



Felixstowe Community Emergency Plan

Date of issue: July 2024

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This Plan is also published online and available on the following websites:

www.felixstowe.gov.uk

<http://www.getpreparednow.co.uk>

Amendment List

Date	Details of Changes Made	Changed By
July 2024	Various	Debbie Frost
August 2022	Various	Debbie Frost
July 2021	Various	Debbie Frost
Feb 2019	Incident Reporting record	Debbie Frost

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Introduction

The purpose of this plan is twofold:

1. to document the actions to be taken and the resources to be mobilised, by the Felixstowe Community Emergency Group, when assistance is requested from the emergency services or local authorities etc, in response to a significant incident affecting Felixstowe or nearby communities. (Emergency Incident); and,
2. 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)

This plan gives only general guidance to the local community, outlines actions to be taken by the Community Emergency Group, 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 or hinder the timely notification of an emergency situation.
If in doubt always call 999**

The Community Emergency Group consists of an Emergency Coordinator, Deputies and Ward Councillors of Felixstowe Town Council.

The range of incidents which could be encountered by the communities and which could see the activation of the Community Emergency Group are wide and varied in nature and as such it is not the intention of this document 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.

Given the location of Felixstowe, it is possible that a major incident could occur as a result of coastal flooding, severe weather events, power outages or industrial activity (such as fire or an incident at the Port of Felixstowe). In any eventuality that this Plan is activated, dynamic risk assessments will be carried out by the Community Emergency Group to ensure that persons carrying out local impact assessments are adequately protected and resourced.

The Lead and Deputy Co-ordinators are registered to receive all Flood, Power Outage and Weather warning alerts.

Aims and Objectives

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.

The objectives are to:

- Identify resources and key contacts in the community
- Provide a local single point of contact for emergency responders (The Emergency Coordinator) to aid them in the delivery of their services.
- Provide a communication link between professionals and the public to aid the flow of relevant information.

Emergency Coordinator Roles & Responsibilities

The role of Emergency Coordinator (and deputies) will be fulfilled by Members or Officers of Felixstowe Town Council who provide a vital link between residents and relevant organisations planning for and responding to an Emergency or Community Incident.

Contact details for the Emergency Coordinator and deputies are given at Appendix A.

Their role is to:

- Facilitate the completion and maintenance of the Community Emergency Plan (this plan)
- Call a community meeting during an Emergency or Community Incident (if deemed necessary)
- Provide the focal point for the community response to an Emergency or Community Incident and establish the Control Centre as a base location (if deemed necessary – see **Appendix A** for Control Centre details)
- Provide a link between the community and other agencies responding, which may include the emergency services and the Local Authorities.
- Assist the Local Authorities and appropriate agencies in emergency preparedness through awareness-raising activities.

Felixstowe Town Council appoints the Emergency Coordinator who will lead a team of other volunteers during an Emergency/Community Incident. This Community Emergency Group (CEG) will be responsible for organising emergency activity within the town, under the direction of the emergency services where appropriate.

As emergencies can occur at any time, it is not possible to guarantee that all members of the CEG 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.

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

Felixstowe Town Councillors Role

The primary role of Felixstowe Ward Councillors is to receive information from the Emergency Coordinator, and pass it on to residents in their ward. 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.

Ward Maps and contact details for relevant Councillors are detailed at Appendix B.

The activation call tree for these Councillors is provided at Appendix C.

Other volunteers, subject to qualification, may be co-opted to support the Ward Councillors where necessary.

In a local emergency, the role of the CEG is to provide whatever support or information it can, potentially under the direction of the emergency services (police, fire brigade, ambulance), other authorities or Suffolk Joint Emergency Planning Unit (JEPUs).

Risks

Felixstowe Town Council acknowledges that risks are diverse and numerous. This plan takes a broad approach to risks, groups in to key categories: Natural Events, Major Accidents and Malicious Attacks. The CEG will carry out dynamic risk assessments in the event of an incident to ensure that volunteers carrying out local impact assessments are adequately protected and resourced.

Natural Events

Severe weather: storms and gales; low temperatures and heavy snow; heat waves and drought.

Flooding: coastal and inland flooding, (surface water flooding).

Human disease: pandemic influenza; new and emerging infectious diseases e.g. SARS (Severe Acute Respiratory Syndrome).

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.

Major Accidents

Major industrial accidents: fires; contamination; technical failure e.g. power outages, electricity; water and sewerage; gas; communications; fuel; marine pollution; dam inundation and reservoirs.

Major transport accidents: air; maritime; road and rail.

Malicious Attacks

Attacks on crowded places: e.g. shopping centres, sports grounds and concert venues.

Attacks on critical infrastructure: e.g. power stations, reservoirs, pipelines.

Attacks on transport systems: rail and underground; air; maritime;

Electronic attack: IT and communications systems

Plan Activation

The Community Emergency Plan will be *activated and the Community Emergency Group 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 Felixstowe or its surrounding area.*

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

Contact details are in appendix A.

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 Suffolk County Council Joint Emergency Planning Unit (JEPU)
- East Suffolk Council
- Suffolk County 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.
- The causation is spread geographically, not located at a single property.
- Having been requested to do so by the emergency services.

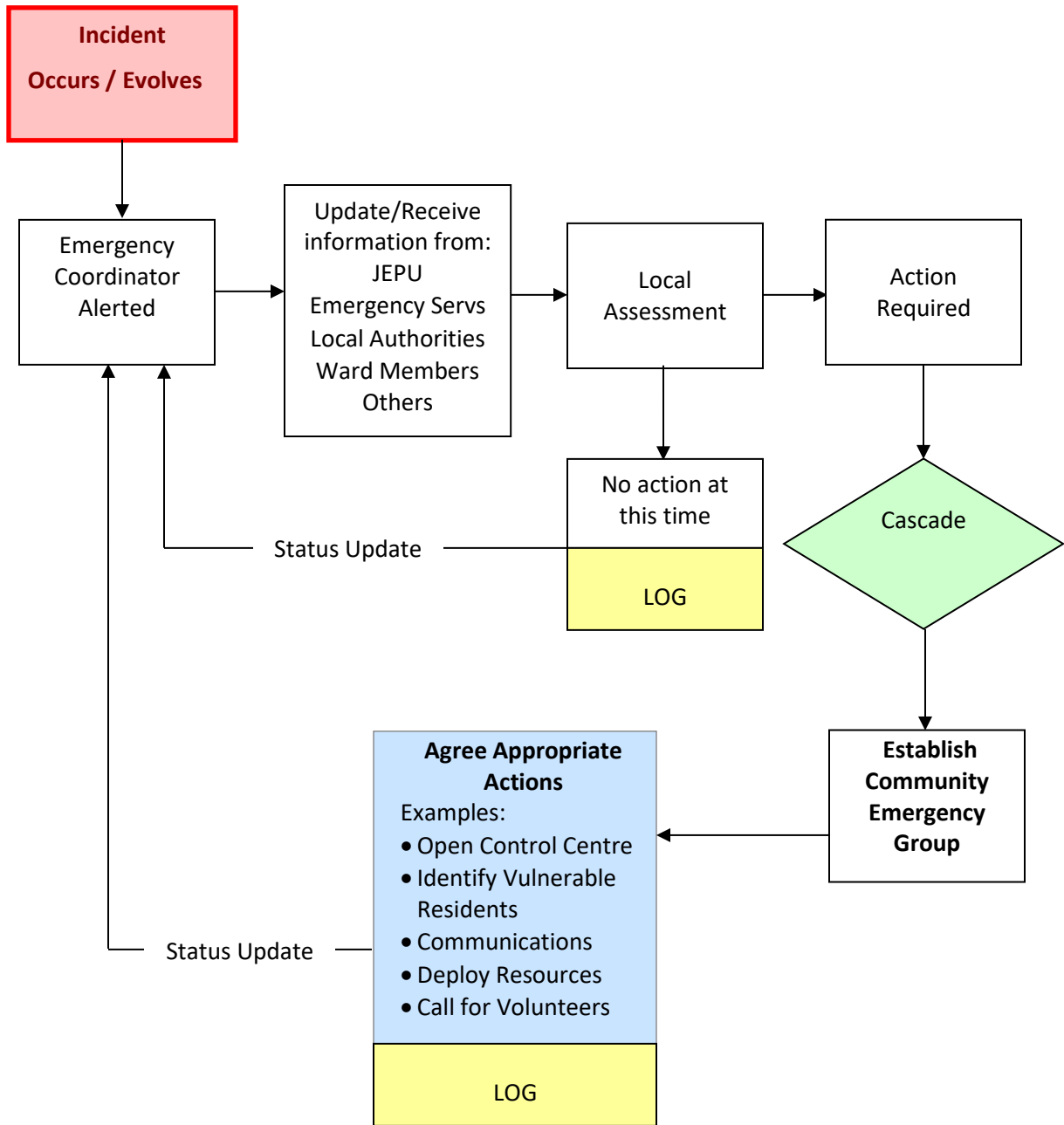
On being activated, the Group should convene a meeting to discuss the nature of the incident, potential or actual impact on the community and the community resources required.

A sample agenda for the initial meeting is to be found at Appendix D.

The Community Emergency Group should ensure that all key actions/decisions taken by the group are recorded. **A sample log page is provided at Appendix E.**

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 at Appendix F.**

Plan Process Flowchart



Vulnerable Persons/Groups

Where evacuation is required, it is essential for the emergency services to identify those people/groups that may require additional, or specialist assistance. For the purpose of this plan, vulnerable persons are defined as people reliant upon:

- Home visits by community nurses for healthcare
- Formal or informal carers
- Home deliveries of medical supplies
- Vehicular transport to attend essential health appointments
- Potential evacuees

A table showing the key locations in the local area which house vulnerable groups (sheltered housing, care homes etc.) is detailed at Appendix G.

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 the course of an emergency. However, this will never provide a complete information picture and local knowledge regarding vulnerable persons, who may not feature on any official register, will be invaluable. 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 however the Ward Councillor will be able to assist the Police, other emergency services and local authorities in assessing the locality.

Control Centre

Felixstowe Town Hall is designated as the primary Control Centre as this facility is capable of being used as a 24-hour emergency centre. It is well known to local residents, has good communication links (e.g. telephone, fax, and internet) and has cooking, washing and toilet facilities. The address of the Emergency Control Centre (ECC) is:

Town Hall
Undercliff Road West
Felixstowe
Suffolk
IP11 2AG
Telephone: 01394 282086

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

It is recognised that, given its coastal location and depending on the nature of the emergency, Felixstowe Town Hall may not be a suitable Control Centre venue. Should circumstances dictate, a secondary Control Centre has been identified at Broadway House, Orwell Road. Details of this Control Centre are also contained in **Appendix A.**

Local Skills and Resources

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.

If further equipment/skills are needed from the community, the Community Emergency Group may issue an appeal through local media outlets.

Appendix I lists organisations which are present in the community and which may be available to provide volunteers, skills and resources.

Key Locations Identified as Places of Safety

Respite centres, as may be required by larger scale incidents, will be coordinated at the direction of the Tactical Coordinating Group via the ESC Local Authority Emergency Control Centre when established or in the interim via the Joint Emergency Planning Unit (JEPU) Duty Officer. Further information is available here: <http://www.suffolkresilience.com/emergency-plans/>

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 J.**

Name of Premises	Location including Postcode	Type of Premises	Key holder/Owner contact details (including out of hours)	Facilities	Number it can accommodate	Restrictions
Felixstowe Town Hall	Town Hall Undercliff Road West Felixstowe Suffolk IP11 2AG	Town Hall	Felixstowe Town Council Telephone: 01394 282086 Out of Hours Caretakers: 07359479519 07716784032	Large main room, several smaller rooms, kitchen, toilets, WiFi. DDA compliant.	110	Seafront location, usual office hours normally apply.
Walton Community Hall		Community Hall	Felixstowe Town Council Telephone: 01394 282086 Out of Hours Caretakers: 07359479519 07716784032	Medium sized main hall, kitchen, toilets. DDA compliant.	70	Limited parking nearby. No internet.

Name of Premises	Location including Postcode	Type of Premises	Key holder/Owner contact details (including out of hours)	Facilities	Number it can accommodate	Restrictions
Broadway House	Orwell Road, Felixstowe IP11 7DD	Community Hall	Felixstowe Town Council Telephone: 01394 278061 Out of Hours Caretakers: 07359479519 07716784032	Good sized main room, kitchen, toilets. DDA compliant. Pay and display car park adjacent.	60	
Old Felixstowe Community Association	Ferry Road Felixstowe Suffolk IP11 9NB	Community Hall	Old Felixstowe Community Association 07494 599265 Mary Whiteley [redacted]	Three separate rooms, kitchen, toilets. DDA compliant. Free car park adjacent.	150	

Designated Local Authority Rest Centres:

Name of Premises	Location including Postcode	Type of Premises	Key holder/Owner contact details (including out of hours)	Facilities	Number it can accommodate	Restrictions
Brackenbury Sports Centre	High Road East, Felixstowe, Suffolk, IP11 9JF	Sports Centre	Places For People 01394 270278 Robin Wiseman Manager [redacted]	Multiple rooms inc. large sports hall, kitchen, toilets. DDA compliant. Large free car park adjacent.	150+	

Felixstowe Leisure Centre	Seafront Felixstowe IP11 2AE		Places For People 01394 694600 Robin Wiseman Manager [redacted]	Multiple rooms inc. large sports hall, kitchen, toilets. DDA compliant. Pay and display car park adjacent plus some free on street parking		
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Communications

On activation of the Community Emergency Group, the Emergency Coordinator will maintain a register of all mobile numbers of volunteers, in addition to those of core members. The Group will use the Whatsapp Group set up for the Emergency Coordinators which is kept on password protected mobile devices. This has the added benefit of keeping a log of the events occurring.

Police and other emergency responders have their own resilient communications systems, in particular Airwave. If all other means are not functioning, the emergency responders may allow the transmission of messages via this means.

RAYNET - The Radio Amateurs' Emergency Network is the UK's national voluntary communications service provided for the community by licensed radio amateurs. If necessary, support of the Network will be requested via the Tactical Coordination Group (TCG) when activated or in the interim via the local authority.

Media/Public Information Strategy

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

The Town Clerk is responsible for issuing media releases on behalf of the Town Council via the following means, insofar as may be available:

- Press Release to all Town Councillors, local authority partners, local newspapers, publications, radio stations and other identified partners via email.
- News Bulletins published on the Town Council website and highlighted on the front page of the site.
- Tweet / Facebook post to raise awareness of available information (direct Tweets will also be sent to key partners for retweeting).
- Where possible, printed copies will be displayed on noticeboards and made available at key locations such as the Town Hall and the library.

Insurance

The Community Emergency Planning Group (CEPG) and CEPG volunteers will be covered by the District Local Authorities insurance under the following circumstances:

- The local authority has requested that Felixstowe Town Council activates its plan and volunteer group.
- The CEPG volunteers are registered with the CEPG.
- The CEPG and CEPG 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 CEPG.
- Volunteers only carry out the actions / activities that they have been authorised to do or agreed by the local authority.
- A record of the activities undertaken and volunteers employed in those tasks is maintained by the CEP Group
- Activities volunteers have been asked to undertake must be commensurate to their skills and competency.
- Appropriate dynamic risk assessments are carried out.
- The use of motor vehicles is not covered by the local authority's insurance and it is the responsibility of the individual to ensure that they have adequate and appropriate cover. **Please see Appendix K for guidance from Association of British Insurers regarding various Insurance Company guidelines. Volunteers should also use the contact details provided in their own vehicle Insurers documentation to confirm cover with their insurers.**

Upon activation **Appendix L** will be sent to the CEPG; until this form has been confirmed as received by the local authority, then all operations must be confirmed to be covered by Felixstowe Town Council's insurance policy.

Appendix A: Contact details for the Emergency Coordinator, deputies and Control Centre.

Role	Name	Contact Details
Emergency Coordinator	Cllr Amanda Folley	Town Hall, Felixstowe IP11 2AG Mobile: 07852147440 amanda.folley@felixstowe.gov.uk
Deputy Emergency-Coordinator 1	Cllr Darren Aitchison	64 Constable Road, Felixstowe IP11 7HN Phone: 07838 215964 darren.aitchison@felixstowe.gov.uk
Deputy Emergency-Coordinator 2	Cllr Nick barber	31 Fairfield Avenue, Felixstowe IP11 9JQ Phone: 07876757268 nick.barber@felixstowe.gov.uk
Deputy Emergency-Coordinator 3	Ash Tadjrishi	[redacted] townclerk@felixstowe.gov.uk
Deputy Emergency-Coordinator 4	Debbie Frost	[redacted] debbie.frost@felixstowe.gov.uk

Control Centre 1	Felixstowe Town Hall	Town Hall Undercliff Road West Felixstowe Suffolk IP11 2AG Telephone: 01394 282086 Out of Hours Caretakers: 07359479519 07716784032
Control Centre 2	Broadway House	Orwell Road, Felixstowe IP11 7DD Telephone: 01394 278061 Out of Hours Caretakers: 07359479519 07716784032

★ **Activation:** On activation of this Plan, the group will contact the East Suffolk Council to inform them of the activation. The group will continue to liaise with the Local Authority for the duration of, and recovery period of, the emergency.

Ensure that the call taker is advised call is from 'xyz Parish / Town / Council CEPG', and given callers name and appropriate contact details

Office hours; Emergency Planning Officer (EPO) / District Emergency Planning Officer (DEPO) 01394 444453 / 01502 523321 (if no response, use OoH's routine below)

Out of hours; East Suffolk Central Control 0800 440 2516

Emergency Control Centre (ECC) when activated: 01502 523630 (note Both East Suffolk House – Melton, & Riverside Offices – Lowestoft, use the same phone number)

PLEASE NOTE: In a widespread incident the EPO / ECC are single points of contact and may supporting the wider LA response across the County and may not be able to respond to you immediately.

Appendix B: Ward Maps and contact details for Councillors

Ward Councillors:

CENTRAL WARD

Darren Aitchison

64 Constable Road, Felixstowe IP11 7HN
Phone: 07479 556736
Email: darren.aitchison@felixstowe.gov.uk

Seamus Bennett

69 High Road East, Felixstowe IP11 9PT
Phone: 07818 664751
Email: seamus.bennett@felixstowe.gov.uk

Jan Candy

Apartment 3. 105 Queens Road, Felixstowe
IP11 7PG
Phone: 07785277647
Email: jan.candy@felixstowe.gov.uk

Michael Sharman

130 Chelsworth Road, Felixstowe IP11 2UJ
Phone: 01394 213011
Email: Michael.sharman@felixstowe.gov.uk

PORT WARD

Stuart Bird

70 Hintlesham Drive, Felixstowe IP11 2YL
Phone: 01394 275128
Email: stuart.bird@felixstowe.gov.uk

Corrine Franklin

32 Bath Road, Felixstowe IP11 7JW
Phone: 07960 722333
Email: corrine.franklin@felixstowe.gov.uk

Marc James

6 Chelsworth Road, Felixstowe IP11 2UD
Phone: 07973870066
Email: marc.james@felixstowe.gov.uk

David Rowe

3 Glenfield Avenue, Felixstowe IP11 9JG
Phone 07851803503
Email: david.rowe@felixstowe.gov.uk

EAST WARD

Nick Barber

31 Fairfield Avenue, Felixstowe IP11 9JQ
Phone: 07876 757268
Email: nick.barber@felixstowe.gov.uk

Steve Wiles

4 Roman Way, Felixstowe IP11 9NJ
Phone: 07986 566225
Email: steve.wiles@felixstowe.gov.uk

Bernard Price

103 High Road East, Felixstowe IP11 9PT
Phone: 01394 279794
Email: bernard.price@felixstowe.gov.uk

SOUTH WARD

Sharon Harkin

41 Highfield Road, Felixstowe IP11 7BZ
Phone: 01394 671758
Email: sharon.harkin@felixstowe.gov.uk

Wendy Underwood

Parkwood House, 15 Buregate Rd,
Felixstowe IP11 2DE
Phone: 07790 618008
Email: wendy.underwood@felixstowe.gov.uk

WALTON WARD

Mike Deacon

282 High Street, Walton, Felixstowe IP11
9EA
Phone: 01394 211146 Email:
mike.deacon@felixstowe.gov.uk

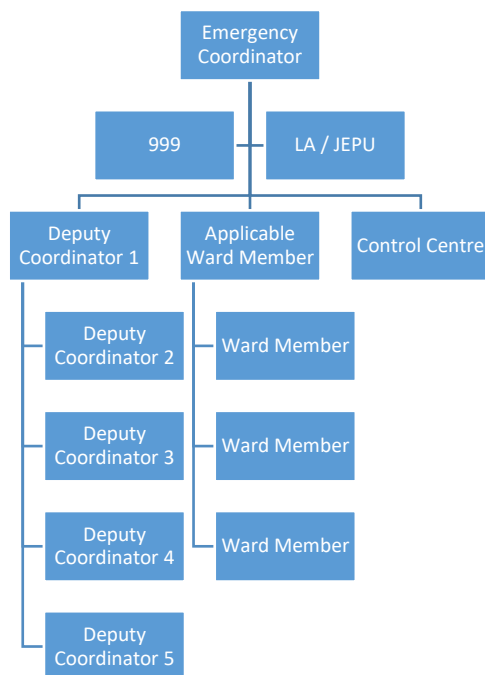
Margaret Morris

79 Ranelagh Road, Felixstowe IP11 7HY
Phone: 01394 274345
Email: margaret.morris@felixstowe.gov.uk

Amanda Folley

c/o Town Hall, Felixstowe IP11 2AG
Phone 07852147440
Email: Amanda.folley@felixstowe.gov.uk

Appendix C: Activation call tree for Councillors (cascade)



Community Emergency Contact numbers

Name / Contact	Role	Daytime contact number	24hr contact number
East Suffolk Emergency Planning		01394 444453 / 07920 139306.	
Suffolk Joint Emergency Planning Unit (JEPU)		01473 265321 Business Continuity Manager 01473 260439	
Emergency Services		999	999
Local GP Surgeries	Grove Surgery	01394 283197	111
	Howard House	01394 282706	111
	Haven Health	01394 670107	111
Environment Agency	Floodline	0345 988 1188	
Environment Agency	Incident Hotline	0800 807060	0800 807060
NHS Direct		111	111
National Grid	Gas	0800 111 999	0800 111 999

Anglian water			24 hr enquiries 03457 145 145 24 hr leaks 0800 771 881
Suffolk Police		101	101
Suffolk Fire and Rescue		01473 260588	01480 444500
East Anglian Ambulance NHS Trust		0345 601 3733	
Suffolk Resilience		01473 265321	
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
Suffolk County Highways			0345 606 6171
Coastguard (Maritime & Coastguard Agency)	Coastguard Maritime rescue	999 01255 675518 0203 817 2000	999 For technical enquiries 07810 528504
Felixstowe Coastwatch	Coastguard Maritime rescue	01394 670808	01304210008
Suffolk County Council		0345 606 6067	
Suffolk County Council	Emergency Social Care Out of hours service	0800 917 1109 (adult) 0808 800 4005 (child)	0800 917 1109 (adult) 0808 800 4005 (child)
East Suffolk Council		03330 162000	01502 527133(?) 0800 440 2516
East Suffolk Council	Dangerous Structures	01394 444219	01394 444219
East Suffolk Council	Environmental Health	03330 162000	08004402516 Option 2
East Suffolk Services		03300 166111	
East Suffolk Local Authority Emergency Control Centre	Control Centre – opened for emergency events	01502 523630	01502 523630
Suffolk Joint Emergency Planning Unit		01473 265321	
Shelterbox	Provide aid that is tailored to meets the	01872 302600	

	needs of a community after a specific disaster		
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Incident Specific Contact numbers

Appendix D: Sample agenda for initial meeting of Community Emergency Group

Example Community 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
- People with disabilities
- Non-English-speaking people.
- What resources do we need?
- Food?
- Off-road vehicles?
- Blankets?
- Shelter?

2. Establishing contact with the emergency services

3. How can we support the emergency services?

4. What actions can safely be taken?

5. Who is going to take the lead for the agreed actions?

6. Any other issues?

Appendix E: Community Emergency Group Action Log

INCIDENT LOG (Nature of incident) **NAME** **DATE** **SHEET No.**

No.	Time	Name	Information	Done

Appendix F: Emergency Boxes - contents and locations

An Emergency Box is held at both Control Centres: Felixstowe Town Hall and Broadway House.

Contents are as follows:

Copy of Community Emergency Plan
Incident Log Book
Torches
Map
Wind up radio
Copy of Electoral Register
Five high visibility jackets
Barrier Tape
First aid kit
A4 lined pads
Ballpoint pens
Gloves

Appendix G: Locations of housing for vulnerable groups

Felixstowe Community Hospital Constable Rd Felixstowe IP11 7HJ 01394 338410	Coniston House 77 Orwell Road Felixstowe IP11 7PY 01394 276201	Cotman House and Cotman Lodge Garfield Road Felixstowe IP11 7PU 0808 223 5321
Merryfields 7 Mill Lane Felixstowe IP11 7RL 01394 285528	The Westcliff Care Home 51 Leopold Road Felixstowe IP11 7NR 01394 285910	White Gables Residential Care Home 16 Stanley Road Felixstowe IP11 7DE 01394 282620
Montague Road Nursing Home 14 Montague Road Felixstowe IP11 7HF 01394 670111	Park House 72 Constable Road Felixstowe IP11 7HW 01394 284021	Sunrise Nursing Home 10 Cobbold Road Felixstowe IP11 7HQ 01394 671114
Harbour Manor Bluebell Way Felixstowe Suffolk IP11 6AE 01394 593208	Silverdale Residential Home 8 Buregate Road Felixstowe IP11 2DE 01394 278424	Bellstone Residential Care 23-29 Beach Road West Felixstowe IP11 2BL 01394 278480
The Firs Residential Home 186 Grange Road Felixstowe IP11 2QF 01394 283278	Foxgrove Residential Home High Road East IP11 9PU 01394 274037	Maynell House Residential Home High Road East Felixstowe IP11 9PU 01394 272731
Victoria Street Supported Living 17 Victoria Street Felixstowe Suffolk IP11 7EW 07903895199	Collimer Court High Street Felixstowe IP11 9EZ 01394 272310	Park House 72 Constable Road Felixstowe IP11 7HW 01394 284021
Genesis Housing Association 9-11 Buregate Road Felixstowe IP11 2DE 01394 670476	Harvest House Cobbold Road Felixstowe IP11 7SP 01394 277086	Harvest Court Cobbold Road Felixstowe IP11 7SZ 0333 321 4041 (First Port)
Margery Girling House Gosford Way Felixstowe IP11 9PE 01394 285871	Bellstone Residential Care 23-29 Beach Road West Felixstowe IP11 2BL 01394 278480	Mill Lane Nursing Home 79 Garrison Lane Felixstowe IP11 7RW 01394 279509

Rose Care Suffolk Ltd 107 High Road West Felixstowe IP11 9AJ 01394 670281	Savile Court Victoria Road Felixstowe IP11 7PT 01394 284601	Homeorr House Felix Road Felixstowe IP11 7EH 0333 321 4041 (First Port)
Mays Court Garrison Lane Felixstowe IP11 7ST 0370 192 4000 (Housing21)	Pavilion Court Hamilton Gardens Felixstowe IP11 7FA 0800 3100 860 (McCarthy Stone)	Reynolds Court Larkhill Way Felixstowe IP11 2FN 0808 168 4555 (Flagship)
Rowland House Winston Close Grange Farm Felixstowe IP11 2FA 0300 123 3511 or 0800 131 3348 (sanctuary Housing)	Rukba (Felixstowe) Garrison Lane Felixstowe IP11 7ST 0345 606 6363 Or 0370 192 4000 (Housing21)	St Johns Court Princes Road Felixstowe IP11 7SG 01394 671097 (building manager) 0333 321 4041 (First Port)
Access Community Trust 15 Maidstone Road Felixstowe IP11 9EE 01394 285243		

Appendix H: Local skills and resources

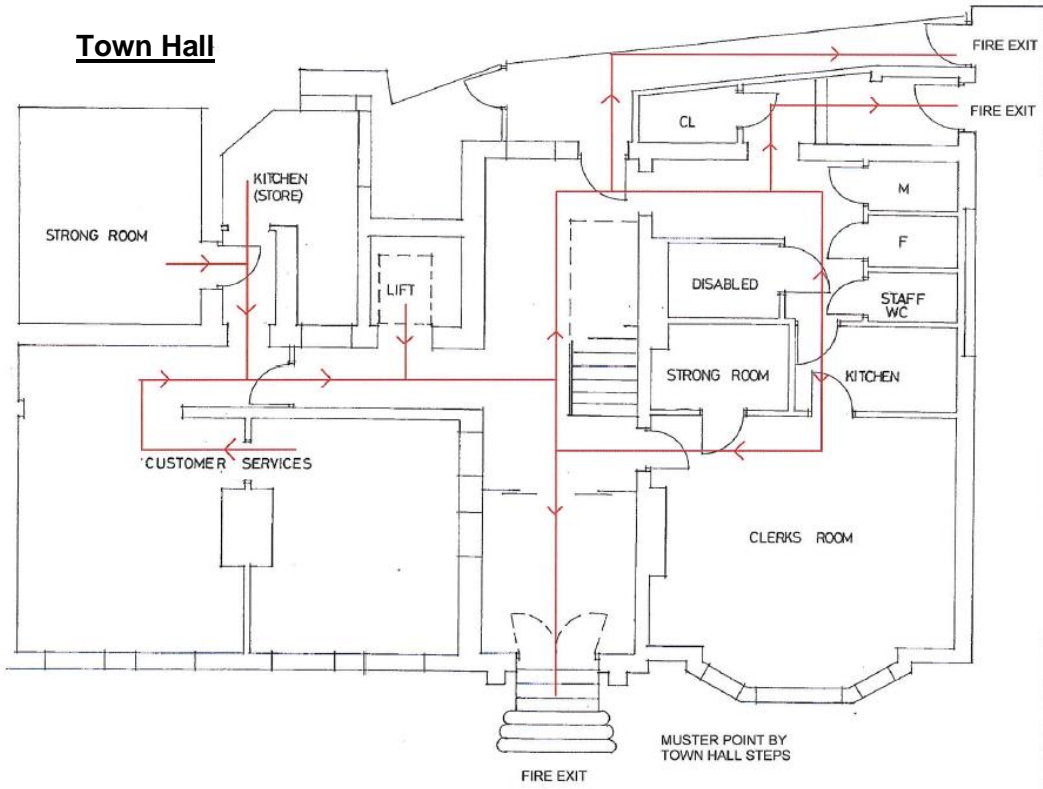
Information redacted in public version – full details held with Town Council

Appendix I: Community Groups and organisations - volunteer/resource support

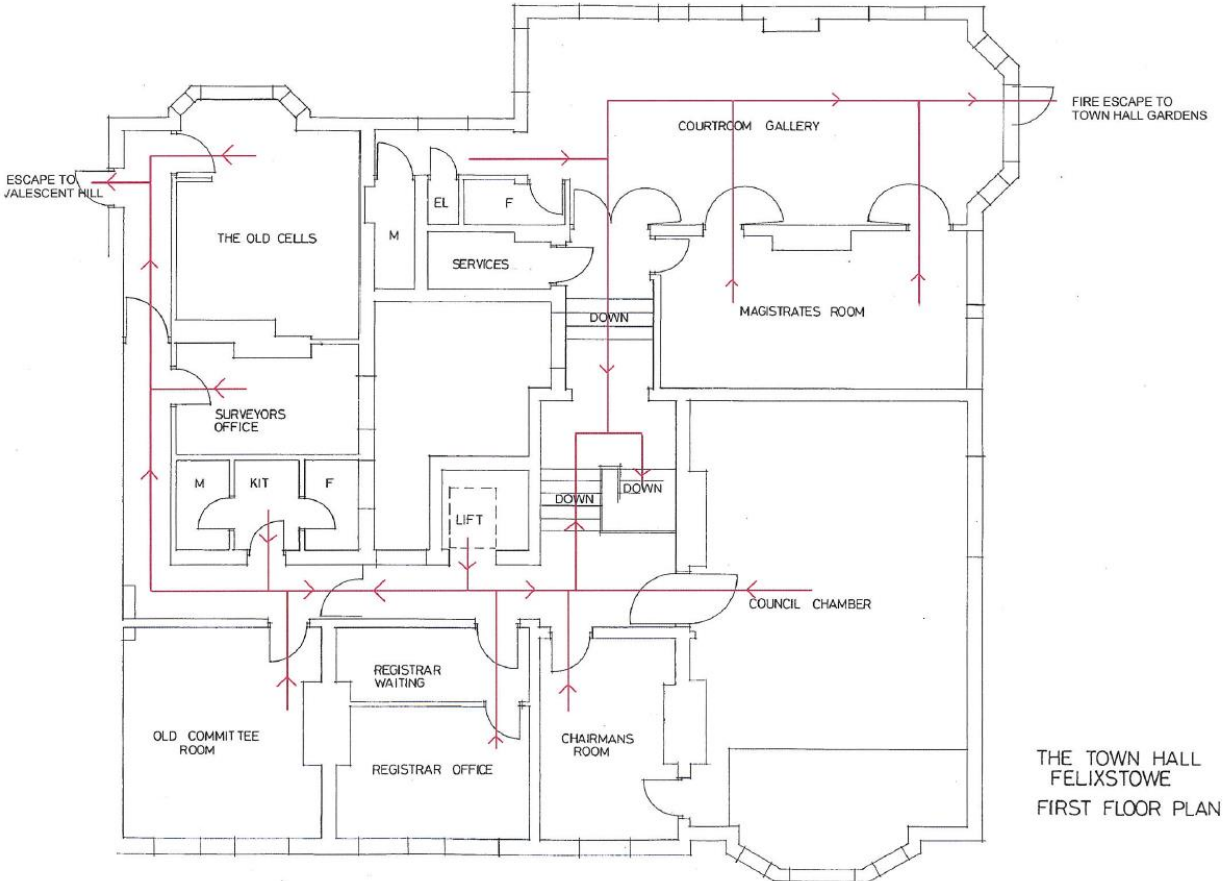
Information redacted in public version – full details held with Town
Council

Appendix J: Floor plans for identified Places of Safety

Town Hall



THE TOWN HALL
FELIXSTOWE
GROUND FLOOR PLAN



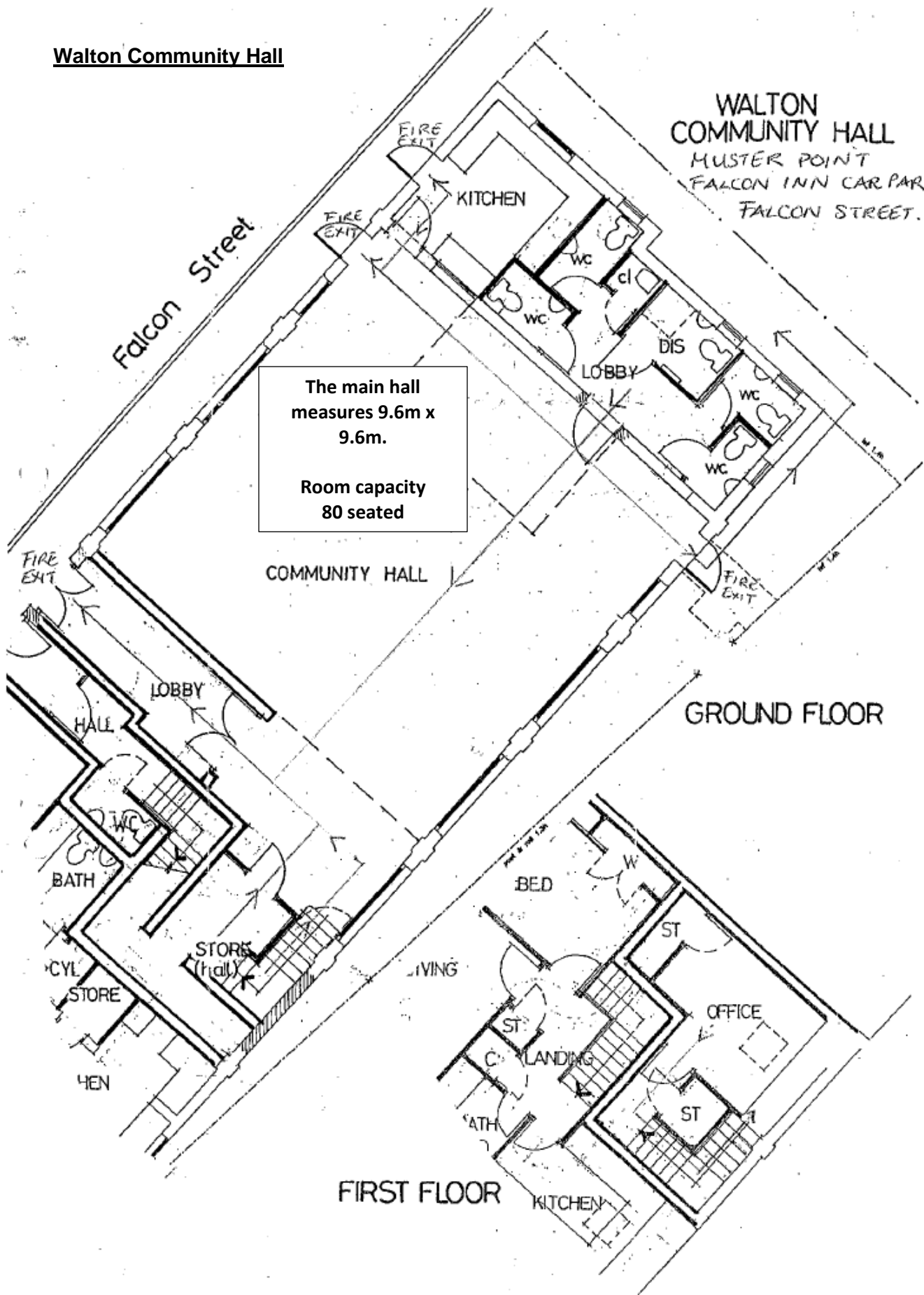
THE TOWN HALL
FELIXSTOWE
FIRST FLOOR PLAN

Town Hall room sizes and permitted numbers – Fire officer figures

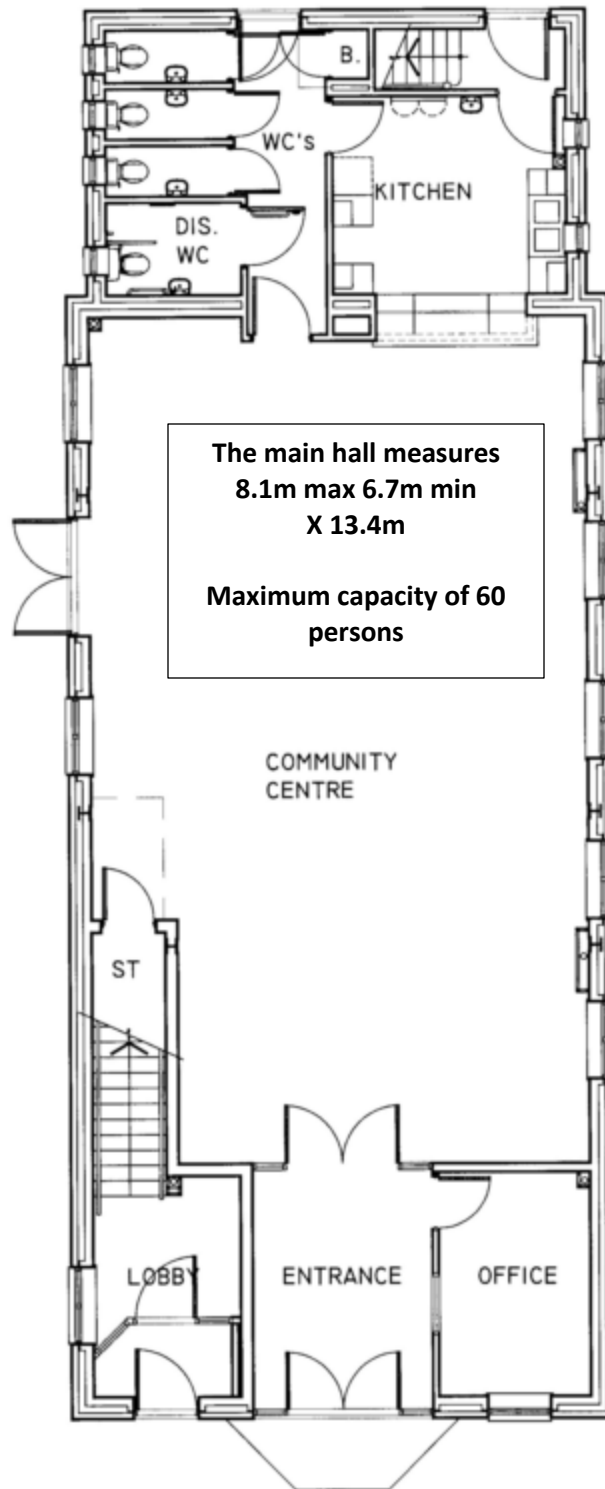
Room	<u>Approx dimensions</u>	Approx floor area m ²	Potential Capacity Seated	Potential Capacity Standing (Assembly style) (X 0.5m ²)	Fire Officer's figure
Clerk's office	5.9 x 5	29.5	29	58	20
Council Chamber	10.2 x 6.1	62.2	62	124	100
Chairman's Room	4.5 x 2.8	12.6	12/13	24/26	
Courtroom Gallery	10.7 x 4.7	50.3	50	100	100
Magistrates' Room	6.9 x 3.3	22.7	22	44	
Other Areas within Town Hall					
Registrar's Office	4.15 x 3	12.45			20
Waiting Area	4.15 x 1.60	6.6			
Reception front	4.8 x 3.9	18.72			
Reception rear	6.2 x 4.1	25.4			
Committee Room	4.9 x 4.3	21			
Surveyor's Office	4.1 x 2.3	9.4			
Old Cells	4.9 x 4.1	20			

Walton Community Hall

WALTON
COMMUNITY HALL
MUSTER POINT
FALCON INN CAR PARK
FALCON STREET.

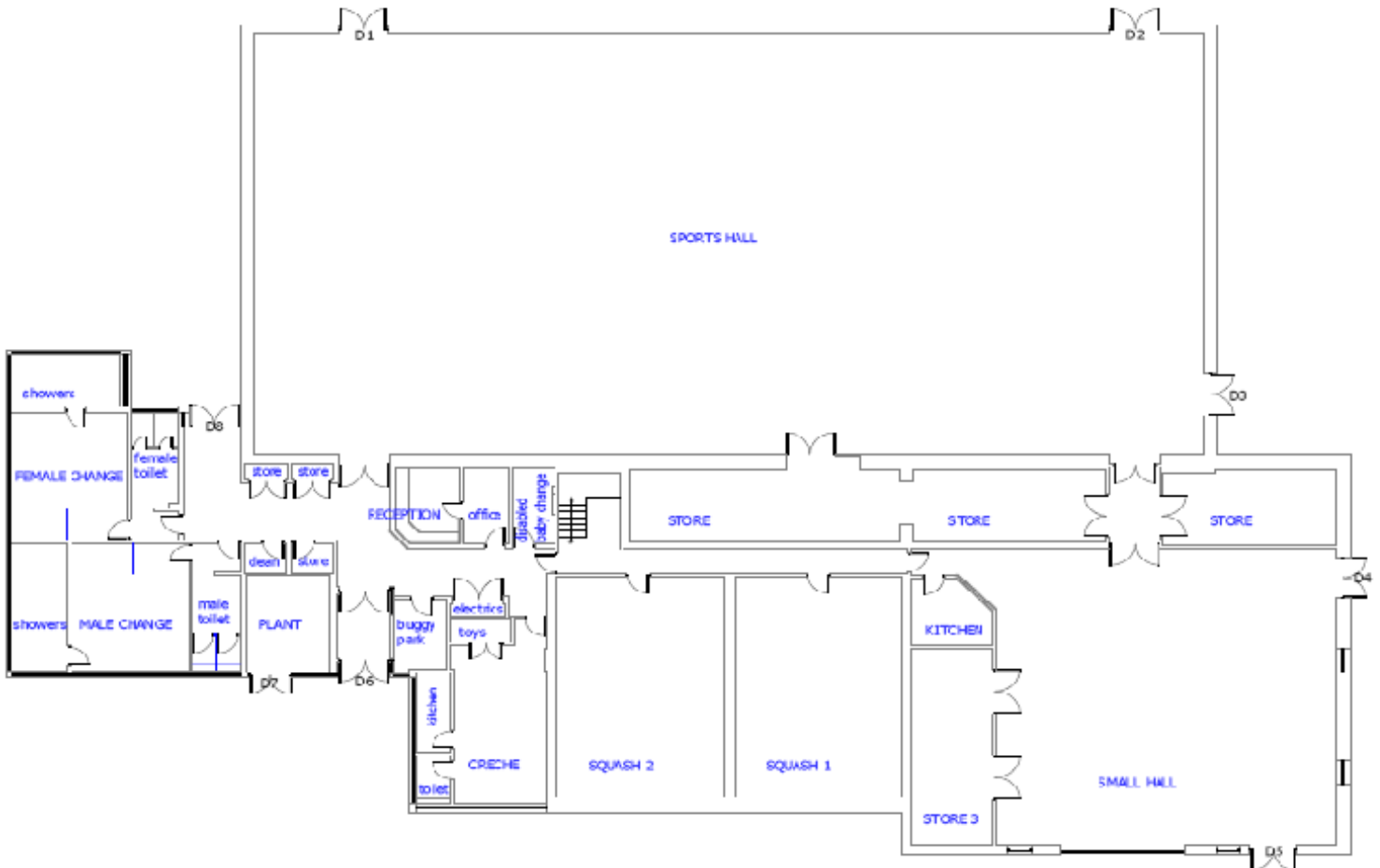


Broadway House



GROUND FLOOR

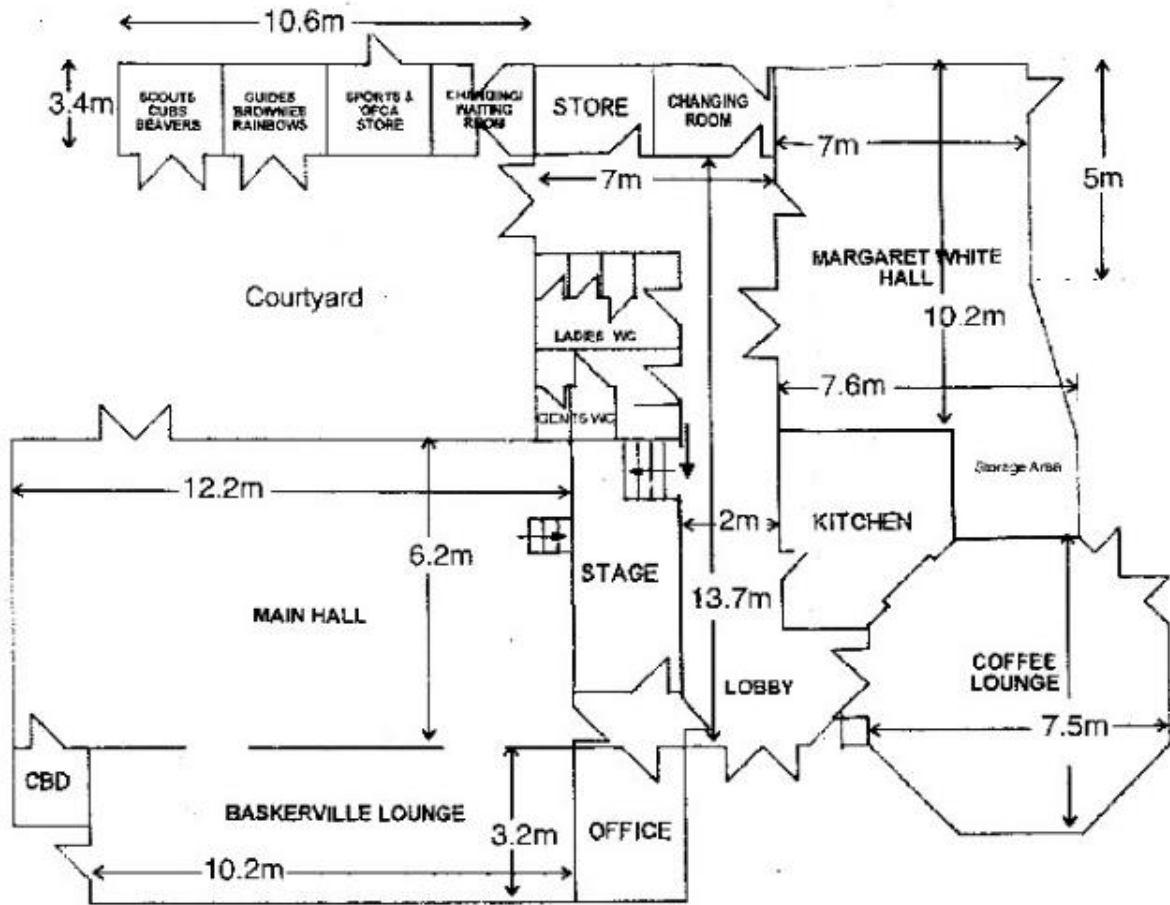
Brackenbury Sports Centre



The Main Hall can accommodate 400, the Activity Hall 200. The figures would depend on the set up, for example if you had beds/seats etc this could reduce.

Felixstowe Leisure Centre can accommodate 300.

Old Felixstowe Community Centre



The maximum number of persons to use the premises shall not exceed:

	MAIN HALL	MARGARET WHITE HALL
Seated at tables	110	74
Mixed occupancy (tables & dancing)	160	110
Dancing only	220	120
Closely seated audience	200	120

The maximum in the Coffee Lounge is 35.

Seating should be so arranged in the Main Hall and the Margaret White Hall as to provide gangways of no less than 1.1 metres in width which must lead to and connect with the exits. No seat shall be more than 3.6 metres from the gangway measured along the row of seating.



VOLUNTEER DRIVING – THE MOTOR INSURANCE COMMITMENT

Motor insurers recognise that policyholders who want to help their communities through volunteer driving need clear and accurate information. We've put together the list below to help. The information is also contained in a document that you can print and distribute. That document can be found on the right-hand side of this page. Please note that this list will be updated as and when any changes are notified. Please ensure you have the latest version by checking our website.

First, check who your **insurer** is. This information will be on your policy documentation. Sometimes this is different from the company who sold you your insurance. It is important to remember that this commitment applies to private cars insured on private car insurance policies only, except where clearly stated below. Remember also that when you declare your annual mileage when buying insurance, you should include your volunteer driving in that.

Check on the list below, and you will see any conditions around volunteer driving that your insurer might have. Some insurers want you to contact them to let them know if you do volunteer. Contact information is either provided below or can be found on your policy documentation.

Please note that Community First Responders and other 'Blue Light' volunteers are generally excluded from the volunteer drivers' commitment. Some insurers have indicated that they would offer cover on the same basis as for other voluntary activities that are covered, so we recommend that anyone wishing to volunteer their time to this service should contact their insurer or broker directly using the contact details provided in their policy documents or below.

Current HMRC mileage rates can be found at www.hmrc.gov.uk/rates/travel.htm

Our commitment:

The insurers named will insure their policyholders to carry out voluntary driving, that is, the use of a vehicle they own in connection with, or for the benefit of, charities, voluntary organisations, clubs or societies, under the conditions set out below, where payment does not exceed the HMRC mileage rates in force at that time. This does not cover use for hire or reward or vehicles owned by, hired to or lent to the voluntary organisation.

Insurer	Does this insurer charge? Are there any exceptions?	Class of use	Do customers need to tell this insurer that they intend to drive for volunteering purposes?
1st Central	This company does not charge extra for volunteer driving.	Social, domestic and pleasure (SD&P)	No
ABC Insurance	This company does not charge extra for volunteer driving.	Social, domestic and pleasure (SD&P)	Yes Please contact the insurance broker who sold you the policy. Their details will be in the policy documentation.
Admiral	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
Advantage Insurance Company Ltd	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No



Acromas Insurance Company Ltd product	This company does not charge extra for volunteer driving.	Social, domestic and pleasure (SD&P).	Yes, if the volunteering is for a club or society. Please contact the insurance intermediary who arranged your insurance. Your policy documentation will have their contact details.
Aioi Nissay Dowa Insurance Company of Europe Limited.	This company does not charge extra for volunteer driving for UK registered voluntary organisations. Exception: Please tell us if the volunteering is for a voluntary organisation that is not UK registered or is a "club" or "society".	Social, domestic and pleasure (SD&P)	Yes, please tell us if the volunteering is for a club or society. For policies bought through Saga please contact them on: New business: 0800 484 184 Existing business: 0800 056 9167
Ageas	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
Allianz (Northern Ireland)	This company does not charge extra for volunteer driving Exceptions: Additional named drivers may not be covered. Please inform the insurer if the volunteer is a named driver. Extension of cover is restricted to religious, charitable or voluntary organisations. Normal acceptance protocol will apply for clubs and societies.	Social, domestic and pleasure (SD&P)	Yes Customers who bought through a broker should contact the broker. Customers who bought direct from Allianz should either phone or email: Phone: 28090 828 828 Email: info@allianz-ni.co.uk
Allianz (ex NI)	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
Amlin UK	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	Yes Please contact the insurance broker who sold you the policy. Their details will be in the policy documentation.
Amlin Insurance (UK) Plc	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	Yes Please contact the insurance broker who sold you the policy. Their details will be in the policy documentation.



Aviva Insurance	This company does not charge extra for volunteer driving. Exception: overall mileage will be taken into account in the premium calculation.	Social, domestic and pleasure (SD&P)	No
AXA	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P) Additional Business Use: commuting, All Business uses.	No
Bell	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
Chaucer Direct	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
Chaucer Insurance	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
Churchill Insurance (Underwritten by UK Insurance)	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P) Business Use can also be added if the Customer requests this. However, an additional premium may apply and a revised certificate of insurance will be issued.	Yes Phone: 0345 6033551
Citroen Insurance (underwritten by U K Insurance)	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P) Business Use can also be added if the Customer requests this. However, an additional premium may apply and a revised certificate of insurance will be issued.	Yes 0370 125 6616
Clydesdale Bank Motor Insurance	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
Collingwood Insurance Company Ltd	Not in the normal course of events. The insurer reserves the right to impose	Social, domestic and pleasure (SD&P)	Yes



	terms and/ or extra premium if they feel the risk merits such action.		Please contact the insurance broker who sold you the policy. Their details will be in the policy documentation.
Co-op Insurance: Car	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P). At the customer's request, the use provided may be extended to include business use and/or commuting - an additional premium may apply in these circumstances.	No
Co-op Insurance: Ecoinsurance	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P). At the customer's request, the use provided may be extended to include business use and/or commuting - an additional premium may apply in these circumstances.	No
Co-op Insurance: Young Driver Insurance	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P). At the customer's request, the use provided may be extended to include business use and/or commuting - an additional premium may apply in these circumstances.	No
Cornish Mutual	Not in the normal course of events. The insurer reserves the right to impose terms and/ or extra premium if they feel the risk merits such action.	Social, domestic and pleasure with Personal business use.	Yes Phone: 01872 277151 Write: Cornish Mutual assurance Co Ltd, CMA House, Newham Road, Newham, Truro, TR1 2SU Email: eng@cornishmutual.co.uk
Covea Insurance	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	Yes Please contact the insurance broker who sold you the policy. Their details will be in the policy documentation.
Diamond	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
Direct Line Insurance (Underwritten by UK Insurance)	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	Yes



		Business Use can also be added if the Customer requests this. However, an additional premium may apply and a revised certificate of insurance will be issued.	
Drive Smart	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P) Additional Business Use: commuting	Yes Phone: 01306 740074 and select the Underwriting Department option
eBike	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	Yes email: Egroup.helpdesk@egroupltd.co.uk
elephant.co.uk	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
Enterprise	This company does not charge extra for volunteer driving for a UK registered voluntary organisations only.	SD&P Business Use can also be added if the Customer requests this. However, an additional premium might apply and a revised certificate of insurance will be issued.	Yes via there Insurance Broker who can refer to the insurer via email underwriting@eigplc.com
ERS	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P) use	No
Esure car insurance	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
eVan	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	Yes Email: Egroup.helpdesk@egroupltd.co.uk
First Alternative car insurance	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
FordInsure / Ford Van	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
Go Girl	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	Yes Phone: 01306 740074 and select the Underwriting Department option
Groupama Insurances	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
Highway Insurance	This company does not charge extra for volunteer driving.	Social, domestic and pleasure (SD&P)	Yes



			Please contact the insurance broker who sold you the policy. Their details will be in the policy documentation.
Hiscox Insurance Company	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	Yes Please contact the insurance broker who sold you the policy. Their details will be in the policy documentation.
Horizon Insurance Company	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P) Additional Business Use: commuting, All Business uses.	No
Insure 2 Drive	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P) Additional Business Use: commuting	Yes Phone: 01306 740074 and select the Underwriting Department option
KGM Motor Insurance – Member of the Canopus Group	Not in the normal course of events. The insurer reserves the right to impose terms and/ or extra premium if they feel the risk merits such action.	Social, domestic and pleasure (SD&P)	Yes Please contact the insurance broker who sold you the policy. Their details will be in the policy documentation.
LV=	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
Markerstudy Insurance Company Limited	This company does not charge extra for volunteer driving Exception: Please tell us if the volunteering is for a club or society.	Social, domestic and pleasure (SD&P) Additional Business Use: commuting	No, unless a club or society is involved. If the volunteering is for a club or society please contact the insurance broker or intermediary who sold you the policy. Their details will be in the policy documentation.
MORE THAN / MORE THAN BUSINESS	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
MOTABILITY	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
Motability select	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
National Trust Motor Insurance	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
Nat West Insurance (Underwritten by U K Insurance)	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	Yes 0800 051 0289



		Business Use can also be added if the Customer requests this. However, an additional premium may apply and a revised certificate of insurance will be issued.	
NFU Mutual	This company does not charge extra for volunteer driving	All classes of use	No
Novae	This company does not charge extra for volunteer driving.	Social, domestic and pleasure (SD&P)	No
Peugeot Insurance (underwritten by U K Insurance)	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P) Business Use can also be added if the Customer requests this. However, an additional premium may apply and a revised certificate of insurance will be issued.	Yes Phone: 0370 024 0269
Premier Underwriting Ltd	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	Yes Please contact the insurance broker who sold you the policy. Their details will be in the policy documentation.
Privilege Insurance (Underwritten by UK Insurance)	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P) Business Use can also be added if the Customer requests this. However, an additional premium may apply and a revised certificate of insurance will be issued.	Yes Phone: 0800 051 6990
Prudential Insurance (underwritten by U K Insurance)	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P) Business Use can also be added if the Customer requests this. However, an additional	Yes Phone: 0345 605 9260



		premium may apply and a revised certificate of insurance will be issued.	
QBE	This company does not charge for volunteer driving	Social, domestic and pleasure (SD&P) Business use can also be added if the Customer requests this. An additional premium may apply and a revised certificate of insurance will be issued.	
RBS Insurance (Underwritten by U K Insurance)	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P) Business Use can also be added if the Customer requests this. However, an additional premium may apply and a revised certificate of insurance will be issued.	Yes 0345 246 0453
Royal London (underwritten by U K Insurance)	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P) Business Use can also be added if the Customer requests this. However, an additional premium may apply and a revised certificate of insurance will be issued.	Yes 0845 605 9223
Royalties (underwritten by U K Insurance)	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P) Business Use can also be added if the Customer requests this. However, an additional premium may apply and a revised certificate of insurance will be issued.	Yes 0870 024 2441



Royal & Sun Alliance (RSA, More than Business and More than)	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
Sabre	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P) Additional Business Use: commuting	Yes Phone: 01306 740074 and select the Underwriting Department option
Sainsbury (where underwritten by esure up to 31.05.11)	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
Sainsbury (where underwritten by U K Insurance- effective 01.06.11)	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P) Business Use can also be added if the Customer requests this. However, an additional premium may apply and a revised certificate of insurance will be issued.	Yes Phone: 0800 210 0247
Serviceline	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	Yes Phone: 01245 396500
Sheilas' Wheels car insurance	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
Southern Rock Insurance	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	Yes email: referrals@srcl.com telephone - 0344 776 5670
Swiftcover	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P) Additional Business Use: commuting, All Business uses.	No
Tesco Underwriting Limited (for Tesco Car Insurance policies underwritten by Tesco Underwriting Limited)	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
Trinity Lane Insurance Company Ltd	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No, unless you require confirmation. In which case, please contact the insurance broker who sold you the policy.



U K Insurance underwritten brands	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P) Business Use can also be added if the Customer requests this. However, an additional premium may apply and a revised certificate of insurance will be issued.	Yes 0370 024 2479
Volvo Car Insurance	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
YourCar	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P) Business Use can also be added if the Customer requests this. However, an additional premium may apply and a revised certificate of insurance will be issued.	Yes 0845 246 8191
Yorkshire Bank Motor Insurance	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
Yorkshire Building Society Motor Insurance	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	No
Zenith Insurance Plc	This company does not charge extra for volunteer driving Exception: Please tell us if the volunteering is for a club or society.	Social, domestic and pleasure (SD&P)	No, unless a club or society is involved. If the volunteering is for a club or society Please contact the insurance broker or intermediary who sold you the policy. Their details will be in the policy documentation.
Zurich Car Solutions	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	Yes, if they have any doubt that their intended usage would not be regarded as volunteer driving. Customers who bought through a broker should contact the broker. Customers who bought direct from Zurich should either phone or write: Phone: 0870 902 1272,



			Write: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire, PO15 7JZ
Zurich Car Insurance (Direct)	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	Yes, if they have any doubt that their intended usage would not be regarded as volunteer driving. Customers who bought direct from Zurich should either phone or write: Phone: 0800 408 0975, Write: Zurich Insurance plc, Shurdington Road, Cheltenham, Gloucestershire, GL51 4UE
Zurich Car Solutions (Broker)	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	Yes, if customers have any doubt that their intended usage would not be regarded as volunteer driving they should contact the broker or intermediary who arranged the policy.
Zurich Commercial	This company does not charge extra for volunteer driving	Social, domestic and pleasure (SD&P)	Yes, if they have any doubt that their intended usage would not be regarded as volunteer driving. Customers who bought through a broker should contact the broker. Customers who bought direct from Zurich should either phone or write: Phone: 0870 2418050 Write: Zurich House, 2 Gladiator Way, Farnborough, Hampshire GU14 6GB

Appendix L: CEPG Activation Insurance

COMMUNITY EMERGENCY PLANNING GROUP – ACTIVATION INSURANCE

Until a Community Emergency Planning (CEP) group is activated they operate under their own or the Town/Parish Council's liability insurance. In the event that a CEP group is activated on behalf of a 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: [CEP Group]

Date:

Time Of Request:

Please confirm receipt by telephoning the XXX (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 XXX (CEP Group) has been activated on behalf of XXX (Local Authority) as a result of a Major Incident / local incident at [location] on [date].

The XXX (CEP 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 CEP group and your plan, including setting up your village hall as an Evacuation Centre [amend as necessary¹].

The CEP 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 is maintained by the CEP group.

The action or activity is either contained in your CEP plan or is approved by the Local Authority.

Volunteers are registered CEP group members and are undertaking activity on behalf of an authorised CEP group.

Activities that volunteers have been asked to undertake must be commensurate to their skills and competency.

Appropriate dynamic risk assessments are carried out as the situation evolves.

The use of motor vehicles is not covered by the XXX (Local Authority) insurance and it is the responsibility of the individual to ensure that they have the necessary vehicle documents, drivers' licence and appropriate insurance cover.

If you undertake any work not authorised by the Local Authority or the CEP group self-activate without approval from the Local Authority, then the CEP group must establish whether they are cover by the Town/Parish Council's insurance before undertaking the work.

DO NOT PUT YOUR LIFE OR THE LIVES OF OTHERS IN DANGER

¹ List the potential tasks that the CEP group might undertake from their local plan. Note: Not all CEP groups have a village/community hall or trained volunteers that can be used to set-up an Evacuation Centre.

Appendix M – Floods

Historically, there are several local areas in Felixstowe which have a risk of flooding, such as Langer Road and High Street, Walton. Partner agencies have been working together to help support these communities. Felixstowe Town Council recognises the impact that these risks have on local communities and although our response is limited, we will continue to support local residents with advice and guidance.

Felixstowe Town Council has introduced a Community Self-help Agreement which has enabled local volunteers within flood risk areas to place 'closed road' signs to mitigate the risk of water entering properties. It will be for the volunteers to assess and determine when the signs will be placed but can only be cited during periods when there is a confirmed threat of flooding.

Langer Road residents have established a group to respond to flooding.

Flood Alerts

Flood alerts and warnings can be found online at <https://check-for-flooding.service.gov.uk/> alternatively if your home is at risk of flooding you can sign up for flood alerts at <https://www.gov.uk/sign-up-for-flood-warnings>

For advice call the Floodline:

Telephone: 0345 988 1188, Textphone: 0345 602 6340

Open 24 hours a day, 7 days a week

Only dial 999 for the Fire and Rescue Service if there is an immediate risk to life.

All flooding should be reported to Suffolk County Council in the first instance via their online reporting tool <https://www.suffolk.gov.uk/roads-and-transport/flooding-and-drainage/report-a-flood-in-suffolk/>

In situations where a **property is flooded** or **under threat of flood**:

- isolate all electrics (if it is safe to do so)
- contact any elderly or vulnerable neighbours or relatives and ensure they are safe and know what to do if their properties become flooded
- consider moving possessions upstairs if possible
- avoid contact with flood water as much as possible to reduce risk of drowning and infection
- secure your property and make your way to a place of safety
- don't drive through flood water, and try to avoid unnecessary long journeys as local roads may also be flooded
- listen to local radio stations for further information and guidance, or contact the National Flooding Forum, for specialist advice tel 01299 403 055 <https://nationalfloodforum.org.uk/>

Water can get into properties through many routes, not just doorways. They can also be challenging to dispose of after they are used since it is likely that they will be heavy and contaminated.

Local authorities in Suffolk won't provide sandbags to try to protect individual properties, but instead use these limited resources in bulk to raise and repair defences or divert water away from groups of properties.

You can check your property's flood risk by contacting floods@suffolk.gov.uk and detailing your query.

If it's appropriate to use purpose-made flood protection products, information is published on the National Flooding Forum's [Blue Pages](#).

Other emergency information

We have a [Joint Emergency Planning Unit](#) which coordinates with other services to arrange temporary accommodation, and evacuation of houses due to serious flooding. It helps people and businesses to recover from a devastating event.

The [Suffolk Resilience Forum](#) contains the plans that the county has in place in the event of major flooding.

When flooding is likely, the [Environment Agency](#) issues flood alerts and warnings for main rivers and sea flooding through TV and local radio.

You can also register to receive free floods warnings by phone, text or email. You can also view [flood warnings](#) set by the Environment Agency, or get advice and information via Floodline on **0345 988 1188**.

The Suffolk Flood Risk Management Partnership has created a [flood guide](#) which contains all the information and advice on what to do before, during, and after flooding.

"Know Your Flood Risk" is a campaign which aims to increase awareness and knowledge of flood risk from all sources. They have [created a guide](#) to help people who might face flooding understand why the flood happens and what they can do to reduce its effect.