

# **Sole Bay Community Emergency Plan**

**(Redacted  
Version)**

**If you are in  
immediate  
danger  
call 999**

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## Aims and Objectives

The aim of this plan is to enhance community resilience.

The objectives are to:

- Identify hazards within the location and community
- Identify available assets and resources, and key contacts in the community
- Assist in the identification of vulnerable people and groups within the community
- Identify how the local community might assist the statutory agencies
- Deliver the assistance identified

It is recognised that there will be continual and inevitable changes to the identified threats faced, and resources and assets available. Thus, it is intended that this plan document should be reviewed, at least, annually.

## Geographic Extent

This Plan covers the Parish of Reydon, Town of Southwold and Parish of Walberswick.

Whilst each of the Sole Bay areas have their own identity, and local governance arrangements they are economically and socially intertwined. All three areas are located on the North Sea coast in the East Suffolk District Council and the County of Suffolk and are circa 11 miles (18 km) south of Lowestoft, 29 miles (47 km) north-east of Ipswich and 100 miles (160 km) north-east of London.

Reydon is a village and civil parish, 1 mile (1.6 km) north-west of Southwold and 2.5 miles (4.0 km) south-east of Wangford. Access to the principal A12 route is via the A1095 (Halesworth Road) from Blythburgh, the B1126 (Wangford Road), from Wangford and B1127 (Lowestoft – Southwold Road) from Wrentham. Its population (including nearby Easton Bavents) is estimated (in 2020) to be 3,000. The village is close to the cliffs at Easton Bavents which suffer from ongoing coastal erosion.

Southwold is a small town and civil parish which lies at the mouth of the River Blyth within the Suffolk Coast and Heaths Area of Outstanding Natural Beauty. Access to the principal route A12 route is via the A1095 (Halesworth Road) from Blythburgh, B1136 (Wangford Road) from Wangford and B1125 (Southwold – Lowestoft Road) from Wrentham. Its full-time population is estimated (in 2020) to be 900. However, it is also estimated that over 60% of the dwellings in Southwold are used as second homes or let to holiday-makers. Thus, the summertime population may be expected to be of the order of 3,000. As a holiday and 'day-out' destination it is estimated there may be days when the number of people in the town swells to as many as 10,000.

Walberswick is a village and civil parish 1 mile south of Southwold. It is at the mouth of the River Blyth on the south side of the river. Access to the principal A12 is via the B1387, and B1125 from Blythburgh. Its full-time population is estimated (in 2020) to be 300. However, and similar to Southwold it is also estimated that over 50% of the dwellings in Southwold are used as second homes or let to holiday-makers. Thus, the summertime population may be expected to be of the order of 800. As a holiday and 'day-out' destination it is estimated there may days when the number of people in the town swells to as many as 3,000.

## Sole Bay Community Emergency Group

Residents and Councillors of Reydon, Southwold and Walberswick have formed a Community Group under the title of the Sole Bay Community Emergency Planning Group (SBCEPG) . This group is independent of the Town and Parish Councils but is supported financial by them and councillors from all three areas serve as executives of the group. The District Councillor and County Councillor also serve as executives.

In the event of an emergency impacting any of the parishes / community, the Officers of the SBCEPG convene and, when safe to do so, assess the impacts of the incident, coordinate the local response, inform, and support residents and responding agencies as far as is practical.

### Current Members of the Sole Bay Community Emergency Planning Group (SBCEPG)

Name	Parish Role	Response Role	Landline	Mobile	Email
Redacted	Volunteer	Executive of the Sole Bay CEPG	Redacted	Redacted	Personal: <a href="#">Redacted</a>
Redacted	Volunteer and Suffolk County Councillor	Executive of the Sole Bay CEPG	Redacted	Redacted	Personal: <a href="#">Redacted</a> Suffolk County Councillor: <a href="#">Redacted</a>
Redacted	Volunteer and East Suffolk District Councillor	Executive of the Sole Bay CEPG	Redacted	Redacted	Personal <a href="#">Redacted</a> East Suffolk District Council: <a href="#">Redacted</a>
Redacted	Volunteer and Southwold Town Councillor	Executive of the Sole Bay CEPG	Redacted	Redacted	Personal Redacted Southwold Town Council: <a href="#">Redacted</a>
Redacted	Volunteer and Walberswick Parish Councillor	Executive of the Sole Bay CEPG	Redacted	Redacted	Personal: Not Available. Walberswick Parish Council: <a href="#">Redacted</a>
Redacted	Volunteer and Reydon Parish Councillor	Executive of the Sole Bay CEPG	Redacted	Redacted	Personal: <a href="#">Redacted</a> Reydon Parish Council Redacted
TBA	Volunteer	Executive of the Sole Bay CEPG	Redacted	Redacted	Redacted
TBA	Volunteer	Executive of the Sole Bay CEPG	Redacted	Redacted	Redacted
Sole Bay Community	SBCEPG	Admin	-	-	Sole Bay Community Emergency Planning Group <a href="#">Redacted</a>

Emergency Planning Group					

## Activation of the Plan

The Community Emergency Group will be activated at either the request of the emergency services / authorities or when any standing member of the group becomes aware of an emergency situation which is likely to affect Reydon, Southwold or Walberswick as a whole has notified the Suffolk Council Duty Planning Officer of the event and received agreement what parts of the plan should be activated.

To an extent Sea Flooding may be predicted using Tide Tables, Meteorological Office and, Environmental Agency information. Thus, under these circumstances the early parts of the plan may be exercised in expectation of an event. Such preparation may include, inter alia, the opening of Rest Centres, stationing of Emergency Services resources, and Sole Bay Health Centre resources at strategic points in the Sole Bay Area. In particular, the impacts of a potential closure of Mights Bridge must be taken into account.

### Activation at Emergency Services request

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
- The Suffolk County Council Joint Emergency Planning Unit (JEPU)

### Activation at Sole Bay Community Emergency Planning Group (SBCEPG request)

Any Executive Member of the Sole Bay Community Emergency Planning Group (SBCEPG), on becoming aware of an incident may request agreement to activate the Plan. That said, it is incumbent on that person to inform the other Executives of the request as soon as possible. The procedure to activate the plan is to be found in the following “Community Emergency Plan Actions in the Event of an unexpected incident” section.

### Community Emergency Plan Actions in the Event of an unexpected incident

1. Call 999 and provide details of:
  - Emergency Services required
  - Type of incident
  - Exact location
  - Estimated number of casualties if applicable
  - Hazards and road blocks
  - Access routes

- Identify yourself and provide your name, address, telephone number, and position in the CEPE
  - Make a note of the time of call
2. Evaluate and decide on which part of the Plan is appropriate and required, and which resources are to be employed. If in doubt contact other Executive members of the SBCEPE (see Contact List section) to discuss / confirm requirements and implications.
  3. During Office Hours, Call East Suffolk Emergency Planning Executive (EPE) on Redacted or the District Emergency Planning Executive (DEPE) on Redacted and request East Suffolk approve and the activation of the plan. Note that approval for activation will, in part depend on the available resources, for example the Rest Centre(s) to be used and availability of trained local Volunteers.
  4. Out of Office Hours, Call East Suffolk Central Control (Norse) on Redacted and select Option 2 and request that the Norse Duty Executive notifies East Suffolk Council's Emergency Activation Executive that you want to get approval to activate the plan.
  5. Call Other Executives of the Sole Bay Community Emergency Planning Group (see Contact List section) and provide details of the incident and actions taken and agree the activation of the plan and assign individual responsibility to
    1. Call Sole Bay Health Centre Liaison (Redacted or Deputy) to request they alert Sole Bay Health Centre Focal Point (Redacted or Deputy) of the situation and potential need to activate their community support arrangements.
    2. If appropriate call Keyholders of Places of Safety to give an Early Warning of the possibility of requiring access.
    3. Call Contacts for Places of Vulnerable People to give Early Warning of need for action.
  6. If after 30 minutes Suffolk / East Suffolk EPE / DEPE / Emergency Activation Executive has not called back or emailed with the approval to activate the plan recall them and request an update on the situation.
  7. Once there is an agreement to activate the plan
    - Establish Sole Bay Communications Base in Southwold Town Hall
    - Establish 3 Operational Bases (Southwold Common Pavilion and Reydon Sports Pavilion and ? in Walberswick)
      - Note that as the Southwold Common Pavilion and Reydon Sports Pavilion will also house the Sole Bay Health Centre medical resources a room, or segregated area, will need to be established within each pavilion.
    - If considered appropriate Open further Rest Centres
    - Break Out Emergency Boxes
    - Distribute Walkie-Talkie Radios
    - Update Town Hall answerphone
    - Update Social Media Feeds
    - Request East Point Radio to make appropriate Broadcast
    - Contact Voluntary Groups to aid and support the Plan.

1. Recall Suffolk / East Suffolk EPO / DPO / Emergency Activation Office again to update them on actions taken and gain advice on next steps.

## Principal Identified Risks

The principal risks identified affecting the Sole Bay area may be summarised as:

- Coastal Flooding (including tidal surge)
- River Flooding
- Severe Weather Events
- Nuclear Emergency
- Unexploded Ordnance
- Extended Utility Failure
- Major Fire
- Pandemic Infection Outbreak
- Hydrocarbon or Chemical Spillage

## Flooding (Coastal, River and Surface) – Impacts, Planned Actions, and Preparation

### Impacts

- Flooding of local streets resulting in restricted access for members of the public and possibly the emergency services
- Flooding of harbour and seafront including workshops, commercial premises and caravan site
- Blocked access to bridges in Southwold and Reydon
- Damage to property
- Possible threat to livestock and human life
- May require localised evacuation

### Planned Actions

1. Follow Plan Activation procedure. Note that as Coastal Flooding may be, to some extent be predicted by using Tide Tables, Meteorological Office and Environmental information the early parts of the plan may be activated as a precaution or pre-emptive action.
2. If deemed necessary. Follow Evacuation Procedure
3. Check and support vulnerable people
4. Ensure residents are made aware of the flooding threat by communicating Environment Agency flood warnings. This made be done by “door-to-door”, via East Point Radio, Social Media channels and other local communications means.
5. Safely monitor local flood levels – Do not put yourself or any others at any risk at all.

### Preparation for an incident

1. Encourage residents and businesses at risk to register for Environment Agency “Floodline” direct and The Met Office Weather Warning system (<https://www.metoffice.gov.uk/about-us/guide-to-emails>) and develop their own Flood Plan. An extract of a Environment Agency flood zone map is provided in **Appendix A**.
2. Encourage residents and businesses at risk to be aware of Tide Levels and timings by using the following website: <https://www.metoffice.gov.uk/weather/specialist-forecasts/coast-and-sea/beach-forecast-and-tide-times/> and Tide Predictions using: <http://www.ukho.gov.uk/easytide/EasyTide/ShowPrediction.aspx?PortID=0140&PredictionLength=7>

3. Ensure residents are made aware of the flooding threat by communicating Environment Agency flood warnings. This may be done 'door to door', via East Point Radio, Social Media Channels and other local communications means
4. Consider and record which properties are low lying and particularly vulnerable: Ferry Road etc, See Flood Zone information at <https://flood-warning-information.service.gov.uk/long-term-flood-risk/map?easting=650929&northing=276803&map=RiversOrSea>
5. Encourage residents to improve home flood defences and secure belongings from flood damage.
6. Assist with the dissemination of advice on what flood protection equipment is available (air brick covers, balloons etc.) at the request of multi-agency responders
7. Assist with any multi-agency evacuation and rest centre provision
8. Assist with the dissemination of multi-agency information to residents, including public health information regarding the dangers of flood water – potential pollution, risks of manhole cover lifting, concealed debris and sharps in water etc

## Severe Cold Weather – Impacts, Planned Actions and Preparations

### Impacts

- Loss of Road access
- Subsequent food and heating fuel shortages
- Increased potential for slips and falls
- Limits on movement of vulnerable people.
- Adverse weather may have consequential impacts on Utility supplies

### Planned Actions

1. Follow Plan Activation procedure
2. If deemed necessary follow Evacuation Procedure
3. Check and support vulnerable people
4. Ensure residents are made aware of the Weather situation by communicating Met Office warnings. This made be done by “door-to-door”, via East Point Radio, Social Media channels and other local communications means.

### Preparation for an incident

1. Encourage vulnerable persons / groups to register with utility companies:
  - Essex & Suffolk Water – 0845 604 8071 and ask for a copy of the leaflet; “Can we help you – a guide to services for customers who need extra help.”
  - Anglian Water – <http://www.anglianwater.co.uk/news/general/80E9A829238F46E1AF231FD922DE2EAD.aspx>
  - EDF – <http://www.edfenergy.com/safety-emergencies/>
2. Encourage residents to improve home preparation for adverse weather events

## Severe and Extensive Hot Weather – Impact, Planned Actions and Preparation

### Impacts

- Health Impact on vulnerable people
- Disruption of Water Supplies and potential water rationing
- Increased potential for slips and falls when transporting water
- Limits on movement of vulnerable people.

### Planned Actions

1. Follow Plan Activation procedure
2. If deemed necessary follow Evacuation Procedure
3. Check and support vulnerable people
4. Ensure residents are made aware of the Weather situation by communicating Met Office warnings. This made be done by “door-to-door”, via East Point Radio, Social Media channels and other local communications means.
5. Advise residents to conserve water supplies and of location of external water supplies
6. Report utility failures to council & relevant utility organisations
7. Support the multi-agency responders with dissemination of any relevant messages via East Point Radio and Social Media Channels and other local communications as necessary

Preparation for an incident

1. Encourage vulnerable persons / groups to register with utility companies:
  - Essex & Suffolk Water – 0845 604 8071 and ask for a copy of the leaflet; “Can we help you – a guide to services for customers who need extra help.”
  - Anglian Water –  
<http://www.anglianwater.co.uk/news/general/80E9A829238F46E1AF231FD922DE2EAD.aspx>
  - EDF – <http://www.edfenergy.com/safety-emergencies/>

## Nuclear Emergency

### Impacts

- Health Impact on vulnerable people
- Disruption of utility supplies
- Disruption of supply of locally grown food – Government instructions specify limits on the consumption of locally grown foodstuffs and locally reared livestock
- Government restrictions on all movements – Government instructions for affected communities is to “Go in, Stay in, Tune in.”
- Disruption to seasonal trade
- Localised Evacuation may be required.

### Planned Actions

1. If the emissions are from Sizewell, there will be a comprehensive on-site response. There will also be information on <http://www.suffolkresilience.com>
2. Assist the multi-agency responders where requested

### Preparations for an incident

???

## Unexploded Ordnance

### Impacts

- Potential for explosion and loss of life
- Imposition of Safety Zone
- Possible imposition of a cordon and denial of access
- Possible disruption to seasonal trade
- May require localised evacuation

### Planned Actions

1. Follow Plan Activation procedure
2. If deemed necessary follow Evacuation Procedure
3. Check and support vulnerable people
4. Assist the multi-agency responders where requested

### Preparation for an incident

Ensure residents and visitors are aware of the procedure to follow if suspected ordnance is uncovered or washed up.

## Utility Failure

### Impacts

- Potential for explosion and loss of life
- Imposition of Safety Zone
- Possible Traffic disruption
- Possible disruption to seasonal trade
- Loss of electricity leading to loss of heating and lighting
- Disruption of water supplies
- Loss of Gas leading to loss of heating and power
- Possible imposition of a cordon and denial of access
- May require localised evacuation

Note: loss of utilities may be the result of another incident, such as severe weather or a ruptured gas pipeline.

### Planned Actions

1. Follow Plan Activation procedure
2. If deemed necessary follow Evacuation Procedure
3. Check and support vulnerable people
4. Assist the multi-agency responders where requested
5. Liaise with Joint Emergency Planning Unit who will ascertain extent and likely timescale of failure.
6. Check local availability of emergency lighting / heaters and help coordinate back-up services where available, particularly for vulnerable persons, or locations where groups of vulnerable persons are housed
7. Help circulate information regarding likely duration of outage, alternative means of obtaining water/power etc., health risks associated with some alternative options e.g.; naked flames, use of paraffin heaters etc.
8. Liaise with Voluntary Help Centre to provide transportation of water / water bottles from distribution points to vulnerable households.

Preparation of an incident

1. Encourage vulnerable persons / groups to register with utility companies:
  - Essex & Suffolk Water – 0845 604 8071 and ask for a copy of the leaflet; “Can we help you – a guide to services for customers who need extra help.”
  - Anglian Water –  
<http://www.anglianwater.co.uk/news/general/80E9A829238F46E1AF231FD922DE2EAD.aspx>
  - EDF – <http://www.edfenergy.com/safety-emergencies/>
  - Publicise telephone number of the VHC who will co-ordinate volunteer effort to support vulnerable people. [ Telephone number and VHC details to follow]

## Major Fire

### Impacts

- Potential for explosion and loss of life
- Property Damage
- Particles in the plume / smoke may pose respiratory / dermatological risk
- Imposition of Safety Zone
- Possible Traffic disruption
- Possible disruption to seasonal trade
- Loss of electricity leading to loss of heating and lighting
- Possible imposition of a cordon and denial of access
- May require localised evacuation

### Planned Actions

1. Follow Plan Activation procedure
2. If deemed necessary follow Evacuation Procedure
3. Check and support vulnerable people

### Preparation for an incident

1. Liaise with local businesses to map which locations may hold inflammable / noxious materials (e.g., Oxy-acetylene) and map site appropriately.

## Pandemic Infectious Outbreak

### Impacts

- Potential for significant loss of life
- Potential imposition of a cordon and denial of access
- Potential requirement for localised isolation
- Potential requirement for mass vaccination / treatment
- May require localised evacuation

### Planned Actions

1. Follow Plan Activation procedure
2. If deemed necessary follow Evacuation Procedure
3. Check and support vulnerable people
4. Disseminate information as declared by multi-agency responders as and when necessary.
5. Liaise with health authorities to provide assistance as and where required

### Preparations for an incident

1. Encourage all eligible persons to be vaccinated against influenza and other seasonal infections.
2. Encourage all residents to be fully up to date with all travel related vaccinations.
3. Encourage all residents to be fully up to date with all other relevant vaccinations.
4. Encourage all residents to register with a General Practitioner.
5. Encourage all eligible residents to have an annual check-up with their General Practitioner.

## Chemical Spillage (both Land and Maritime)

### Impacts

- Contamination of local streets, beaches and waterways resulting in restricted access for members of the public and possibly the emergency services
- Isolation of harbour and seafront including workshops, commercial premises and caravan site
- Blocked access to bridges in Southwold and Reydon
- Damage to property
- Possible threat to livestock and human life
- Possible threat to wildlife and environment
- May require localised evacuation

### Planned Actions

1. Follow Plan Activation procedure
2. If deemed Necessary Follow Evacuation Procedure
3. Check and support vulnerable people
4. Disseminate information as declared by multi-agency responders as and when necessary.
5. Advice residents to stay away from affected areas and NOT to help wildlife.

### Preparation for an incident

1. Liaise with local businesses to map which locations may hold chemically reactive or noxious materials.

## Notes applicable to all incidents

### Media Advice

Before any Executives or volunteers consider speaking to any members of the media, they should consult with the EPO to ensure that any information provided is consistent.

Volunteers should be reminded of the need to refer media to Emergency Operations Centre if approached.

### Incident Stand Down

Once the relevant authorities have declared the incident to have ended the following procedures should be followed:

- Ensure all volunteers and relevant organisations are notified
- Arrange a debrief session to collect all key points from volunteers. Invite EPO to attend.
- Ensure that all equipment is collected, accounted for and recharged / maintained as necessary.
- Record Learning and schedule relevant amendments to future plans.
- Update plan according to any key lessons identified if relevant

## Evacuation Procedure

Some incidents may require resident evacuation.

While some residents will have the wherewithal to make their own arrangements for travel and accommodation whilst others, especially the vulnerable, will require aid and assistance. Such accommodation provision will, of necessity, be of a temporary nature. If longer-term accommodation is required it becomes the legal responsibility of the District and County Councils.

The evacuation resources available within the Sole Bay area fall into two categories. The Southwold Common Pavilion and Reydon Sports Pavilion are large buildings with comprehensive toilet, shower and catering facilities. They also benefit from having extensive parking areas and significant outdoor space. Other locations, such as the Churches and Church Halls lack the same level of facilities.

It is, therefore, considered that the two pavilions might be used to house evacuees for a maximum of 72 hours but the other locations would not be employed for more than 36 hours. However, it should be noted that while provisions will be short-term it would be much more preferable to evacuees being left out at the mercy of the weather.

The procedure to follow in the event of an evacuation is:

1. Contact the Keyholder(s) of the relevant building to notify them of the situation arrange collection of the keys and alarm information, if required, or to meet the keyholder at the location.

The procedure and arrangements will be different for each location and will have been pre-agreed and is detailed in the [Key Buildings](#) section of this document.

1. Call the nominated Rest Centre managers associated with the location and request that they make their way to the building and be prepared to receive evacuees.

For each location there are two nominated Rest Centre managers. In addition, back up managers have been identified and should be contacted if the prime managers are not available.

2. The managers should be reminded to keep in contact with the SBCEPG co-ordinator and report when facilities are ready to receive evacuees, and to report other progress and problems experienced. They should also be reminded to take their mobile charger with them!

Dependent on the availability of staff and demand the Local Authorities may send their professional staff to man the Rest Centre. If this is the case the SBCEPG volunteer should handover authority to the professionals

3. If the Facility does not have an Emergency Box on site a spare box should be collected from either the Southwold Town Hall or Reydon Parish Hall. This may require calling the keyholder of the Town Hall or Parish Hall to gain access.

## Rest Centre Managers Tasks

Rest Centre managers will have attended a Local Authority course on the subject and should put the learning gained into practice. That said the initial tasks may be summarised as:

1. Unlock (and disable Alarm) – may be the responsibility of the Keyholder
2. Check the layout of the facility
  - Toilets / Hygiene / Catering Facilities / Exits & Entrances / Seating and Sleeping capacity
  - Identify and label which room or segregated space will be used as a medical resource
3. Break out the Emergency Box
4. Create clear Signage and Indicators
5. Set up Reception Desk
6. Arrange seating and bedding as appropriate
7. Call SBCEPG Co-ordinator(s) to update status and report if ready to accept evacuees
8. When Evacuees arrive register and record:
  - Name, Address, Age, Relationship to other evacuees, Next of Kin
  - Immediate medical status. taking medication, have medication with them
  - Maintain Records of all calls and incidents

## Roles and Responsibilities

The various roles & responsibilities within the Southwold and Reydon Community Emergency Group follow.

### Executive Members

The role of the Executive Members of the Community Emergency Group is to:

- Develop and periodical review and maintain the Community Emergency Plan
- Provide the focal point for the community response to an emergency
- Take responsibility for requesting agreement from the JEPU to activate the Plan
- Provide a link between the community and other agencies responding
- Recruit and retain local volunteers to enable the plan to be developed
- Assist the Local Authorities and appropriate agencies in emergency preparedness through awareness-raising activities
- Acquire funding from Councils and other organisations to enable the activities of the group.
- Ensure all Volunteers are adequately trained and qualified to perform their roles

Executive members may also undertake other roles and responsibilities.

### Officers of the SBCEPG

The role of the Officers of the Community Emergency Group is to:

- Exercise oversight, manage and administer the group in line with the group's constitution.
- Call group meetings
- Manage the finances of the group.

Officers of the Community Emergency group may also undertake other roles and responsibilities.

### Sole Bay Health Centre Liaison

The role of Sole Bay Health Centre Liaison is to be the custodian of the confidential telephone number and contact details for the Sole Bay Health Centre Focal Point and to make the necessary contacts in the event of a Plan Activation.

### Keyholder

The role of the named Keyholders is the safe keeping of the keys to the facilities named in the plan. Such facilities would be; the Town Hall, Operational Centres, Rest Centres, and places where the Emergency Boxes are located.

- Safekeeping of the keys to the relevant facilities
- Be contactable by a Standing Member of the Community Emergency Group
- Make the facility available to the Community Emergency Group by either physically opening the facility or by handing the keys over to a Member of the Community Emergency Group or uniformed member of the Emergency Services.
- Close and secure the facility after use by the Community Emergency Group

### Rest Centre Managers

The role of the named Rest Centre Manager is to provide a place of safety for evacuated people.

- Provide a safe and secure place of safety for evacuees and volunteers
- Count and record the people using the facility
- Liaise with the Emergency Services, the Local Authority personnel, the owners of the facility, and the Standing Members of the Community Emergency Group.
- Identify evacuee's specific needs (medical, social, emotional) and report concerns to relevant agencies

### Public Engagement and Social Media Managers

The role of the named Public Engagement and Social Media Manager is to ensure that the public are, as far as possible, forewarned of any potential incident, and update information flows during the incident.

- Maintain contact with Standing Members of the Community Emergency Group
- Update the Facebook feeds to reflect the current situation
- Update Twitter feeds to reflect the current situation
- Liaise with East Point Radio on appropriate broadcasts.
- Collect public feedback on various communication feeds and report to the Standing Members of the Community Emergency Group

### Evacuee's Pet – Temporary Custodians

The role of the named Temporary Pet Custodians is required as the most common reason given for evacuee hesitancy is concern for the welfare of domestic pets. It is envisaged that pets would only be lodged in this way for maximum of 72 hours.

- Register interest, capacity and willingness to look after a neighbour's pet, or pets.
- House, feed and provide a safe 'home' for a domestic pet.

### Street Level Communication Volunteers

The role of the named Street Level Communication Volunteers is to provide a channel through which the public might communicate with the Community Emergency Group. This would become

especially important if an incident were to affect telecommunications; landline and / or mobile. This role may be fulfilled by individuals or by organised community groups.

- Visit local people to keep them informed of the situation and gather information relating to any needs for aid or potential evacuation.
- Communicate with Standing Members of the Community Emergency Group as to the information gathered.

## Key Buildings

In the event that a localised evacuation is required, namely within the community, the following locations have been selected as places of safety, in agreement with the local authority:

Building	Location	Facilities	Contact, Keyholder and Rest Centre Manager Details	Flood Risk
Stella Peskett Hall (Millennium Hall)  Telephone 01502-725 726	Mights Road, Southwold IP18 6BE  What3Words ///Reference: Spectacle. Overhear. Cursing	Kitchen & Toilet facilities  Capacity: Refuge: 100 Overnight: 60	Keyholder(1) Redacted Landline: ? Mobile: ? <a href="#">Redacted</a> Address: ?  Keyholder(2) Redacted Landline: ? Mobile: ? <a href="#">Redacted</a> Address: ?  Rest Centre Manager (1) Details – as above  Rest Centre Manager (2) Details – as above	<b>Yes</b> and access via the A1095 may be affected
United Reformed Church	High Street Southwold IP18 6DS  What3Words Reference: ///Giant. Shirtless. Caressed	Kitchen & Toilet facilities  Capacity: Refuge: 100 Overnight: 20	Keyholder(1) Redacted Landline: Redacted Mobile: <a href="#">Redacted</a>  Keyholder(2) Redacted Landline: Redacted Mobile: ??? <a href="#">Redacted</a>  Rest Centre Manager (1) TBA  Rest Centre Manager (2) TBA	No
Southwold Pavilion	York Road The Common Southwold IP18 6TB	Kitchen & Extensive & Flexible Toilet &	Keyholder(1) Redacted Landline: Redacted Mobile: Redacted Email: <a href="#">Redacted</a>	No

(Operations Centre base for Southwold)	What3Words Reference: ///Careless. Including. Commit	Washing facilities  Capacity: Refuge: 150 Overnight: 80  Has segregated space which may be used as a medical centre.	Keyholder(2) Redacted Landline: ??? Mobile: ??? Email: ??? Address: Redacted  Rest Centre Manager (1) TBA  Rest Centre Manager (2) TBA	
St Margaret Church Reydon  Principally a place of Gathering	Wangford Road Reydon IP18 6PB  What3Words Reference ///access. chill. Ropes	Kitchen (no fridge) & Toilet (one)  Capacity: Refuge: 150 Overnight: 40 Reduced due to Toilet capacity	Keyholder(1): Redacted Landline: Redacted Mobile: Redacted <a href="#">Redacted</a>  Keyholder(2): Redacted Landline: Redacted Mobile: Redacted <a href="#">Redacted</a>  Rest Centre Manager (1) Redacted Details- as above  Rest Centre Manager (2) Redacted Details – as above	No
Reydon Village Hall  (Operations Centre Base for Reydon)  Nominated Evacuation site for Oaklands House Evacuation	Lowestoft Road Reydon IP18 6RF  What3Words Reference: ///Create. Fruit. Unguarded.	Kitchen & Toilet (disabled) facilities  Capacity: Refuge: 120 Overnight: 30	Keyholder(1) Redacted Landline: Redacted Mobile: ??? No Email  Keyholder(2) Redacted Landline: Redacted Mobile: Redacted <a href="#">Redacted</a>  Rest Centre Manager(1) TBA  Rest Centre Manager(2) TBA	No But Junction of Covert Road and Lowestoft Road may be affected

<p>Reydon Sports and Community Pavilion</p> <p>(Operations Centre Base in Reydon)</p>	<p>Wangford Road Reydon IP18 6PA</p> <p>What3Words Reference: ///Burst. Glad. Salary</p>	<p>Kitchen &amp; Toilet (disabled) facilities</p> <p>Capacity: 120 Refuge: 120 Overnight: 30</p> <p>Has segregated space which may be used as a medical centre.</p>	<p>Keyholder(1) Redacted Landline: Redacted Mobile: <a href="#">Redacted</a></p> <p>Keyholder(2) Redacted Landline: Redacted Mobile: Redacted <a href="#">Redacted</a> Address ???</p> <p>Rest Centre Manager (1) TBA</p> <p>Rest Centre Manager (2) TBA</p>	<p>No</p>
<p>St Edmunds Church</p>	<p>St Edmunds Green Southwold IP18 6DS</p> <p>What3Words Reference ///distilled. pins. Tonight</p>	<p>Small Kitchen / Servery (Tea and Toast only)</p> <p>2 Toilets (1 of which is Disabled, with baby changing)</p> <p>Capacity: 300 Refuge: 300 Overnight: 50 Restricted due to Toilet Capacity</p>	<p>Keyholder(1) Redacted Landline: Redacted Mobile: Redacted <a href="#">Redacted</a> Redacted</p> <p>Keyholder(2) Redacted Out of Hours: ? Mobile: Redacted Email: ? Address: ?</p> <p>Rest Centre Manager (1) Details - as above</p> <p>Rest Centre Manager (2) Details – as above</p>	

NOTES:

As at 1/12/2019 the Reydon Sports and Community Pavilion is still under construction and cannot be used as a Place of Safety.  
The situation will be reviewed semi-annually.

As at 1/12/2019 the Southwold Arts Centre (St Edmunds Church Hall) is not available / considered suitable due to the installation of staged seating.  
The situation will be reviewed annually.

**NB:** 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 M**.

## Community Resources

A list 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 endeavours' basis.

If further equipment/skills are needed from the community, the Community Emergency Group may issue an appeal through East Point Radio, Social Media Channels or other appropriate media channels.

## Volunteer Resources

Volunteer	Resource	Details	Training
Redacted	Redacted	Redacted	Redacted

## External Resources

Resource	Contact Details	Details
Emergency Generators	Redacted	1 x 3.5 KVA Generator and information where others might be obtained,
Transportation in adverse weather conditions	Redacted Note: The charge, as at 1/12/2019 is 45p / mile and drivers would expect access to facilities at a Rest Centre. In addition, a Donation of, say £25 per, vehicle is considered appropriate.	4x4 owner/drivers
Plant Equipment	Redacted	Earthmoving
Plant Equipment	Redacted	Building Contractors and Supplies.

Communications & Broadcast	Redacted	Warnings and status of situation
Communications and Community Engagement	Redacted	
Communications.  Transportation  Local Knowledge	Redacted	Communications: warning of expected problem. Transportation: to and from Place of Safety. Knowledge: have a list of Elderly and Vulnerable people who have used their services.
Emergency Service	Redacted	Water based aid and rescue
Transport	Redacted	Minibus Hire
Water and Food supplies	Redacted	Small Supermarket
Water and Food supplies	Redacted	Groceries
Water and Food supplies	Redacted	Groceries
WheelChairs  This includes a specialist Beach Wheelchair which is designed to cope with sandy surfaces.	Redacted	Storage point for Wheelchairs

### Vulnerable People & Groups

Organisation	Address	Number of Vulnerable Persons	General Nature of Vulnerability	Key Point of Contact, plus Alternate if not 24hrs and other notes
Oaklands House	Lowestoft Road	29 in Main House	Old Age	Redacted

(Note: associated but separate housing is a separate organisation)	Reydon IP18 6RY	[Plus 15 Staff]	70% with mobility problems, 1 bedridden	
Oaklands Housing Facility	Lowestoft Road Reydon IP18 6RY	? Bungalows & House	Old Age ?% with mobility	Oaklands Tenants Association Name... Landline... Mobile... Email...  Name... Landline... Mobile... Email...
Pitches View (Orwell Housing Association)	Wangford Road Reydon IP18 6PA	32 Flats (Maximum 64 people)	Old Age Dementia Mobility problems	Redacted
St Barnabas	Godyll Road Southwold IP18 6AJ	14 People	Old Age Dementia Mobility problems	Redacted
The Rest Alms Houses (Andrew Mathews Trust)	Covert Road Reydon IP18 6RD	4 Cottages (Maximum 8 people)	Old Age	Redacted
The Southwold Caravan Park and Camping Site	Ferry Road Southwold IP18 6NB  What3Words Reference: ///adapt.nest.tissue	160 Caravans (Maximum 800 people) Plus 100 Tents and motorised homes (Estimated 400 people)	Residents in static caravans and temporary / fragile 'housing'.	Redacted
Crick Court Retirement Housing	Station Road Southwold IP18 6DE	12 x 1 bedroom flats plus 9 x 2 bedroom flats	Old Age (all 55+) 13 with Physical problems + 4 with Mental	Redacted

			Health problems	
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## Emergency Boxes

### Contents

The content of each box is:

- *Copy of this Plan*
- *Torch*
- *Radio*
- *5 x high-visibility jackets*
- *20 x Foil Blankets*
- *Rope*
- *Maps*
- *Pads of Paper*
- *Card*
- *Post-It Notes*
- *Pens / Pencils*
- *Crayons*
- *Ruler*
- *Scissors*
- *Roll of “Gaffer” Tape*
- *Spare Batteries (Torch and Radio)*
- *Pack of Sanitising Wipes*
- *Dispenser of Hand Sanitiser*

### Locations

The seven Emergency Boxes are stored at these locations:

Box	Address (location)
R1	Reydon Village Hall Lowestoft Road, Reydon IP18 6RF What3Words ///Create.Fruit.Ungarded Box Location Meter Cupboard Keyholder: Redacted  Keyholder (2) Redacted
S1	Southwold Town Hall High Street, Southwold, IP18 6EF What3Words ///Responds.clouding.weeps Box Location “Flag” Cupboard in Chamber Keyholder (1) Redacted

	Authorised to Retrieve Keys: Councillor Redacted
W1	Walberswick Location 1
R2	Reydon Sports and Community Pavilion Wangford Road, Reydon, IP18 6PA What3Words ///Burst.Glad.Salary (Box Location TBA) Keyholder (1) Redacted Keyholder (2) Redacted
S2	Southwold Pavilion The Common, Southwold IP18 6TB What3Words ///Careless.including.commit Keyholder (1) Redacted  Keyholder (2) Redacted
W2	Walberswick Location 2
S3	Stella Peskett Hall Might's Road, Southwold IP18 6BE What3Words ///Spectacles.overhear.cursing Box Location Cupboard in IT Room Keyholder (1) Redacted Keyholder (2) Redacted

## Contact List

### Sole Bay Community Emergency Group Executives

<p><b>Name:</b> Redacted  <b>24hr Telephone Contact:</b>  <b>Email:</b>  <b>Address:</b></p>
<p><b>Name:</b> Redacted  <b>24hr Telephone Contact:</b>  <b>Email:</b>  <b>Address:</b></p>
<p><b>Name:</b> Redacted  <b>24hr Telephone Contact:</b>  <b>Email:</b>  <b>Address:</b></p>
<p><b>Name:</b> Redacted  <b>24hr Telephone Contact:</b>  <b>Email:</b>  <b>Address:</b></p>
<p><b>Name:</b> Redacted  <b>24hr Telephone Contact:</b>  <b>Email:</b>  <b>Address:</b></p>
<p><b>Name:</b> To Be Confirmed  <b>24hr Telephone Contact:</b> To Be Confirmed  <b>Email:</b> To Be Confirmed  <b>Address:</b> To Be Confirmed</p>
<p><b>Name:</b> To Be Confirmed  <b>24hr Telephone Contact:</b> To Be Confirmed  <b>Email:</b> To Be Confirmed  <b>Address:</b> To Be Confirmed</p>
<p><b>Name:</b> To Be Confirmed  <b>24hr Telephone Contact:</b> To Be Confirmed  <b>Email:</b> To Be Confirmed  <b>Address:</b> To Be Confirmed</p>
<p><b>Name:</b> To Be Confirmed  <b>24hr Telephone Contact:</b> To Be Confirmed  <b>Email:</b> To Be Confirmed  <b>Address:</b> To Be Confirmed</p>
<p><b>Name:</b> To Be Confirmed  <b>24hr Telephone Contact:</b> To Be Confirmed  <b>Email:</b> To Be Confirmed  <b>Address:</b> To Be Confirmed</p>

Suffolk County and East Suffolk District County Emergency Planning Executives

Name: Redacted Telephone: 24hr Telephone Contact: Email: To Be Confirmed Address: To Be Confirmed
Name:Keith Redacted Telephone: 24hr Telephone Contact: Email: To Be Confirmed Address: To Be Confirmed
Name: Telephone: 24hr Telephone Contact: Email: Address:

Sole Bay Community Planning Group Volunteers

<b>Name:</b> To Be Confirmed <b>Telephone:</b> To Be Confirmed <b>24hr Telephone Contact:</b> To Be Confirmed <b>Email:</b> To Be Confirmed <b>Address:</b> To Be Confirmed
<b>Name:</b> To Be Confirmed <b>Telephone:</b> To Be Confirmed <b>24hr Telephone Contact:</b> To Be Confirmed <b>Email:</b> To Be Confirmed <b>Address:</b> To Be Confirmed
<b>Name:</b> <b>Telephone:</b> <b>24hr Telephone Contact:</b> <b>Email:</b> <b>Address:</b>

Appendices

Appendix A – Flood Map of the Areas

Generalised Flood map:



Generated from:

<https://flood-warning-information.service.gov.uk/long-term-flood-risk/map?easting=650929&northing=276803&map=RiversOrSea>

This link has the capacity to zoom in and provide postcode level mapping.

**Appendix B – Volunteer Co-ordinators**

Division of responsibilities (street by street) for leaflet distribution and door-to-door communications.

Details: TBA

### Appendix C – Communications

The following means of communications are available to the Community Emergency Group in an emergency:

- Handheld radios. The Community Emergency Group has 6 handheld radios. These are held in the Town Hall (in the 'Flag Cupboard' of the council chamber) In an emergency the Group will use channel 1/27 to communicate.
- Mobile telephones. On activation of the Community Emergency Group, the Lead Coordinator will maintain a register of all mobile numbers of volunteers, in addition to those of core members. 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. If overload does occur, SMS text is likely to be more effective at getting through.
- 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. The Police Controller will pass on any relevant mobile telephone numbers for individual Police Executives or PCSO.
- 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 by the Local Authority.
- In order to provide re-assurance for the public and clearly identify members of the CEPG will be issued with a Photo-Id card (and lanyard).

Appendix D

Sample Emergency Log

Date	Time	Information / Decisions / Actions	Initials

## Appendix E – Advice on Spreading Salt / Grit and Snow Clearing

### Advice on Spreading Salt/Grit, or Clearing Snow at Times of Severe Weather

- Wear a high visibility vest or jacket. A vest can be worn over normal clothing.
- Wear warm clothing and stout footwear which will provide good grip.
- Ensure that someone is aware that you have gone out to carry out this work and how long you intend to be there for. Remember also to advise that person of your return.
- Assess the location before commencing work. Do not attempt the work if you feel conditions would make this unsafe.
- Always be aware of approaching traffic. Try to work in pairs so that someone can observe the traffic.
- Use the grit sparingly and sprinkle gently. The material in grit bins is a mixture of salt and grit. The salt will speed up the process of thawing snow and ice the grit will provide grip on the surface of compacted snow or ice.
- When spreading salt/grit on pavements it is better to remove most of the snow first and then spread the salt/grit mixture.
- **DO NOT USE HOT WATER.** This will melt the snow, but will replace it with black ice, increasing the risk of injury.
- If shovelling snow: Use a shovel with the widest blade available. Make a line down the middle of your path first, so you have a safe surface to walk on. Then you can simply shovel the snow from the centre to the sides.
- If salt is not available from the grit bins, use ordinary table salt on the area you have cleared to prevent any ice forming. Ordinary salt will work and can be purchased cheaply from any local shop, but avoid spreading on plants or grass.
- Care should be taken to avoid blocking access points to properties driveway, paths especially at pedestrian crossings and drains. The cleared snow should be deposited in the verge or areas that are non-trafficked.
- If you clear snow and ice yourself, be careful - don't make the pathways more dangerous by causing them to refreeze. But don't be put off clearing paths because you're afraid someone will get injured. Remember, people walking on snow and ice have responsibility to be careful themselves.
- Pay extra attention to clear snow and ice from steps and steep pathways - you might need to use more salt on these areas.
- Clear the snow or ice early in the day. It's easier to move fresh snow rather than hard snow that has packed together from people walking on it. So, if possible, start removing the snow and ice in the morning. If you remove the top layer of snow in the morning, any sunshine during the day will help melt any ice beneath. You can then cover the path with salt before nightfall to stop it refreezing overnight.

Appendix F – Location of Salt / Grit Bins

Grit Bins: Reydon

- Corner of Lowestoft Road/Covert Road
- Bottom of Elliott Avenue
- Corner of The Drive / Halesworth Road

Grit Bins: Southwold

- A1095, Market Place on footway outside Mills Butchers shop
- A1095, High Street on footway outside United Reform Church
- U1630 Victoria Street on footway next to phone box
- Pier Avenue – Outside Blyth Hotel.
- Field Stile Road – Adjacent to Tibby’s Way
- St Edmund’s Road – Junction with Field Stille Road

Grit Bins: Walberswick

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- 
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## Appendix G – Location of Defibrillators

Defibrillators: Reydon

Defibrillators: Southwold

- **Harvey Fisher Funeral Care Home**, Field Stile Road, Southwold, IP18 6LD.  
What3Words Reference: *///vies.stream.noisy*

The cabinet is located on the external wall and the right-hand side of the garage doors.

- **The Southwold Common Golf Club**, The Club House, York Road, Southwold, IP18 6TB  
What3Words Reference: *///detective.painted.mini*

The cabinet is located on the East facing external. Note that it may be obscured by a marquee if an event is in progress.

- **The Scout Hall**, Might's Road, Southwold, IP18 6BE  
What3Words Reference: *///sizing.according.sooner*

The cabinet is located on the front of the building.

- **Southwold Camping Site**, The Harbour, Southwold, IP18 6ND  
What3Words Reference: *///square.dips.preheated*

The cabinet is located on the front wall of the reception next to the toilets

- **William Godell Southwold Sports Pavilion**, York Road, The Common, Southwold, IP18 6TB  
What3Words Reference: *///Careless.Including.Commit.*

The cabinet is located on the back wall of the clubhouse

- **The Red Phone Box**, Victoria Street, Southwold, IP18 6GB  
What3Words Reference: *///Factually.Procured.Wrong.*

The cabinet is located inside the Red Phone Box near the junction with High Street and opposite the Adnams Shop.

- **The BT Phone Box**, Pier Avenue, Southwold, IP18 6BN  
What3Words Reference: *///Unlimited.Warned.Tightrope.*

The cabinet is located inside the modern BT Phone Box near the junction with North Parade and adjacent to the Putting Green.

- **The Pier**, North Parade, Southwold, IP18 6BN  
What3Words Reference: *///Typist.Doubts.Advancing.*

The cabinet is located upstairs in the old dance hall. It is accessible by members of staff during opening hours, which are between 09:00–19:30 in summer and 09:30-18:30 in winter. As at July 2021 the status of the maintenance is unknown.

- **The Swan Hotel**, Market Square, Southwold, IP18 6EG  
What3Words Reference: *///Responds.Clouding.Weeps*

The cabinet is located inside the building. Just inside the Staff Door, which is accessible from the Courtyard, behind the Tap room and next to the kitchen. It is accessible during normal licenced hours by contacting any member of staff and out of hours by contacting the duty night manager or night porter.

- **Tesco Express**, Queen Street, Market Square, Southwold, IP18 6EQ  
What3Words Reference: *///impulsive.lorry.travels*

The cabinet is located inside the building. On wall opposite the Checkout counters.

Defibrillators: [Walberswick](#)

## Appendix H – Plan Document Distribution List

Name	Role	Phone number/email address	Issued on
Redacted	Southwold Town Council	Redacted	
Redacted	Reydon Parish Council	Redacted	
	Walberswick Parish Council		
Redacted Emergency Planning Executive	Joint Emergency Planning Unit East Suffolk Council	Duty Officer: Redacted	
Redacted Emergency Planning Executive	Joint Emergency Planning Unit East Suffolk Council		
Station Executive Halesworth	Police	01473- 613 500 Police Station Norwich Road, Halesworth, IP19 8HJ	
Suffolk County Councillor	SBCEPG Executive and Suffolk County Council Councillor	Redacted	
East Suffolk District Councillor	SBCEPG Executive and East Suffolk District Council Councillor	Redacted	
Councillor Redacted	SBCEPG Executive and Southwold Town Council Councillor	Redacted	
Councillor ? ?	SBCEPG Executive and Reydon Parish Council Councillor		
Councillor Redacted	SBCEPG Executive and Walberswick Parish Council Councillor		
Martin Nicholls	SBCEPG Executive and	Redacted	

	Volunteer		
	SBCEPG Executive and Volunteer		
	SBCEPG Executive and Volunteer		
	SBCEPG Executive and Volunteer		
Southwold Public Library - Personal information restricted.	For public viewing	Redacted	
SBCEPG Electronic Filing System	Electronic Version – for updating and Electronic Distribution	Redacted	

Appendix I – Document Amendment Record

Name	Date for next revision	Details of changes made	Changed by

Appendix J – Rest Centre Detailed Notes

Methodist Church Hall

Redacted

St Edmunds Church

Redacted

Southwold Common Pavilion

Redacted

Appendix K

Appendix L

Appendix M

Floor Plans will be inserted here.

Appendix N

Appendix O

Appendix P

Appendix Q

Appendix R

Appendix S