

Marlesford Community Emergency Plan:

Adopted Version, Date: 21/02/2025

Who this Document is For:

This document is designed, in the event of an emergency, to guide the Emergency Coordination Group (see below) and will be supplemented by a much shorter document that will be available to individual residents of Marlesford.

Introduction: This Emergency Plan is designed to cover eventualities where an event or situation threatens serious damage to human welfare, the environment or private and/or commercial property. An emergency could affect anyone in the Parish, but it is particularly important that we consider vulnerable people.

Vulnerable groups are usually defined as:

- pregnant women
- those that rely on medical equipment used at home
- people who use refrigerated medicines
- those that have a serious or chronic illness
- people with a disability
- people with severe hearing or sight impairment
- those that are living with dementia or have other mental health difficulties
- anyone of pensionable age
- families with children under five
- non-English speakers

We should also consider the impact of an emergency on businesses in the village and communicate with those businesses as appropriate. A list of businesses and contact details is contained in Appendix 8 at the end of this document.

Risks could come from, flood, failure of domestic water supply, loss of electricity supply, extreme heat or cold, snow and ice, wind damage and road traffic accidents that restrict use of local roads. These risks may affect the village on a widespread basis or the event may only affect individuals or small groups. The way we respond will depend on the scale of the incident.

Residents will play an important part in ensuring that neighbours are safe. The resilience of our community depends on everyone looking out for others, particularly our most vulnerable residents. Residents of the village will be invited to join an emergency WhatsApp group that is only used in times of emergency and is designed to communicate quickly to as wide a group of residents as possible.

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About Marlesford: Marlesford is a small parish with approximately 100 properties and around 200 residents. The village is 5.3 miles from Framlingham in the north, 15.9 miles north east of Ipswich and 6.7 miles south west of Saxmundham. The junction of Low Road and Hall Road (roughly the centre of the village) is at **Ordnance Survey coordinates 328 581. What3Words for same location is snaps.petrified.gratitude.**

Activation & Response: In the event of an emergency impacting the village, the Parish Council Chair (or Vice Chair), the Marlesford Community Council Chair (MCC) (or other officer) and one other from the village will assess whether the full Emergency Plan should be activated or whether the situation can be dealt with on a reduced scale. Their decision will be influenced by numbers of people affected, the vulnerability of those people and the number of properties affected. If the full Emergency Plan is activated the following residents will form an Emergency Coordination Group. When it is safe to do so and as far as is practicable, they should assess the impacts of the incident, consider the local response, inform and support residents and responding agencies. **Specific actions are contained in the attached Appendices.**

Emergency Coordination Group

Name	Parish Role	Response Role	Landline	Mobile	Email
Richard Cooper	PC Chair	Convener and Coordinator	01728 746327	07802 173182	richardccooper@hotmail.co.uk
Ross Procter	MCC Chair	Deputy Coordinator		07871 625281	rossjohnproctor@gmail.com
Di Howard	MCC Treasurer		01728 747308	07513 476211	Castlehowards@gmail.com
Sophie Franklin	PC Member			07900 488943	sfranklin@talk21.com
Robin Bell	Resident			07785 314721	Robinbell06@btinternet.com
Jane Ford	Resident			07867 776655	jane@janeford.org

In the first instance, the Coordinator and team will agree:

- **The scale of any emergency and whether emergency services need to be involved.**
- **How communication to residents will take place**
- **Who communicates with the emergency services and District Council Emergency Planning Officer**
- **Whether there is a need to open the Community Centre as a safe refuge**

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

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EAST SUFFOLK COUNCIL: East Suffolk Council (ESC) will act as the District wide coordinating body in the case of a major emergency incident. If the Marlesford Emergency Plan is activated the Emergency Coordination Group (ECG) 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 the call is from Marlesford giving callers name, appropriate contact details and the area of the incident (preferably using What3Words).

Office hours; Call East Suffolk Council Customer Service on 0333 016 2000 and request an urgent callback from JEPU Duty Officer - **if no response use OOH routine below**. E mail emergency.planning@eastsuffolk.gov.uk

Out of hours; East Suffolk Services Ltd (ESSL) **0800 440 2516** – and request that the ESSL Duty Officer notifies East Suffolk Councils Emergency Activation Officer.

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

PLEASE NOTE: In District-wide incidents the ECC may be supporting a wider Local Authority response across the County and be unable to respond to you immediately.

Communication to Marlesford Residents

The ECG agree an appropriate communication strategy:

1. By phone to identified vulnerable residents – it is important that verbal contact is actually made rather than messages being left. If no response is obtained, then a member of the EPG or a neighbour should visit if safe to do so. If contact still cannot be made call 999 (police).
2. WhatsApp group activation (if set up).
3. Village e mail activated.
4. House to house visits as required, but only if safe to do so.

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Nature of Emergency	Appendix No and Page
Flood	Appendix 1 Page 5
Snow and ice	Appendix 2 Page 6
Loss of electricity	Appendix 3 Page 7
Loss of water supply	Appendix 4 Page 8
Extreme heat or cold	Appendix 5 Page 9
Wind Damage/fallen trees	Appendix 6 Page 10
Road traffic accidents restricting access/egress from village	Appendix 7 Page 11
Marlesford Business Contacts	Page 12
Marlesford First Aiders	Page 14

Appendix 1

Flood

ITEM	NOTES
<p>EPG members to keep an eye on general weather forecasts and In advance of heavy rain/flood warnings EPG members to check that vulnerable residents and properties are prepared and have a safe evacuation plan if needed.</p>	<p>Refer to https://check-for-flooding.service.gov.uk/alerts-and-warnings for up to date flood warnings.</p>
<p>ECG members to register for flood alerts at https://www.gov.uk/sign-up-for-flood-warnings (select updates for The River Ore from Framlingham to Blaxhall).</p> <p>This site will provide the most up to date warnings of possible flooding, but it is not definitive and judgement will be required based on local knowledge and local forecasts.</p>	
<p>Flooding from a burst water main:</p>	<p>Go to the Essex and Suffolk Water website to report the problem https://www.eswater.co.uk/report-a-problem/ and/or phone Essex and Suffolk Water on their emergency line 0345 782 0999.</p>
<p>EPG to consider opening Marlesford Community Centre as safe refuge in the event of a severe event.</p>	

Appendix 2

Snow, Ice and Extreme Cold

<p>At the start of the winter, anyone who is identified as being vulnerable should be asked if they need any help to prepare for winter. Have they got adequate fuel, can electricity be paid for and do they have stocks of food for an emergency. The same people should be checked from time to time to make sure they are ok.</p>	
<p>Ensure salt and grit bins at filled and ready for use before any harsh weather arrives.</p>	<p>Parish Council to Contact Suffolk County Council Highways. Go to https://www.suffolk.gov.uk/roads-and-transport/highway-maintenance/check-which-roads-are-gritted/grit-bins</p> <p>In the highways reporting tool, select problem type "Snow, ice and gritting", problem sub type "Grit bins refill". This will enable you to plot the exact location of the grit bin that requires a refill.</p>
<p>ECG to keep an eye on weather forecasts and check if necessary that vulnerable residents are prepared.</p>	
<p>In the event that the village is cut off by snow or ice and it is clear that there is no immediate prospect that roads will be opened, ECG to contact Emergency Service.</p>	<p>Either use 999 in the case of an immediate and serious emergency;</p> <p>Or 101 if it is clear that the immediate situation is not life-threatening.</p>
<p>Check that vulnerable residents are going to be able to keep warm and that they have sufficient food and can make hot drinks.</p>	
<p>ECG to consider whether the Community Centre should be opened as a "warm refuge".</p>	

Appendix 3

Loss of Electricity

<p>Check that all vulnerable residents are signed up for UK Power Networks Priority Services Register.</p>	<p>Sign up via the website https://www.ukpowernetworks.co.uk/power-cut/priority-services/sign-up-to-our-priority-services-register</p>
<p>WhatsApp group to indicate how widespread the outage is in the village.</p>	
<p>ECG to check the extent of the outage on the UK Power Networks site.</p>	<p>https://www.ukpowernetworks.co.uk/power-cut/incident</p>
	<p>To report an outage call 105. Text POWER and postcode to 80876 for regular updates.</p>
<p>Check all vulnerable residents have heating and are able to access hot food and drinks.</p>	
<p>Depending on time of year and in the event of a widespread outage, ECG to consider using the Community Centre as a “warm refuge”.</p>	

Appendix 4

Loss of Water Supply

In the event of a loss of water supply, the WhatsApp group to establish how widespread the problem is.	
ECG to check with Essex and Suffolk Water to establish extent and duration of a widespread loss of water.	https://www.eswater.co.uk/check-your-area/check-your-area-detail/ or call 0345 782 0999
Check that all vulnerable residents have access to a supply of clean water.	

Appendix 5

Extreme Heat

ECG to keep an eye on weather forecasts and check if necessary that vulnerable residents are able to cope with high temperatures particularly check the adequacy of water supplies.	Be prepared to call 999 in case of emergency.

Appendix 6

Wind Damage/Fallen Trees

<p>ECG to immediately report fallen trees that are obstructing access to the village.</p>	<p>Emergency Services 999</p> <p>Suffolk County Council Highways 0345 606 6171</p> <p>Or report on website https://highwaysreporting.suffolk.gov.uk/</p>
<p>If power lines are down report to UK Power Networks</p>	<p>By phone, use either 105 or 0800 3163 105 or via the website</p> <p>https://www.ukpowernetworks.co.uk/power-cut/incident</p>

Appendix 7

Road traffic accidents restricting access/egress from village

If not already reported, ECG to report details and check whether there are any implications for residents.	Emergency Services 999 Suffolk County Council Highways 0345 606 6171 Or report on website https://highwaysreporting.suffolk.gov.uk/

Businesses in Marlesford – Contact Details

Name of Business	Contact Details
AP Clarke	<p>Contact Name? AP Clarke Construction, Ivy House Farm, Marlesford Woodbridge, Suffolk, IP13 0BZ Mobile: Telephone: 01728 746506 Email: info@apclarkeconstruction.co.uk</p>
Marlesford Farm Cafe	<p>Contact Marlesford Farm Café, Main Road (A12), Marlesford, Woodbridge Suffolk IP13 0AG Mobile: Telephone: 01728 747 717 Email:</p>
Marlesford Mill Antiques	<p>Contact Lesley and John Ball The Mill, Main Road, Marlesford, Woodbridge IP13 0AG Mobile: Telephone: 01728 748076 Email: info@marlesfordmill.co.uk</p>
Ernest Doe	<p>Contact Tim Sheppard or Sarah Rampling The Old Mill, Main Road, Marlesford IP13 0AG Mobile: Telephone: 01728 746437 Email: SarahRampling@ernestdoe.com</p>
Stowe Building Contractors	<p>Contact Andy Stowe</p>

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	<p>The Old Bell, Main Road, Marlesford IP13 0AY Mobile: 07867 536443 Telephone: 01728 747218 Email: andrew@stowebuildingcontractors.co.uk</p>
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Marlesford First Responder and First Aider List

Name	Role	Contact Details
[REDACTED]	[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]
AN Other	First Aider	
AN Other	First Aider	
AN Other	First Aider	

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