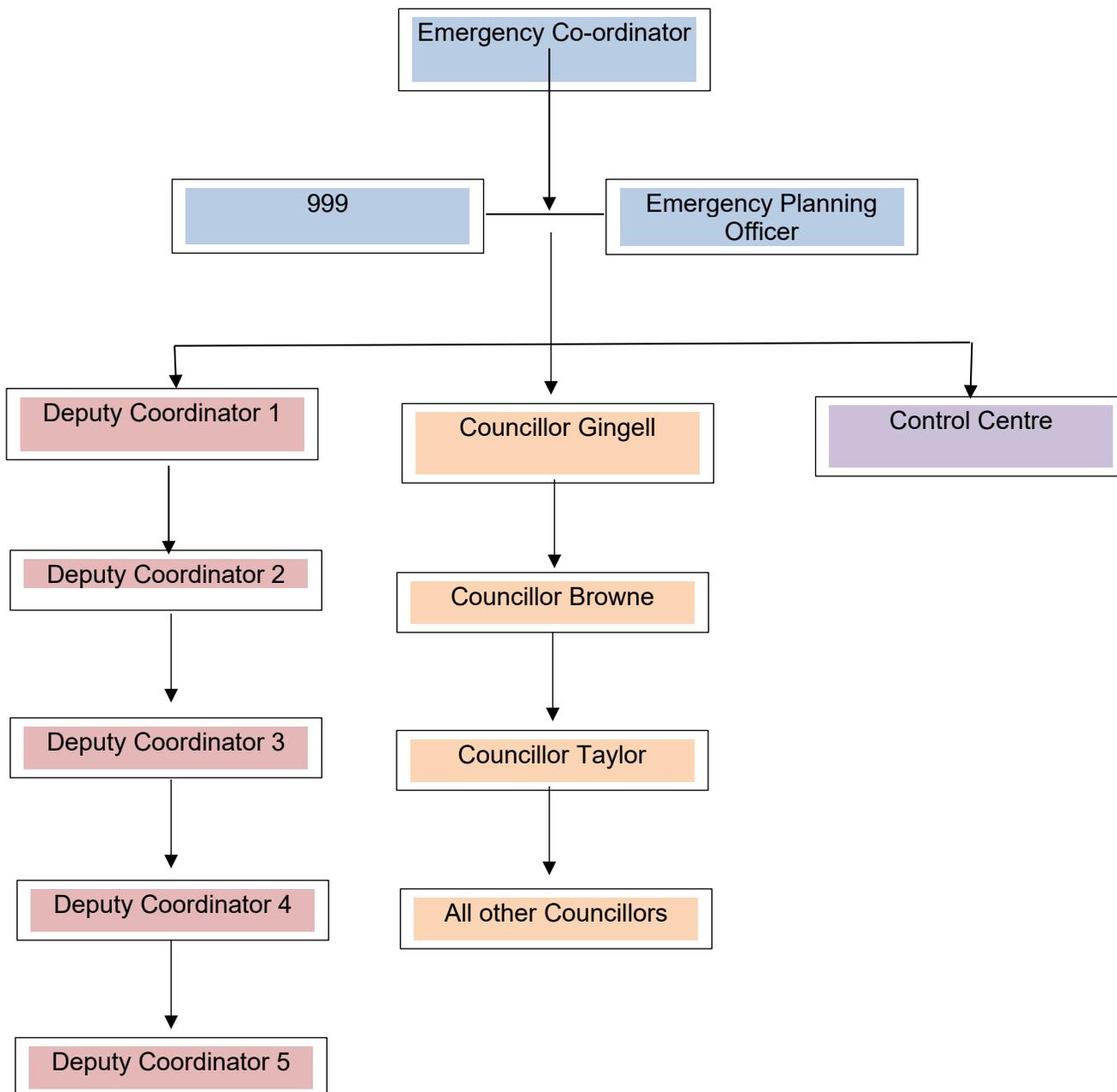
<b>Town Councillors' Contact Details</b>			
<b>Browne, Sonia</b>		01379 643848	<a href="mailto:councillorbrowne@diss.gov.uk">councillorbrowne@diss.gov.uk</a>
<b>Collins, Doreen</b>		01379 643848	<a href="mailto:councillorcollins@diss.gov.uk">councillorcollins@diss.gov.uk</a>
<b>Gingell, Mark</b>		01379 643848	<a href="mailto:councilloringell@diss.gov.uk">councilloringell@diss.gov.uk</a>
<b>Kiddie, Sue</b>		01379 644750	<a href="mailto:councillorkiddie@diss.gov.uk">councillorkiddie@diss.gov.uk</a>
<b>Kitchen, Robert</b>		01379 642468	<a href="mailto:councillorkitchen@diss.gov.uk">councillorkitchen@diss.gov.uk</a>
<b>Murphy, Kieran</b>		01379 642488	<a href="mailto:councillormurphy@diss.gov.uk">councillormurphy@diss.gov.uk</a>
<b>Olander, Simon</b>		01379 641007	<a href="mailto:councillorolander@diss.gov.uk">councillorolander@diss.gov.uk</a>
<b>Robertson, John</b>		07747 037996	<a href="mailto:councillorrobertson@diss.gov.uk">councillorrobertson@diss.gov.uk</a>
<b>Taylor, Eric</b>		07860 417551	<a href="mailto:councillortaylor@diss.gov.uk">councillortaylor@diss.gov.uk</a>
<b>Valori, Charlotte</b>		01379 643848	<a href="mailto:councillorvalori@diss.gov.uk">councillorvalori@diss.gov.uk</a>
<b>Warren, Stuart</b>		01379 643848	<a href="mailto:councillorwarren@diss.gov.uk">councillorwarren@diss.gov.uk</a>
<b>Welch, Jim</b>		01379 643848	<a href="mailto:councillorwelch@diss.gov.uk">councillorwelch@diss.gov.uk</a>
<b>Wooddissee, John</b>		01379 643848	<a href="mailto:councillorwooddissee@diss.gov.uk">councillorwooddissee@diss.gov.uk</a>

<b>District Councillors' Contact Details for Diss</b>			
<b>Minshull, Graham</b>	3 Vikings Close, Diss, IP22 4QB	01379 640179 07970 344795	<a href="mailto:grahamminshull.dtc@gmail.com">grahamminshull.dtc@gmail.com</a>
<b>Kiddie, Keith</b>	17 Walcot Road, Diss, IP22 4DB	01379 644750 07941 172233	<a href="mailto:kkiddie@s-norfolk.gov.uk">kkiddie@s-norfolk.gov.uk</a> <a href="mailto:keith.kiddie.cllr@norfolk.gov.uk">keith.kiddie.cllr@norfolk.gov.uk</a>
<b>Wilby, Jenny</b>	New Lodge Farm, Common Rd, Dickleburgh, IP21 4PH	01379 741504	<a href="mailto:J.wilby@s-norfolk.gov.uk">J.wilby@s-norfolk.gov.uk</a>

<b>Staff Contact Details</b>			
<b>Sarah Richards</b>	Town Clerk	11-12 Market Hill, Diss, IP22 4JZ	07917 831574 01379 652952

<b>Sonya French</b>	Deputy Town Clerk	11-12 Market Hill, Diss, IP22 4JZ	
<b>Robert Ludkin</b>	Maintenance Manager	11-12 Market Hill, Diss, IP22 4JZ	07436 798234 07986 321129
<b>Alex Jamieson</b>	Responsible Finance Officer	11-12 Market Hill, Diss, IP22 4JZ	

### Activation call tree for Co-ordinators



## Community Emergency Contact numbers

<b>Name / Contact</b>	<b>Role</b>	<b>Daytime contact number</b>	<b>24hr contact number</b>
Emergency Services		999	999
Local GP Surgeries	Parish Fields	01379 642023	111
	The Lawns	01379 642021	111
Environment Agency	Floodline	0845 988 1188	
Environment Agency	Incident Hotline	0800 807060	0800 807060
Anglian water			24 hr enquiries 08457 145 145 24 hr leaks
Norfolk Police	Non emergency	101	101
Norfolk Fire and Rescue	Non emergency	0300 123 1669	0300 123 1669
East Anglian Ambulance NHS Trust		0163 8561616 0345 601 3733	None
UKPN	Supply interruption	0800 316 3105	0800 31 63 105
UKPN	Substation issues	0800 587 3243	0800 5873243
National Grid	For reporting hazards on or near overhead electricity lines	0800 404 090	0800 404090
Highways England			0300 123 5000
Norfolk County Council / Norfolk County Highways			0344 800 8020
Norfolk County Council	Emergency Social Care Out of hours service	0344 800 8020	0344 800 8020
South Norfolk District Council		01508 533701	01508 533701
Norfolk Joint Emergency Planning Unit		TBC	TBC



Sample agenda for initial meeting of the Town Emergency Group

## **Example Town Emergency Group Emergency 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?
- A vulnerable area?
- A 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
- 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?**



## Emergency Boxes - contents and location

An Emergency Box is held at Diss Town Council (Access can be gained via the Town or Deputy Town Clerk).

Contents are as follows:

- Copy of Town Emergency Plan
- Incident Log Book
- X 2 Torches
- Map of Diss
- Copy of Electoral Register
- Five high visibility jackets
- Barrier Tape x 4
- First Aid Kit
- X4 Notebooks
- Box of Pens
- Box of Gloves
- Wind up Radio
- Copy of SNC Emergency Plan

**Local skills and resources****Information redacted in public version – full details held with Town Council**

Ryan Jaynes	-	Manager Travis Perkins (materials out of hours)
Jeremy Green	-	Roydon Farmer (Tractor & Trailers)
Andrew Rackham		Handyman/Builder
Mike Stapleton		Landrover Owner
Simon Hurst		Electrician
Jamie Wright		Roofer/4x4 owner

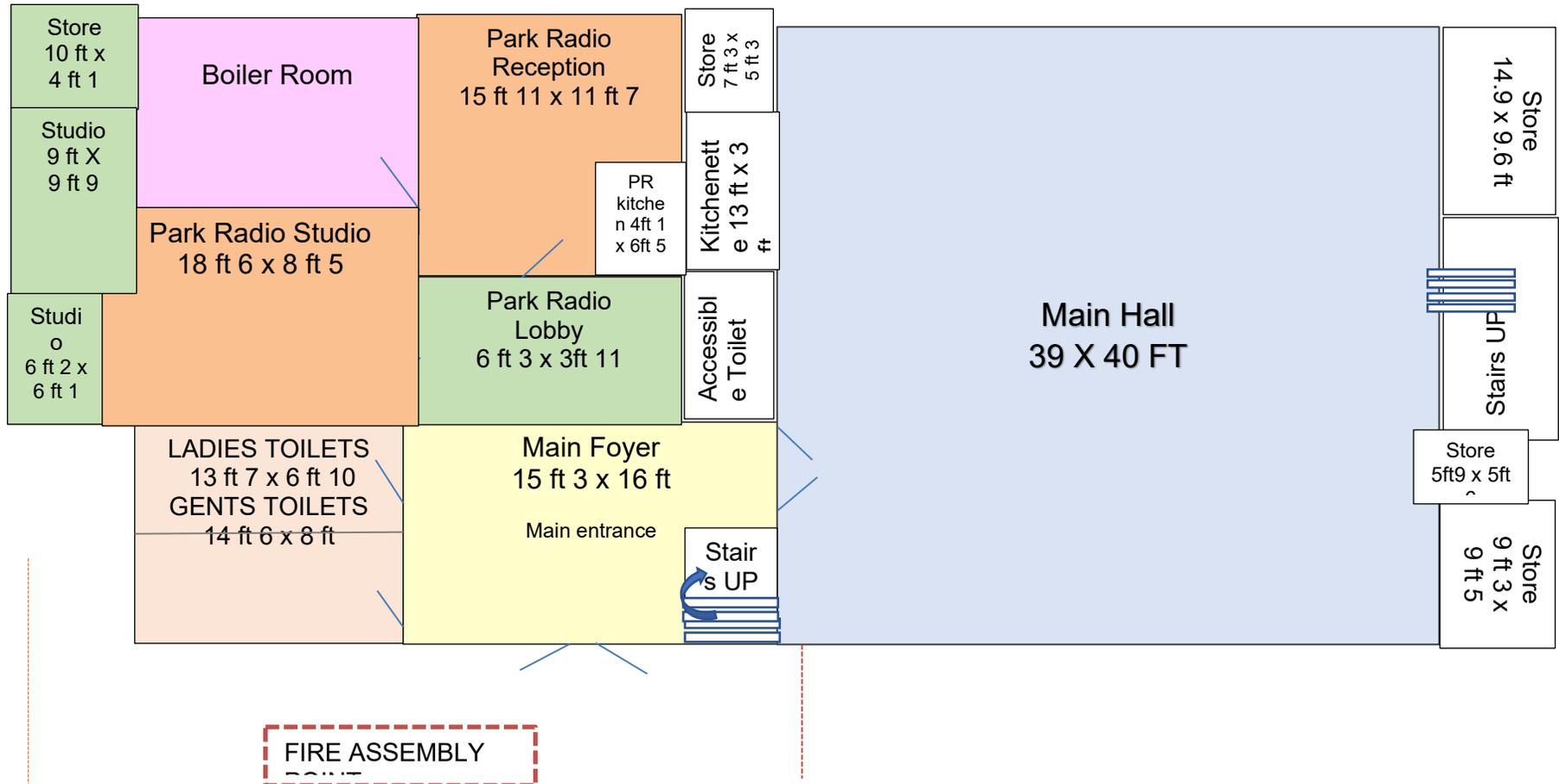
**Volunteers/resources**

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

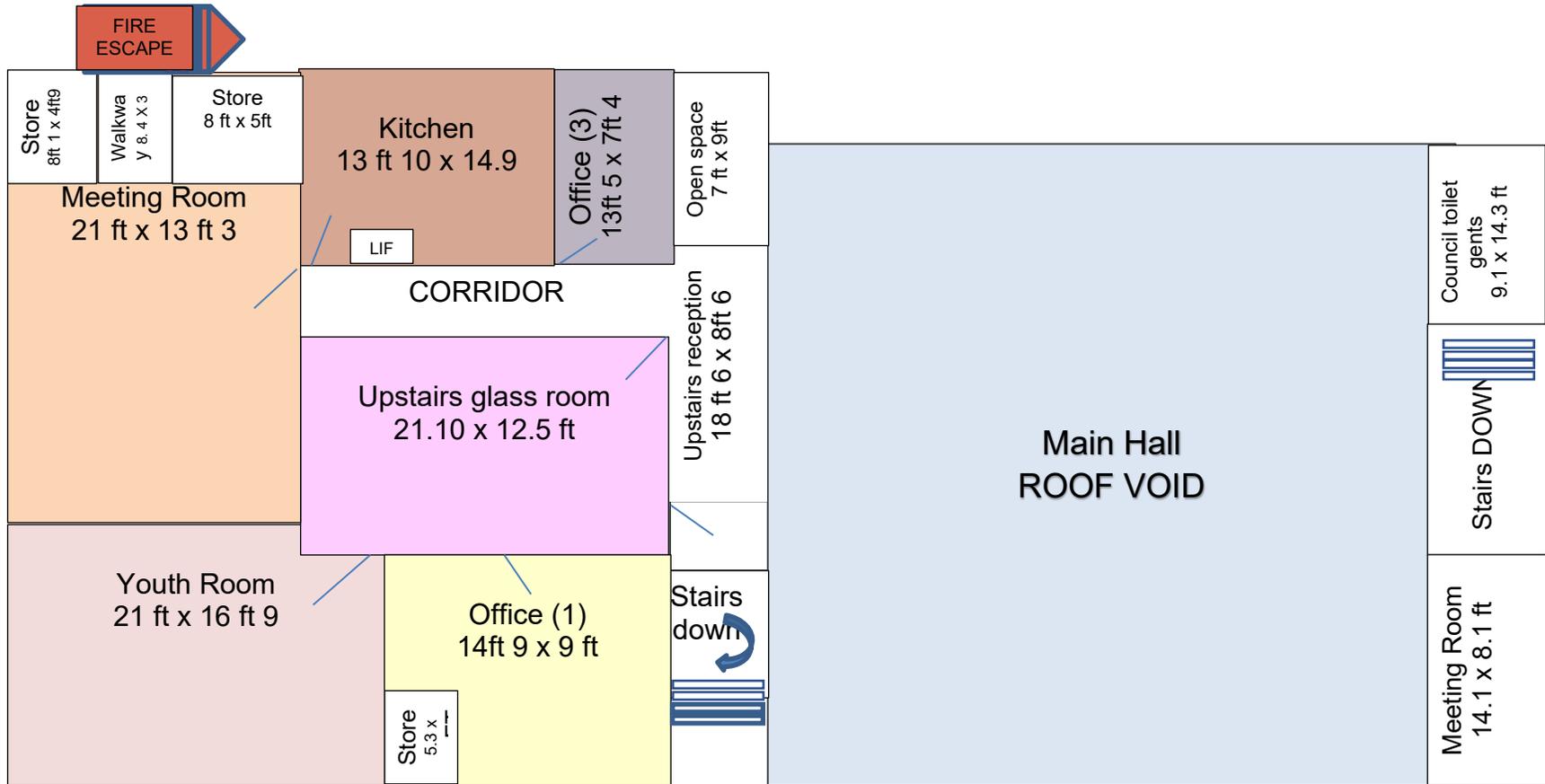
Andy Rackham	Local handyman
Simon Hurst	Electrician
Jamie Wright	Roofer/handyman
Mike Stapleton	2 x 4X4 Emergency Responders

### Floor plans for DYCC

#### DYCC



## Diss Youth Centre – Floorplan (Upper floor area)



**DYCC room sizes and permitted numbers – Fire officer figures**

<b>Room</b>	<b><u>Approx dimensions</u></b>	<b>Approx floor area m<sup>2</sup></b>	<b>Potential Capacity Seated</b>	<b>Potential Capacity Camp Beds</b>
Main Hall Ground Floor	39ft x 40ft	144.92	288	29
Reception	15ft x 11ft 7	16.30	32	3
Studio One	9ft x 9ft	7.52	15	1
Studio Two	6ft 2 x 6 ft 1	3.51	7	0
Storage Cupboard	10ft x 4.1 ft	3.81	7	0
Kitchenette Area	6 ft x 3 ft	1.67	2	0
Upstairs Reception	18ft 6 x 8 ft 6	14.86	30	3
Office One	14.9 ft x 9 ft	12.46	25	2
Youth Room	21 ft x 16.9 ft	32.97	66	6
Upstairs glass room	21.10 x 12.5 ft	24.50	49	5
Meeting Room	21 ft x 13 ft 3	25.95	52	5
Kitchen	13 ft 10 x 14.9 ft	18.13	36	3
<b>Total</b>			<b>609</b>	<b>111</b>

### Volunteer Driving

Until an Emergency Group is activated volunteers operate under their own or the Town Council's liability insurance. In the event that 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 particular group.

From: [Name of LA 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) as a result 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 necessary<sup>1</sup>].

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
<p><b>Significant disruption to mains power services.</b> (Gas or Electricity Failure) Failure of whole or part of GB's National transmission network. Damage to pipeline.</p>	<p>Residents with no access to power for a prolonged period of time. 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.</p>	<p>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 co-ordinator and initiate Town Emergency Plan.</p>
<p><b>Significant disruption to communications infrastructure.</b> Damage to telecommunication/internet services.</p>	<p>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.</p>	<p>If necessary contact emergency services. Call Emergency co-ordinator and initiate Town Emergency Group</p>
<p><b>Significant disruption to transport infrastructure</b> Adverse weather conditions (Heavy snow/storm, icy conditions and/or road closures).</p>	<p>Roads impassable due to snow/fallen trees etc. Access to Town limited. Residents unable to access emergency and other services, eg carers, doctors, hospitals, pharmacies. Resident run out of food and other necessities. Injuries due to weather conditions. Non-residents/trapped or stranded in the Town.</p>	<p>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 co-ordinator and initiate Town Emergency Group</p>
<p><b>Flooding and Adverse Weather</b> Of Homes and/or roads etc</p>	<p>Homes Flooded Rescue services may be required. Need to secure place of refuge.</p>	<p>Ensure all residents are given emergency telephone numbers and advice to help them prepare for adverse weather conditions. Ensure all gritting bins are full.</p>

	<p>Need to support other services.</p> <p>Knock-on effect of disruption to the power supply, communication, or transport infrastructure,</p>	<p>Give residents lists of items to carry in their cars in case of adverse weather whilst out driving. (Pass through social media etc).</p> <p>If necessary contact emergency services.</p> <p>Call Emergency co-ordinator and initiateTown Emergency</p>
<p><b>Accidents or Incidents in Travel Network</b></p>	<p>Emergency situation arising from incidents</p> <p>eg Train collision or crash, bridge failure on Victoria Road (A1066)</p> <p>Support of emergency services dealing with incident.</p>	<p>Alert Emergency Services</p> <p>Call Emergency co-ordinator and initiateTown Emergency Group.</p> <p>Support emergency services eg, refreshments/shelter.</p> <p>Facilitate or help find refuge and/or evacuation.</p>
<p><b>Loss or contamination of water supply</b></p>	<p>Residents have no drinking or washing water.</p> <p>Contaminated water being used.</p> <p>Toilets cannot be used.</p>	<p>Alert Emergency Services</p> <p>Call Emergency co-ordinator and initiateTown Emergency Group.</p> <p>Help SNC with supply of clean water to vulnerable people.</p> <p>Provide access to sites to store clean water.</p>
<p><b>Miscellaneous emergencies</b></p> <p>Fire incl drought, pollution.</p> <p>Infectious diseases (humans and animals/Covid/legionella/SARS)</p> <p>Food Chain contamination</p> <p>Disrupted fuel supply</p>	<p>Fire damage/hazard</p> <p>Danger to Health.</p> <p>Infection control</p>	<p>Alert Emergency Services</p> <p>Call Emergency co-ordinator and initiateTown Emergency Group.</p> <p>Support emergency services eg, refreshments/shelter.</p> <p>Facilitate or help find refuge and/or evacuation.</p>

## Care Homes and Contact Numbers

<b>CARE HOME</b>	<b>ADDRESS</b>	<b>Manager</b>	<b>Telephone No</b>
De Lucy House Care Home	40 Victoria Road, Diss, IP22 2HZ	Lucy Tubby	01379 671333
Weavers Court Nurse Assisted Housing	Mount Street, Diss, IP22 4QH	Kirsty Forster	01379 643496
Walcot Hall Care Home	Walcot Green, Diss, IP22 5SR	Clare Pethick	01379 641030
The Croft (Priory) – Residential Support	17 Croft Lane, Diss, IP22 4NA	Kinga Stachon	01379 651666
Heywood Grange Care Home	Burston Road, Diss, IP22 5SX	Suzanne Van Der Lek	01379 652265
Peverells Retirement Sheltered Housing	St Marys Court, Chapel Street, Diss, IP22 4DR	Anthony Harmer	01379 652265
Roydon Road (Priory) Residential Support	27 Roydon Road, Diss, IP22 4LN	Pam Evans	01379 652673
Thomas Manning Road (Saffron Asst'd)	Thomas Manning Road, Diss, IP22 4HL	No Officer	01508 532000
Clare House (Saffron Asst'd)	Blomefield Road, Diss, IP22 4NZ	No Officer	01508 532000

## DATA PROTECTION

The contents of this plan are subject to Data Protection Legislation. 'Data Protection Legislation' means that 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 situation 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.