

PLAYFORD VILLAGE COMMUNITY EMERGENCY PLAN

(Public Edition)

The information in this plan is designed to be used by any local resident whenever needed.

Introduction: Playford is a small parish with approximately 95 properties and 253 residents. The village is 5 miles east of central Ipswich, 5 miles from Woodbridge to the east and 40 miles from Lowestoft to the north.

Activation & Response: In the event of an emergency impacting the parish/community the following residents will form a *Community Emergency Plan Group*, when safe to do so and as far as is practicable, to assess the impacts of the incident, consider the local response, inform and support residents and responding agencies.

Community Emergency Coordination Group: In the event of the Emergency Plan being activated by the Council, the volunteers below can be contacted via the Plan Coordinators (see below)

Name	Help/Response Role	Name	Help/Response Role
Sarah Allen & Callum Paxton	First aid, towing, lifting, sawing, general manual help. canoe	Joan Metcalfe	Bedding / generator
Lynne Dawes	Rest centre	Ursula & Andrew Richards	Rest centre / bedding / driving / tools / general help
Colin Hedgley	Submersible pump / extension leads / bow saw	Sarah-Jane Sharman	Rest centre / spare room / bedding
Amy Ivens & Tom Nicholls	First aid/ chain saw/general manual help/ 4x4/bedding/spare room	Carl Stagg	General handyman
Hilary Legard	Rest centre	Glen Thimblethorpe	Kayak / wet suit / chainsaw / accommodation / first aid
Sue Lister	Rest centre	Ben Wale	2 hob gas camping stove/ camp bed accommodation/ inflatable canoe
<i>Rapid Response Team - Field kitchen, 4x4 if needed, sandbags for key flood risk houses.</i>			

Volunteers are advised against doing anything that may put themselves or others at risk. The use of chainsaws by volunteers is at their own risk. (See ★ Insurance below)

Plan Coordinators:

- Lynne Dawes - DAYTIME ONLY - 01473 871397
- Glen Thimblethorpe – 07775 4887070 / 01473 614224
- Ben Wale - 07722 058962 / 01473 399466

In the event of any local emergency, if there is **ANY 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)**.

★ **Activation:** On activation of this Plan, the Plan Coordinator / Group will contact the East Suffolk Council (below) 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 **Playford Parish** and given caller's name and appropriate contact details.

Office hours: Emergency Planning Officer (EPO) 0333 016 2000 and request a call back from the Emergency Planning Duty Officer.

Out of hours: East Suffolk Council on 0800 440 2516 (call will be answered by East Suffolk Services Ltd out of hours) and request a call back from the Emergency Planning Duty Officer.

PLEASE NOTE: In widespread incidents the EPOs/ECC may be supporting a wider LA response across the County and unable to respond to you immediately.

Routine Contact - (EPO) emergency.planning@suffolk.gov.uk 0333 016 2000

★ **Insurance**

The Community Emergency Planning Group (CEPG) and cited volunteers will be covered by East Suffolk Council's insurance under the following circumstances:

- East Suffolk Council has requested you activate your 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 local authority receives regular updates of task progress/issues arising from the CEPG
- They 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 they 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.

If you undertake activities that are not authorised by East Suffolk Council, then you need to determine whether your local Parish/Town Council's insurance policy covers these activities. ***Be aware you will not be covered by any insurance if you undertake activities of your own volition. Neither The Parish Council and County Council carry insurance for any volunteer activity, and individuals are responsible for their own insurance or public liability.***

EMERGENCY SHELTER

- Emergency Shelter including overnight accommodation can be arranged at the Village Hall for people unable to access their own homes.

Contact one of the Coordinators: Lynne Dawes - DAYTIME ONLY - 01473 871397, Glen Thimblethorpe –. 07775 4887070 / 01473 614224
Ben Wale 07722 058962 / 01473 399466

or for Hall access and arrangements contact Village Hall Committee members and key holders:

Sue Lister 07814 063692 suelister56@googlemail.com
Joan Metcalfe 01473 623003 joanmetcalfe3003@gmail.com

The full address of the Village Hall is Butts Road, Playford, Ipswich IPI6 9DU. **What3Words: landed.pirate.parent**

- Emergency field kitchen available from the Rapid Relief Team. See volunteers list
- Bed and Breakfast accommodation can be obtained in the village from:-

The Granary, Bealings Hall, Hall Farm Road Contact Julian or Leah Haywood Smith
Phone: 01473 735880
Mobile 07841 001690

- In addition, there are also several B&B places in the surrounding area and Woodbridge.
- Check on your website search engine or Airbnb.co.uk.

- **LIST OF COMMUNITY ORGANISATIONS THAT CAN HELP**

- Police – Safer Neighbourhood Team Tel; 101
General assistance website: <https://www.suffolk.police.uk/advice>
To report or contact, website <http://www.suffolk.police.uk/contact-us>
To report something anonymously
Phone: Crimestoppers on 0800 555 111 or visit www.crimestoppers-uk.org
For immediate attention call 999
- Suffolk County Council
Website: www.suffolk.gov.uk
- Rapid Relief Team (contact Guy Bush, Barry Tunley or Fergus Bowen – see volunteers list for details)
- Suffolk Family Carers Phone: 01473 835477
Email: hello@suffolkfamilycarers.org
Website: www.suffolkfamilycarers.org
- Suffolk County Council Social Care – Adult & Children - Emergency Duty Service:
Phone: 0808 800 4005 (24 hrs)
- British Red Cross
Phone: 01394 385877
Website: www.redcross.org.uk
- Suffolk County Council – Emergency Planning Officer
ESC Customer Services number 0333 016 2000
Email: SuffolkResilienceForum@suffolk.gov.uk
Website: www.suffolkresilience.com
- Free National Phone number for reporting electricity failures (*regardless of supplier*)
Phone: **105**

- Road closure or diversion signage contact
 - Police Phone **101**
 - Suffolk County Council Highways Dept Phone 03456 066171
- Animal Emergency Recovery
Contact RSPCA Phone 0300 999 7321. Nearest Animal Centre 2 Mill Lane, Martlesham.
- Drainage and ditch clearance
Contact Environment Agency Phone 03708 506506

FOR LOCAL BUSINESSES

- Business Continuity Planning assistance available see : www.suffolkresilience.com
- Police Connect is a free messaging service for businesses providing information on emergency alerts, crimes etc. Register at www.suffolk.police.uk/policeconnect

USEFUL LOCAL CONTACTS & ORGANISATIONS

- PRIEST IN CHARGE
Revered Andrew Dotchin Phone: 07814 949828 email: revdotchin@gmail.com (until Sept 2026)
Reverend Gary Jones Phone: 07714 614095 Email: revgaryjones1985@gmail.com
- Church Warden: Jonathan Fieldsend, Leawood House, Sandy Lane, Little Bealings, 07713 164349 playfordchurch@gmail.com
- Benefice Safeguarding Officer: Eileen Stennett. 07787535398 eileen@luxfarm.co.uk
- NHS - Phone: 111
- Samaritans - Phone: 116 123
Website : www.Samaritans.org
- AgeUK - Phone: 0800 678 1602
Website: www.ageuk.org.uk
- BSEVC support and well-being for over 65s in Suffolk Phone: 01284 334516 between 10am and 2pm

**PLAYFORD EMERGENCY PLAN
LOCAL RISK ASSESSMENT
FLOODING**

RISK ON THE COMMUNITY

- Flooding of local roads and footpaths
- Access impeded in and out of village and to people's homes and property
- Damage to homes and property
- People displaced/homeless
- Failure of services e.g., sewerage; electricity etc.
- Crop damage
- Animal displacement e.g., horses, cattle etc.
- Vehicles stranded

ACTION TO PREPARE

- Flood warnings
- Road diversion signage
- Home flooding defences including advice and equipment
- Evacuation from flooded or at-risk homes - especially older people
- Temporary shelter and food for displaced families
- Alternative animal accommodation
- Drainage construction and ditch clearing

ACTION PLANS / CONTACTS FOR FLOODING

East Suffolk -Phone **0333 016 2000** / "out of office" emergencies **0800 440 2516** <https://www.eastsuffolk.gov.uk/community/emergency-planning-and-business-continuity/>

Suffolk County Council- Phone **0345 606 6067**

Report a flood - <https://www.suffolk.gov.uk/roads-and-transport/flooding-and-drainage/>

Report a Highways issue - **Emergencies 0345 606 6171** <https://www.suffolk.gov.uk/roads-and-transport/roads-pavements-and-verges/report-a-highways-issue/>

Roadworks in Suffolk - <https://www.suffolk.gov.uk/roads-and-transport/roadworks/roadworks-in-suffolk/> or roadworks.org <https://one.network/>

EA – Flood line- Phone 0345 988 1188

Flood mapping (check map under ‘Extent of Flooding’ options for coastal & rivers or water surface run off options) <https://flood-warning-information.service.gov.uk/long-term-flood-risk/map>

Sign up for Flood Warnings (either as an individual (Postcode and specific address – recommended option for residents / parish ‘circulars’ / updates / websites)

Phone: 0345 988 1188

Website <https://www.gov.uk/sign-up-for-flood-warnings/>

The website will state:

IF your address within a postcode area does not qualify for registration, use the ‘**sign up for an area**’ option. This is accessed via the website sign up for flooding as above. Click on the ‘[Sign up to get warnings in England](https://www.fws.environment-agency.gov.uk/app/olr/register)’ (<https://www.fws.environment-agency.gov.uk/app/olr/register>). Select ‘home’ & enter your postcode. Your postcode may not qualify for flood warnings so then click on the link ‘[search the nearby area](#)’, select the river area you need and complete registration details to receive **email** alerts etc.

N.B. Playford Area sign up for an area will be: *The Rivers Deben and Lark*

Met Office

Sign up to weather warnings <https://service.govdelivery.com/accounts/UKMETOFFICE/subscriber/new>

Weather warnings <https://www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings>

Anglian Water - Water / Sewerage / Report Phone **03457 145 145**

<https://www.anglianwater.co.uk/help-and-advice/water-care/priority-services/>

Essex & Suffolk Water – Emergency Leaks etc Phone **0800 526 337**

<https://www.eswater.co.uk/priority>

Emergency Shelter

Note In the event of home displacement we have an Emergency Shelter plan in place included in this document for flood and other risks

WARNING! – POTENTIAL HEALTH RISK!!!

Remember flood water may contain sewage and has risk of contamination to property, footwear and clothing. Do not allow children to play in the floodwater. Walking through floodwater is dangerous due to unseen obstacles and raised manholes etc.

**PLAYFORD EMERGENCY PLAN
LOCAL RISK ASSESSMENT
FIRE**

IMPACT ON COMMUNITY

- Damage to property, crops etc
- Possible evacuation of immediate area to avoid smoke/fumes inhalation - any pre-emptive evacuation needs to be coordinated with Police.
- Damage to underground electricity cable – access restriction

ACTION PLANS

- Phone 999
- Evacuate premises immediately and assist elderly and young people to vacate area
- Remove animals from areas of smoke
- For medical attention in large scale incidents contact 999
- Inform Insurers as soon as possible who will arrange emergency repairs and temporary accommodation for policyholders
- For refreshments to residents in cases of evacuation and for Field Kitchen for the attending Emergency Services personnel;
Contact Rapid Relief Team (Guy Bush, Barry Tunley, or Fergus Bowen (volunteer list)

**PLAYFORD EMERGENCY PLAN
LOCAL RISK ASSESSMENT
SNOW/SEVERE FROST**

IMPACT ON THE COMMUNITY

- Road closure or access impairment
- Public services disruption
- Utility services disruption
- Burst or leaking water pipes

ACTION PLANS

- Ensuring it is safe to do so. Remove snow build up from vulnerable roofs especially glass conservatories (NB this should only be carried out by a trained and competent person – ***volunteers are reminded they will not be covered by any Parish Council/County Council insurance if undertaking activities of their own volition***)
- If local plumbers required, search on Google etc
- For road closure/diversion contact Suffolk County Council Highways Department Phone 0345 606 6171
- Inform Insurers of burst pipes or water/snow damage. They can arrange emergency action and repairs.
- For vehicle removal - refer to local garage or AA, RAC, Greenflag if a member. (Please consider whether moving a vehicle is the correct action at the time- sometimes leaving it is safer.)
- Remember to assist elderly or vulnerable neighbours in cold weather particularly with heating and food provision.

**PLAYFORD EMERGENCY PLAN
LOCAL RISK ASSESSMENT
GAS MAIN BURST**

Gas pipelines are covered under the multi-agency plan - this is a statutory duty and requirement of the local authority. Therefore, in the event of a pipeline incident the SCC plan will be activated and actions communicated with as relevant at the time.

IMPACT ON COMMUNITY

- Evacuation of surrounding area if leakage occurs - any pre-emptive evacuation needs to be coordinated with Police.
- Fire – actual or high risk
- Accidental striking with agricultural or construction machinery or in road accident.
- Domestic LPG Gas Tank explosion or fire

ACTION TO PREPARE

- Pipeline position is marked at regular intervals on route through village including at road crossings.
- No dig areas near pipe line (Guidance can be found at lsbud.co.uk)
- No fires near pipeline or pumping station or domestic LPG Gas Tanks

ACTION PLANS

- Gas Board Emergency line if gas smell - Phone: 0800 111 999
- Alert Police or Fire Service - Phone: 999
- Evacuate local area as soon as possible
- For road closure or diversion contact Police or Suffolk County Council Highways Department
Phone: 0345 606 6171
- If kitchen services etc required: Emergency field kitchen available from the Rapid Relief Team. See volunteers list.
- Use of Village Hall as place of sanctuary, contact the *Village Hall Committee/key holders* see page 4.

**PLAYFORD EMERGENCY PLAN
LOCAL RISK ASSESSMENT
GALE/HIGH WINDS**

IMPACT ON THE COMMUNITY

- Damage to property/persons
- Road access impeded by fallen trees or debris
- Power etc. cables damaged and supply services lost

ACTION PLANS

- Road blockages Phone Police 101
- Power Cuts Tel: 105 (free call) to report a power cut and for help and advice regardless of who your electricity supplier is.
- Inform your Insurance Company immediately – most insurance policies cover storm damage and Insurers will arrange emergency repairs.
- Property damage – emergency repairs – check for local builders etc
- Tree or debris removal from the highway
Call Suffolk County Council Highways Dept.
Phone 0345 6066171
(who have statutory authority to remove trees from the highway or a public Right of Way).
- Police will also arrange this Phone 101.

**PLAYFORD EMERGENCY PLAN
LOCAL RISK ASSESSMENT
ROAD ACCIDENT / MAJOR INCIDENT**

IMPACT ON COMMUNITY

- Road closure or access impairment
- Injury to persons or animals, livestock
- Property damage
- Chemical, oil or gas leakage from delivery vehicle
- Fire/explosion
- Loss of utility services

ACTION PLANS

- In emergency ring 999 for Ambulance, Police or Fire Services
- For road closure and/or diversion
contact Suffolk County Council Highways Dept. Phone: 0345 606 6171

Remember you are obliged to report a road accident if any injury occurs/results.

ST MARY'S CHURCH, PLAYFORD – IN THE EVENT OF AN EMERGENCY

The pedestrian lychgate entrance to the church is 20metre north of the Church Lane/Church Road junction, with the car entrance a further 50 metres north along Church Road.

THERE ARE NO NEARBY PUBLIC TELEPHONES

MAIN CONTACT DETAILS:

- PRIEST IN CHARGE:
Revered Andrew Dotchin Phone: 07814 949828 email: revdotchin@gmail.com (until Sept 2026)
Reverend Gary Jones Phone: 07714 614095 Email: revgaryjones1985@gmail.com
- CHURCH WARDEN: Jonathan Fieldsend, Leawood House, Sandy Lane, Little Bealings, 07713 164349, playfordchurch@gmail.com
- OTHERS (locking team) Keys are held by Jonathan Fieldsend (see above) and Alison Baker 01473 620964, baker.play@btinternet.com
- Benefice Safeguarding Officer: Eileen Stennett, 07787535398 eileen@luxfarm.co.uk

ACCESS: there is vehicular access at the northern end of the churchyard (Church Road) with space for approximately 6 cars. NOTE – this is also a graveyard, so parking is on the initial grassed area. This would be the access point for an emergency vehicle.

The path leading from the parking area of the church yard to the church is bricked but is undulating and slippery when wet.

The path from the porch to the lych-gate is concreted and gradually angled toward a steep set of stairs. There is a parking bay close to the lychgate.

The ELECTRICAL SWITCHBOARD is at the rear of the church behind the curtain. There is NO GAS, NO OIL, NO CHURCH TELEPHONE.

MAINS WATER is available in the kitchen. The stopcock is under the Sink/cupboard in the kitchen, to the left of the church door.

MAJOR ITEMS to be cleared in the event of an emergency: N/A

FIRE EXTINGUISHERS: None

The safe in the church is adjacent to the altar rail and fixed.