



# **Cantley, Limpenhoe & Southwood Community Resilience Plan**

**Preparing for and responding to emergencies and  
community challenges**

Plan last updated on: 04/09/2025

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## Plan distribution list

Parish Council Chair and Clerk
Parish Community Resilience Co-ordinator & Deputy
Broadland District Council Emergency Planning
Chairs of the following voluntary organisations: <ul style="list-style-type: none"><li>• Cantley Village Hall Trustees</li><li>• Limpenhoe Village Hall Management Committee</li></ul>
Parish Council website: <a href="https://cantleylimpenhoesouthwood-pc.gov.uk/">https://cantleylimpenhoesouthwood-pc.gov.uk/</a>
Cantley Village Hall website: <a href="http://www.cantleyvillagehall.com">www.cantleyvillagehall.com</a>
Cantley Sugar Factory Manager

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## Aim and objectives

The aim of this plan is to enhance community resilience to prepare and respond effectively to emergencies and challenges that may arise in the parish.

The objectives are to:

- Identify hazards within the community
- Identify resources and key contacts in the community to prepare and respond to local emergencies and community challenges
- Assist in the identification of vulnerable people and areas vulnerable to hazards in the community

## Co-ordinator roles & responsibilities

The role of Resilience Co-ordinator (and their deputy) is fulfilled by volunteer residents who provide a vital link between residents and organisations planning for and responding to an emergency and other community challenges. Their role is to:

- Facilitate the completion and maintenance of the Community Resilience Plan (this plan)
- Through the Parish Council, call a community meeting to manage an emergency, if deemed necessary
- Provide the focal point for the community response to an emergency
- Provide a link between the community and other agencies responding, which may include the emergency services and the local council
- Assist the local council and appropriate agencies in emergency preparedness through awareness-raising activities

The Resilience Co-ordinator is: Jan Davis      Tel: 07443 427 788

The Deputy Co-ordinator is: Tim Drew      Tel: 07907 340 014

## Community volunteer roles

Community Resilience Volunteers are residents who provide support to other residents in their immediate locality. Volunteers may, for example, distribute information; visit and monitor vulnerable people; deliver shopping; collect medication; help with transport or pass messages on foot when electronic communications are down.

A list of volunteers is not maintained as it can go out of date quickly but may be established at the time of an emergency drawing on the membership of existing community organisations.

## Local Councillors

Norfolk County Councillor	Andrew Proctor	<a href="mailto:andrew.proctor@norfolk.gov.uk">andrew.proctor@norfolk.gov.uk</a> 01603 715659; 07889 090456
Broadland District Councillors	Jan Davis  Eleanor Laming	<a href="mailto:cllr.Jan.Davis@southnorfolkandbroadland.gov.uk">cllr.Jan.Davis@southnorfolkandbroadland.gov.uk</a> 07443 427788  <a href="mailto:cllr.eleanor.laming@southnorfolkandbroadland.gov.uk">cllr.eleanor.laming@southnorfolkandbroadland.gov.uk</a> 01603 439101
Cantley, Limpenhoe & Southwood Parish Council	<u>Chair</u> : Dot Machin  <u>Clerk</u> : Anne Tandy	01493 700319  <a href="mailto:clerk@cantleylimpenhoesouthwood-pc.gov.uk">clerk@cantleylimpenhoesouthwood-pc.gov.uk</a> 07842716165

## Local hazard assessment

Hazard	What can the Community do to prepare / assist?
Severe Weather - Heavy Snow / Freezing Conditions / High winds	<ul style="list-style-type: none"> <li>• Monitor weather forecasts &amp; take precautions when required</li> <li>• Ensure water supplies to empty or unheated premises are adequately protected from freezing or shut off</li> <li>• Check and support vulnerable people</li> <li>• Report utility failures to council &amp; relevant utility organisations</li> <li>• Report frozen or burst water mains</li> <li>• Check location of grit bins and they are topped up</li> <li>• Encourage residents to clear snow when safe from pavements outside their properties. Consider clearing other pavements (special salt bins may be provided for this)</li> </ul>
Severe Weather - Heatwave	<ul style="list-style-type: none"> <li>• Ensure residents know the importance of keeping cool and hydrated</li> <li>• Support vulnerable residents in keeping cool &amp; hydrated</li> </ul>
River flooding	<ul style="list-style-type: none"> <li>• Monitor flood warnings and take precautions when required</li> <li>• Check and support vulnerable people</li> <li>• Provide updates to the Environment Agency on the state and extent of local flooding.</li> <li>• Support residents in recovery from local flooding</li> </ul>
Total or partial loss of electricity and/or water supplies	<ul style="list-style-type: none"> <li>• Monitor and report problems to the utility provider(s)</li> <li>• Check and support neighbours</li> </ul>
Loss of road access (e.g. due to fallen tree(s) or snow)	<ul style="list-style-type: none"> <li>• Report problems to Norfolk County Council Highways via the Council website: <a href="#">Report a problem</a></li> </ul>
Pandemic	<ul style="list-style-type: none"> <li>• Check on neighbours and collect anti-virals, medicines &amp; shopping for those who cannot get out &amp; about</li> <li>• Establish and provide volunteer support</li> <li>• Promote infection control</li> </ul>

## Local skills and resources

Skill/Resource	Who?	Contact details	Location
Trained first aiders			
Builder	Darren Smith, Beighton Builders	01493 754054	15 Church Rd., Cantley
Handyman	Pete Saunders, Handyman / Home Maintenance	01493 701472 07754944242	17 Church Rd., Cantley
Domestic heating	Adrian Hey, Cantley Boiler Care	01493 701804 07920 855871	Riverview, Station Rd, Cantley
Electrician	Phillip Walker Acorn Electrical and Home Improvement	07572789351	3 Church Road, Hassingham
Parish Tree Warden	Simon Huggins	07919 150292	
<p>To sign up as a British Red Cross volunteer see:  <a href="https://www.redcross.org.uk/get-involved/volunteer/volunteer-in-emergencies">https://www.redcross.org.uk/get-involved/volunteer/volunteer-in-emergencies</a></p>			

## Places of safety or local temporary accommodation

Safe places of assembly for evacuation or temporary accommodation.

Building	Potential use in an emergency	Contact details of key holder
Cantley Village Hall	Temporary refuge; Warm room; Cold room	Julie Hey 07776 354498 Margaret Lowry 07594 651388
Limpenhoe Village Hall	Temporary refuge; Warm room; Cold room	Pat Bennett 01493 701549 07867977071
Cantley Sugar Factory Social Club	Temporary refuge; Warm room; Cold room	01493 700351 01493 724200
Self-catering cottages (x2)	Commercial accommodation	Pat & Brian Bennett 01493 701549

## List of local organisations

Organisation	Name and role of contact	Contact details
Cantley Village Hall Committee	Chair – Stephen Heard Vice-Chair – Jan Davis Treasurer – Anita Hagger Secretary – Barbara Tuck	07765 954540 07443 427788 07547 746018 07789 845050
Limpenhoe Village Hall Committee	Chair – Pat Bennett  Member – Christine Fisk	01493 701549  <a href="mailto:pbfalconhouse@hotmail.com">pbfalconhouse@hotmail.com</a> 01493 700107
Cantley Community Trust	Secretary & Treasurer - Doreen Browne	Doreen: 01493 700420 <a href="mailto:doreen.browne2@btinternet.com">doreen.browne2@btinternet.com</a>
Women's Institute	Secretary: Barbara Tuck	07789 845050
FOCUS – Friends of Cantley Station	Robert Beadle	01493 701231
Cantley Staithe	See Parish Council for contacts	
Acle and Bure to Yare Benefice	Revd Martin Greenland	01493 750393 <a href="mailto:rector@aclechurch.plus.com">rector@aclechurch.plus.com</a>
Cantley Sugar Factory	Manager: Andy Dilks	General : 01493 700351 Admin: 01493 724439 H&S: 01493 724232

## A guide to first steps in an emergency

	<b>Instructions</b>	<b>Tick</b>
<b>1</b>	Call 999 (unless already alerted) to ensure the emergency services are aware of the emergency. Follow any advice given.	
<b>2</b>	Ensure you are in no immediate danger.	
<b>3</b>	Review activation triggers and decide whether to activate this plan. Use the log sheet to record decisions made, who you spoke to, when, and what you said.	
<b>4</b>	Contact members of the community that need to be alerted: <ul style="list-style-type: none"> <li>• Those specifically at risk</li> <li>• The Parish Council, District and County Councillors</li> </ul> Contact initially may be to inform them of the emergency or inform them of current Emergency Service advice regarding any action to be taken.	
<b>5</b>	Determine if a Community Emergency Meeting is necessary. If one is needed: <ul style="list-style-type: none"> <li>• Check the meeting venue is safe and people can get there safely</li> <li>• Contact the key holder for the building</li> <li>• Contact Community Resilience Volunteers</li> <li>• Inform residents there will be a meeting (if appropriate)</li> <li>• Advise Broadland District Council you are holding a Community Emergency Meeting</li> <li>• Draw up an Agenda for the meeting.</li> </ul>	

Possible actions to take to help emergency responders (e.g. police, local authority) if appropriate and necessary in the community:

1. Help police/local authority with the identification of vulnerable people (who should receive the earliest possible warnings and instructions).
2. Help police/local authority warn and inform the public e.g. if requested, assist with communicating messages.

["Vulnerable people" includes but is not limited to: the very young and old, those who are immobile, disabled, have dementia, a sensory impairment, recently had an operation, are dependent on prescription medication (which they would need if evacuated, for example), have language issues, limited access to transport, are visitors to the area or are transient.]

**Do not put yourself or others at risk to fulfil these tasks**

## Contacts

Service / Role	Additional info	Telephone number	Website / email
Emergency Services	Police, Fire, Ambulance, Coastguard	999	
Police Local Beat Manager	For non-999 calls PC Jackie Chambers	101 101	<a href="http://www.norfolk.police.uk">www.norfolk.police.uk</a> <a href="mailto:sntacle@norfolk.police.uk">sntacle@norfolk.police.uk</a> Twitter: @BroadlandPolice
Fire Service HQ		01603 810351	<a href="http://www.norfolkfireservice.gov.uk">www.norfolkfireservice.gov.uk</a>
Norfolk Fire & Rescue Live Incident Feed			<a href="http://live.norfolkfireservice.co.uk/wp/">http://live.norfolkfireservice.co.uk/wp/</a>
Coastguard (Maritime & Coastguard Agency)	Humber Maritime Rescue Co-ordination Centre	01262 672317	<a href="http://www.maritimeandcoastguard.gov.uk">Maritime &amp; Coastguard Agency</a>
Environment Agency	Floodline and Flood Warnings	0345 988 1188	<a href="https://flood-warning-information.service.gov.uk/warnings">https://flood-warning-information.service.gov.uk/warnings</a>
Flooding	Report flooding	0344 800 8013	Norfolk Strategic Flood Alliance emergency number
Broads Authority		01603 610734	<a href="http://www.broads-authority.gov.uk">www.broads-authority.gov.uk</a>
Norfolk County Council	Mon to Friday 9am - 5pm	0344 800 8020	<a href="http://www.norfolk.gov.uk">www.norfolk.gov.uk</a>
Broadland District Council (DC)	Mon to Friday 8:30am - 5pm	01603 431133	<a href="https://www.broadland.gov.uk/">https://www.broadland.gov.uk/</a>
Broadland DC Emergency Planning Simon Faraday-Drake		01603 430434	<a href="mailto:simon.faraday-drake@broadland.gov.uk">simon.faraday-drake@broadland.gov.uk</a>
Network Rail	Safety Issues	03457 11 41 41	
British Transport Police	Report a crime related to rail	0800 40 50 40	

List continues →

## Contacts - continued

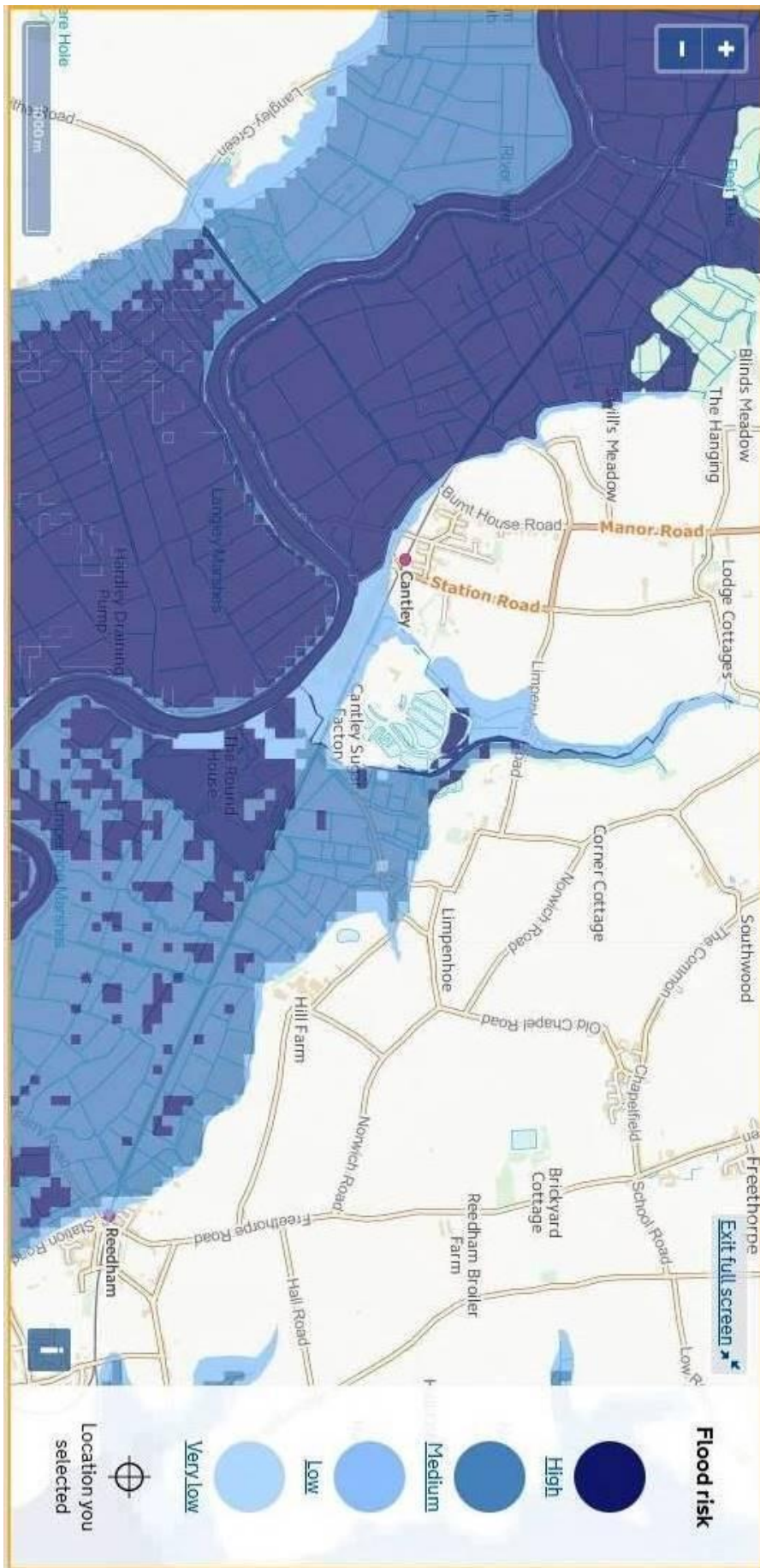
<b>Service / Role</b>	<b>Additional info</b>	<b>Telephone number</b>	<b>Website / email</b>
<b>Water</b> - Anglian Water	24hr Control	03457 145 145	<a href="http://www.anglianwater.co.uk">www.anglianwater.co.uk</a>
<b>Report a water leak</b>	24/7	0800 771 881	<a href="#">Report or find a leak</a>
<b>Report a blocked sewer or public drain</b>	24/7	03457 145 145	
<b>Electricity</b> - National Grid report hazards 24/7	<b>Infrastructure:</b> e.g. damaged overhead lines, underground cable subsidence	0800 40 40 90	<a href="http://www.nationalgrid.com/uk/">www.nationalgrid.com/uk/</a>
<b>Electricity Power Cut</b> - UK Power Networks	<b>Supply interruption.</b> 24hr fault line	105	<a href="#">Power cut information</a>
<b>Electricity substation issues</b> UK Power Networks	<b>Substation issues</b> (Vandalism or unauthorized entry)	0800 587 3243	<a href="http://www.ukpowernetworks.co.uk">www.ukpowernetworks.co.uk</a>
<b>Flooding</b> – number to report flooding	Norfolk Strategic Flooding Alliance	0344 800 8013	
<b>Gas</b> - National Grid	24hr emergency number for gas safety	0800 111 999	<a href="http://www.nationalgrid.com/uk">www.nationalgrid.com/uk</a>
<b>Telephones</b> - British Telecom	BT faults and all landline faults	0800 800 151	<a href="https://home.bt.com/">https://home.bt.com/</a> <a href="#">Track a fault</a>
<b>NHS 111</b> urgent care	24hr health advice and information	111	<a href="#">NHS 111 Online</a>
<b>Medical Centre,</b> Brundall	The Dales Brundall, Norwich NR13 5RP	01603 712255	<a href="http://www.brundallmedicalcentre.nhs.uk/">http://www.brundallmedicalcentre.nhs.uk/</a>
<b>Hospitals</b>	Norfolk & Norwich University Hospital	01603 286286	<a href="http://www.nnuh.nhs.uk/">http://www.nnuh.nhs.uk/</a>
	James Paget Hospital, GY	01493 452452	<a href="https://www.jpaget.nhs.uk/">https://www.jpaget.nhs.uk/</a>

## Sources of information

The following are hyperlinks to the relevant websites which will work if viewing an electronic copy of this document. If viewing a printed hard copy then simply search for the named hyperlinks to find the relevant website or social media page.

Parish Council website	<a href="https://cantleylimpenhoesouthwood-pc.gov.uk">https://cantleylimpenhoesouthwood-pc.gov.uk</a>
Cantley Village Hall website	<a href="https://www.cantleyvillagehall.com">https://www.cantleyvillagehall.com</a>
Next Door Cantley	Local social media site <a href="https://nextdoor.co.uk">https://nextdoor.co.uk</a>
Useful facebook pages & twitter accounts local to Norfolk	<a href="#">Cantley Village Hall</a> <a href="#">Norfolk Prepared</a> <a href="#">Norfolk East Coast Warnings</a> <a href="#">Norfolk Fire &amp; Rescue Live Incidents</a> <a href="#">Norfolk Police current information</a> <a href="#">Traffic News for Norfolk - AA</a> <a href="#">Greater Anglia Rail Disruptions</a> <a href="#">Eastern Daily Press</a>
Useful facebook pages & Twitter accounts for general information	<a href="#">East of England Regional Weather Forecast – Met Office</a> <a href="#">Met Office UK Weather Warnings</a> <a href="#">Environment Agency Flood Warnings for Norfolk</a> <a href="#">River and Sea Levels</a> <a href="#">Broads Authority Tide Information</a> <a href="#">Anglian Water Supply Issues</a> <a href="#">Electricity Power Cut Information</a> <a href="#">Track a BT fault</a> <a href="#">NHS 111 Online</a>

# Local Flood Map



# Log sheet

[It is good practice to keep a log of the actions you have taken during an emergency.]

Date	Time	Information / Decisions / Actions	Initials