



Martlesham Parish Council

Emergency Plan

Plan last updated on: 08/04/2025

If you are in immediate danger, call 999

Document Control Information

Document Information

Information	
Document Owner	Sara Townsend-Cartwright
Issue Date	27/03/2025
Document Authors	Jane Hall, Sara Townsend-Cartwright
Quality Assurance	Lisa Burgess
Review Date	26/03/2026

Document History

Version	Issue Date	Description
1.0	February 2025	Working draft
1.1	March 2025	Final Draft
1.2	April 2025	Issued
1.3	April 2025	Issued

Document Approvals

Title	Name	Signature	Date
Martlesham Parish Council Chair	Laurence Burrows		2 April 2025
Martlesham Community Emergency Planning Coordinator	Jane Hall		2 April 2025
Martlesham Parish Council Clerk	Lisa Burgess		2 April 2025

Plan Validation

This plan was activated as follows:

Incident or Exercise	Reason for Activation	Key Learning
Live exercise on 20/03/2024	Walkthrough of Plan in context of scenario to test the emergency plan.	Some minor revisions identified for ease of use.

Distribution list

Role	Name	Version number
Martlesham Parish Council Chair	Laurence Burrows	1.3
Martlesham Community Emergency Planning Coordinator	Jane Hall	1.3
Martlesham Parish Council Clerk	Lisa Burgess	1.3
East Suffolk Council Emergency Planning Officer	Amy Langley	1.3
East Suffolk Council Emergency Planning Officer	Peter Langford	1.3

Contents

Purpose of the Plan	5
Aim of the Plan.....	5
Activation of the Emergency Plan	5
Emergency Planning Group Roles & Responsibilities	6
Martlesham Parish Councillors Role.....	6
Maps.....	7
Parish Map	7
Flood Map	8
Local Risk Assessment.....	9
Locations identified with emergency services	10
Emergency Rest Centres (ERCs)	10
Appendices	12
Assessing the impact of an incident	12
Training record.....	13
Useful Information.....	14
Other Agencies Contact details.....	14
Locations of defibrillators in Martlesham	21
Locations of grit bins in Martlesham	22
Nearby Pharmacists	22
Local surgeries	23
Grab bag poster	24
Process for setting up the Parish Room Emergency Rest Centre	25
Incident Log Sheet.....	26
Rest Centre Entry / Exit Log.....	27
Emergency Centre Box - Contents.....	28
Key safe	28
Debrief Form	29
Generic Risk Assessment.....	30

Purpose of the Plan

To enhance the resilience of Martlesham through developing our local emergency preparedness, response and recovery arrangements which align with local responders and reduce the impact of the incident on our communities.

Aim of the Plan

The aim of the plan is to increase the short-term resilience of the community to an emergency, by the identification of community procedures. Distribution Copies of the plan are held by all members of the Parish Emergency Planning Group and by the Joint Emergency Planning Unit.

Activation of the Emergency Plan

In the event of any local emergency, if there is **ANY threat to life**, dial **999** and alert the emergency services. If there is no perceived threat to life, but you have information that may help the emergency services, please dial **101**.

The Emergency Plan may **only** be activated following a request from the Local Authority, or the Emergency services in response to a major incident.

Upon receiving a request, the decision to activate Martlesham Emergency Plan should be made by a minimum of two people from Martlesham Emergency Planning Group conferring and making the decision.

The Martlesham Emergency Planning Group Coordinator or Acting Deputy should ensure that the requesting authority email a 'Community Emergency Planning Group Activation Form' which will confirm the tasks that the Emergency Planning Group has been asked to conduct and confirmation of how these tasks are covered by that authority's insurance.

On activation of the Emergency Plan the Emergency Co-ordinator will contact the Emergency Planning Duty Officer:

East Suffolk Council

During office hours call **0333 016 2000** and request a call back from the Emergency Planning Duty Officer.

Out of hours call 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.

Emergency Planning Group Roles & Responsibilities

Emergency Coordinator:

Jane Hall [REDACTED]

Deputies:

Helen Davey [REDACTED]

Paul Whitby [REDACTED]

The role of Emergency Coordinator (and deputies) will be fulfilled by Members of Martlesham Parish Council Emergency Planning Group, who provide a vital link between residents and relevant organisations planning for and responding to an Emergency.

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

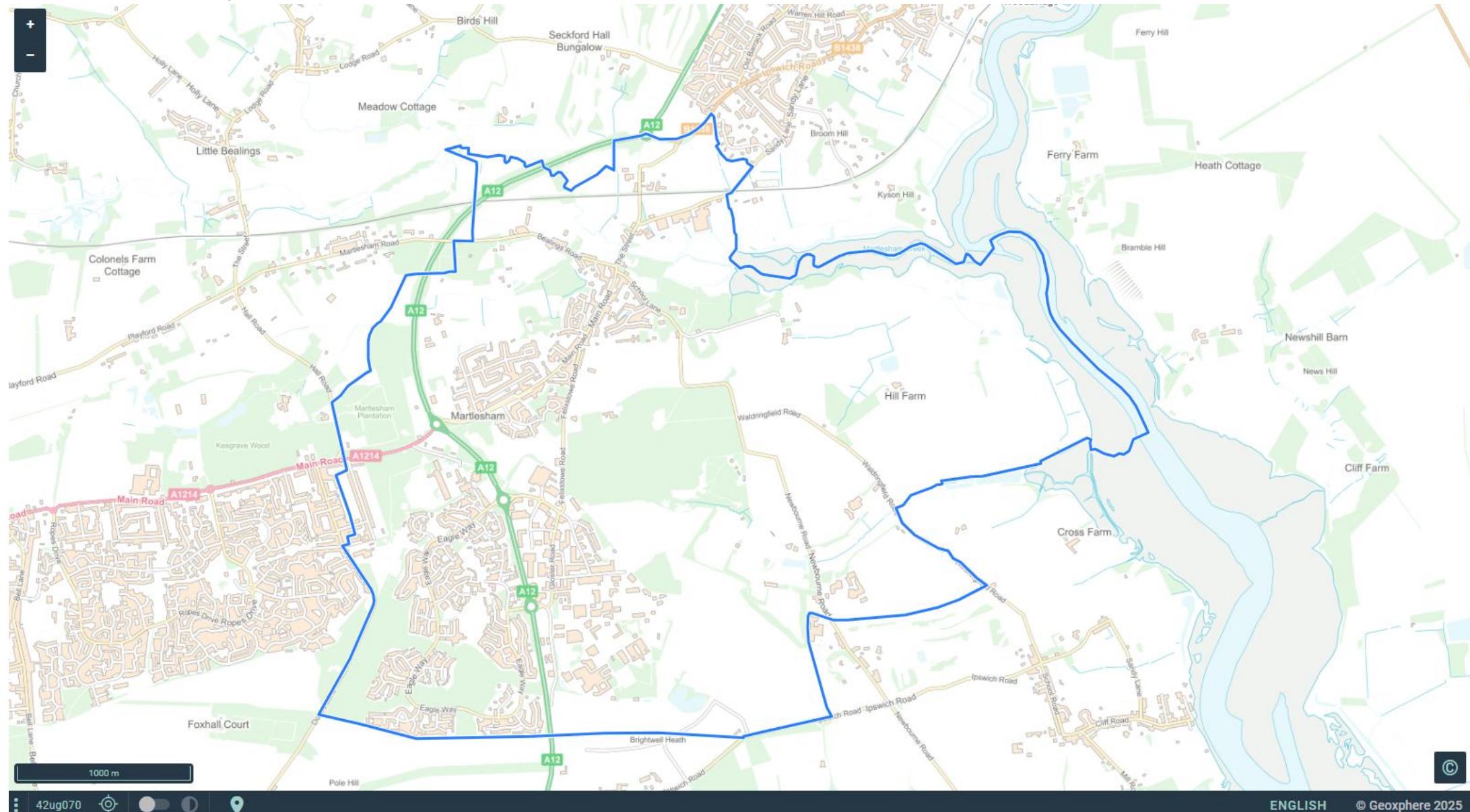
Martlesham Parish Councillors Role

The primary role of Martlesham Parish Councillors is to receive information from the Emergency Coordinator and pass it on to residents. All Parish Councillors, during the emergency, may be requested to attend to support the response and decision-making processes.

Other volunteers, subject to qualification, may be co-opted to support the Parish Councillors and Emergency Planning Group where necessary.

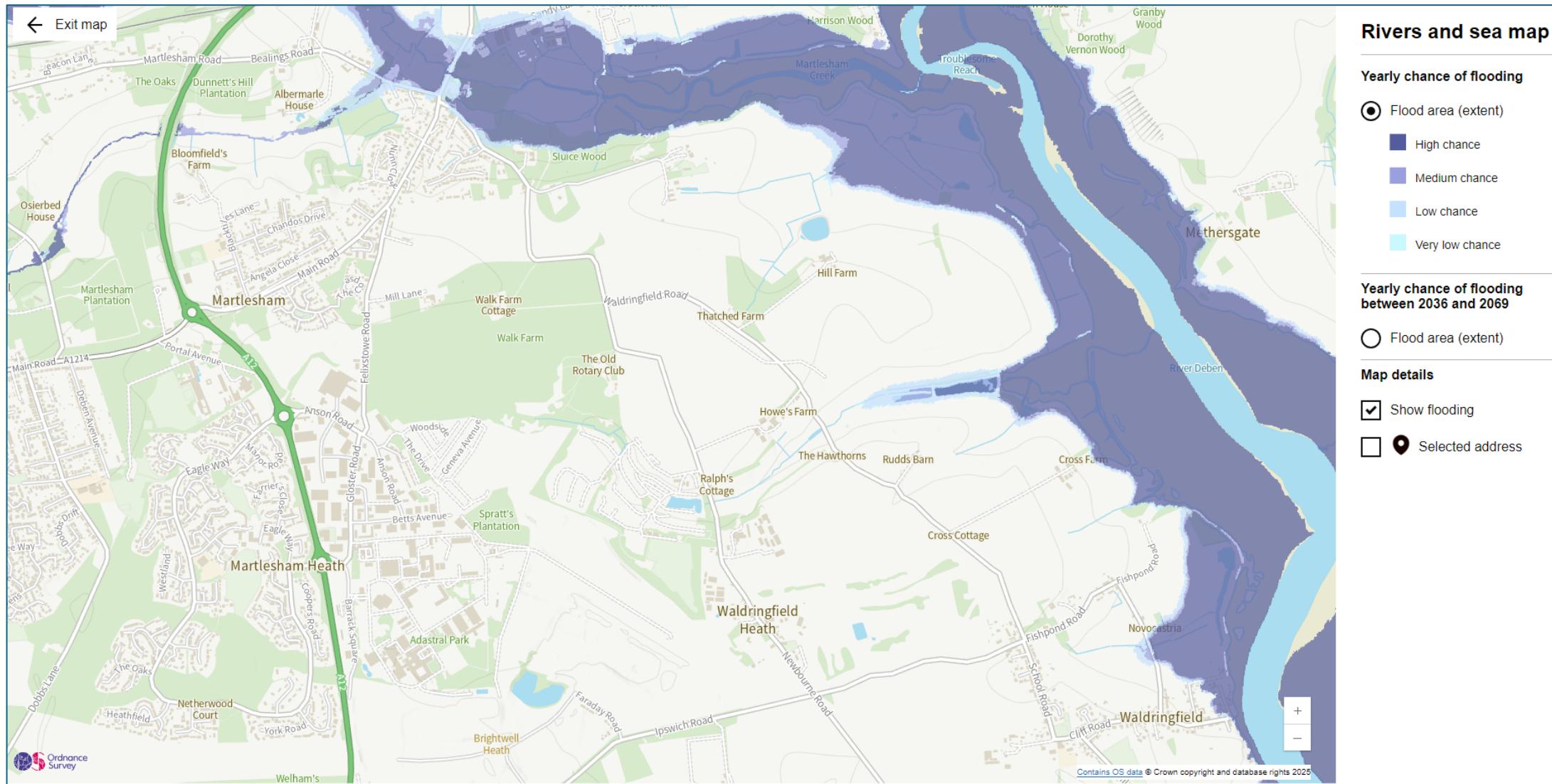
Maps

Parish Map



Martlesham Emergency Plan

Flood Map



Local Risk Assessment



Risk	Risk rating	Impact on the community	What can the Emergency Planning Group do to prepare?
Fire	High - 6	There is a high risk of fire, particularly among properties backing on to Heathland. MHHL, have identified Winfield, Broomfield and The Oaks as particularly at risk.	<ul style="list-style-type: none"> • Educate and inform residents on actions to reduce fire risk • Work with emergency responders to assist with evacuation and establish rest centres
Traffic congestion and accidents	High - 6	Martlesham is bisected by the A12. Accidents in this area could potentially cause gridlock in the parish resulting in motorists being unable to return to their homes.	<ul style="list-style-type: none"> • Work with emergency responders to support stranded motorists • Warn and inform residents
Severe weather / Flooding	High - 9	Recent years have seen severe weather because of climate change. This is likely to worsen.	<ul style="list-style-type: none"> • Educate and inform residents on

		<p>Properties near to the River Fynn and elsewhere have the potential to flood, strong winds and gales can cause disruption due to debris, fallen trees etc.</p> <p>Heatwave could cause water shortages and bring dangers to vulnerable members of our community.</p> <p>Much of the topography of the parish makes it difficult for residents, particularly those in rural areas, to get about in ice and snow.</p>	<p>actions to take to reduce risks</p> <ul style="list-style-type: none"> Identify infrastructure e.g. flood defences / grit boxes etc Work with emergency responders to assist with evacuation and establish rest centres
Terrorist Attacks	Medium - 3	<p>East Anglia is now known as the Energy Coast. Infrastructure such as Sizewell C, substations serving offshore windfarms and high voltage cables passing underground through the parish, may put our parish at risk.</p>	<ul style="list-style-type: none"> Work under direction of emergency responders to assist with the emergency response Advice and Reassure residents
Pandemics and disease	Medium - 4	<p>Vulnerable residents and those who are self isolating in our community may require support during any pandemic.</p>	<ul style="list-style-type: none"> Advice and Reassure residents Identify vulnerable residence and the support required

Locations identified with emergency services

Emergency Rest Centres (ERCs)

Martlesham Parish Council, Parish Rooms
 Felixstowe Road
 Martlesham
 Woodbridge
 IP12 4PB
 Tel: 01473 612632 (published)

Martlesham Emergency Plan

Emergency Key Safe number: [REDACTED]

Volunteers:

Jane Hall [REDACTED]

Helen Davey [REDACTED]

Paul Whitby [REDACTED]

Martlesham Heath Pavilion

The Drift

Martlesham Heath

IP5 3PL

Published Tel: 07732 199712

Emergency key holders:

[REDACTED]

Volunteers:

[REDACTED]

St Michael and All Angels Church

The Drift

Martlesham Heath

Main Contact: The Rectory, 17 Lark Rise, Martlesham Heath, IP5 3SA

Rev Toby Tate 01473 612659 (published)

Volunteers:

[REDACTED]

St Mary the Virgin Church

Church Lane

IP12 4PQ

Contact details as for St Michael's Church

Martlesham Heath Control Tower

IP5 3UZ

Published number Tel: 07707 711104 or contact Martlesham Heath Householders

[REDACTED]

Appendices

Assessing the impact of an incident

M	<i>Major incident</i>	<i>Has a Major Incident been declared?</i>	<i>This is not a question that Martlesham Emergency Planning Group need to answer but is included for your awareness.</i>
----------	-----------------------	--	---

E	<i>Exact Location</i>	<i>What is the exact location or geographical area of incident?</i>	
T	<i>Type of Incident</i>	<i>What kind of incident is it?</i>	
H	<i>Hazards</i>	<i>What hazards or potential hazards can be identified? What has caused the problem? How has it happened? Are there any secondary hazards to be considered?</i>	
A	<i>Access</i>	<i>What are the best routes for emergency services and responders for access and egress?</i>	
N	<i>Number of casualties</i>	<i>How many casualties are there and what condition are they in?</i>	
E	<i>Emergency Services</i>	<i>Which and how many emergency responder assets/personnel are required or are already on-scene?</i>	<i>This is not a question that Martlesham Emergency Planning Group need to answer but is included for your awareness.</i>

Training record

Name	Course	Date	Trainer
Jane Hall	Emergency Planning	15 July 2024	ESC JEPU
Paul Whitby	Emergency Planning	15 July 2024	ESC JEPU
Helen Davey	Emergency Planning	15 July 2024	ESC JEPU

Useful Information

If there is risk to life dial 999

Other Agencies Contact details

Agency	Name	Normal Hours	Out of Hours	Website
Suffolk Police		101	101	https://www.suffolk.police.uk/ro/report/
NHS 111		111	111	https://www.nhs.uk/
East of England Ambulance Service		0345 601 3733		
Suffolk Fire & Rescue		01473 260588	01480 444500	https://www.suffolk.gov.uk/suffolk-fire-and-rescue-service
Fire Safety Guidance				<p>Small & Medium places of assembly https://www.gov.uk/workplace-fire-safety-your-responsibilities</p> <p>Fire safety Means of escape for disabled People https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/886446/9446_Means_of_Escape_v2_.pdf</p>

Martlesham Emergency Plan

Maritime Coastguard Agency		0203 817 2000		
BBC Radio Suffolk (FM 103.9)	Local news and travel	01473 250000		
East Suffolk Council		0333 016 2000	0800 440 2516	https://www.eastsuffolk.gov.uk/community/emergency-planning-and-business-continuity/
Suffolk Joint Emergency Planning Unit (JEPU)		01473 265321	01473 433444	Welcome to the Suffolk Resilience Forum (suffolkprepared.co.uk)
EPO East Suffolk (JEPU)	Amy Langley	01473 265321		emergency.planning@suffolk.gov.uk
District Emergency Planning Manager - East	Peter Langford	01473 265321		
Suffolk County Council	General Enquiries	0345 606 6067		
Adult Care Services (ACS)	If you are experiencing a personal or social care crisis	0800 917 1109		https://contact.suffolk.gov.uk/

Martlesham Emergency Plan

Children and Young Persons (CYP)		0808 800 4005		https://www.suffolk.gov.uk/children-families-and-learning/keeping-children-safe/reporting-a-child-at-risk-of-harm-abuse-or-neglect-safeguarding/
UK Health Security Agency and Office for Health Improvements & Disparities	health information	020 7654 8000 020 7210 4850		
British Red Cross	First aid training and advice	0844 871 1111		
Suffolk County Council Highways		0345 606 6167	Emergency 0345 606 6171	<p>Highways Community self-help screen – https://www.suffolk.gov.uk/roads-and-transport/highway-maintenance/community-self-help-scheme</p> <p>Winter Gritting – Parish/ Community self-help. https://www.suffolk.gov.uk/roads-and-transport/highway-maintenance/check-which-roads-are-gritted</p> <p>Report a Highways issue https://www.suffolk.gov.uk/roads-and-transport/roads-pavements-and-verges/report-a-highways-issue/</p> <p>Roadworks in Suffolk - https://www.suffolk.gov.uk/roads-and-transport/roadworks/roadworks-in-suffolk/ or roadworks.org https://one.network/</p>

Martlesham Emergency Plan

				Report a flood - https://www.suffolk.gov.uk/roads-and-transport/flooding-and-drainage/
National Highways	Travel information, problem reporting, motorways and A roads	0300 123 5000		
British Transport Police		0800 405040 text 61016		
UK Power Networks	Power Cuts 24/7	0800 31 63 105 or 105	0800 31 63 105 or 105	https://www.ukpowernetworks.co.uk/power-cut/priority-services-register & https://www.ukpowernetworks.co.uk/power-cut
Anglian Water	Water Supply & Sewerage Enquiries	03457 145 145	03457 145 145	https://www.anglianwater.co.uk/help-and-advice/water-care/priority-services/ https://www.anglianwater.co.uk/help-and-advice/report-an-issue/ https://inyourarea.digdat.co.uk/AnglianWater
Essex & Suffolk Water	No Water / other issues	0345 782 0999		https://www.eswater.co.uk/priority https://www.eswater.co.uk/report-a-problem/ https://www.eswater.co.uk/check-your-area/

Martlesham Emergency Plan

Gas (National Grid)	Smell of gas or emergencies	0800 389 8000 (General) 0800 111 999 (Emergencies)	0800 111 999	https://cadentgas.com/help-advice/supporting-our-customers/priority-services-register
Ofgem	Not sure who your provider is?			https://www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/connections-and-moving-home/who-my-gas-or-electricity-supplier
Met Office	Weather and Travel information	0370 900 0100		www.metoffice.gov.uk 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
Environment Agency	Floodline	0345 988 1188 or	0345 988 1188 or	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

Martlesham Emergency Plan

enquiries@environment-agency.gov.uk		0845 988 1188	0845 988 1188	<p>Sign up for Flood Warnings (either as an individual (Postcode and specific address – recommended option for residents / parish ‘circulars’ / updates / websites) Sign up for flood warnings - GOV.UK (www.gov.uk)</p> <p>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 for flood warnings - GOV.UK (www.gov.uk)’ & 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.</p> <p>or as a CEP group, email; targettedfloodwarnings@environment-agency.gov.uk – this enables you to add multiple email addresses / phone or mobile no’s so you can specify how you receive alerts etc.</p>
Environment Agency enquiries@environment-agency.gov.uk	<p>Incident hotline</p> <p>To report damage or danger to the natural</p>	0800 80 70 60	0800 80 70 60	https://www.gov.uk/report-an-environmental-incident

Martlesham Emergency Plan

	environment			
Flood warnings by region				https://riverlevels.uk/flood-warnings#.YA6XE-j7SUK
Flood Re				https://www.floodre.co.uk/
Blue Pages (Flood products)				http://bluepages.org.uk/
National Flood Forum	Flood products and services	01299 403055		

Locations of defibrillators in Martlesham

See also British Heart Foundation Circuit Database

<https://www.bhf.org.uk>

Site	Address	Telephone number
Black tiles Pub	Black tiles Lane, Martlesham, Woodbridge, IP12 4SP	
Red Lion	Main Road, Martlesham, Woodbridge, IP12 4RN	01394 382169
Martlesham Bowls Club	Recreation Ground, The Street, Martlesham, Woodbridge, IP12 4RF	01473 622598
Saint Michael and All Angels Church (Located on the outside wall, near fire exit, Harry Higgins play area side.)	The Drift, Martlesham Heath, Martlesham, Ipswich, IP5 3PL	
Huawei Building 55	Phoenix House, Adastral Park, IP53RE, Martlesham Heath	01473 663232
Tesco Stores Ltd	Anson road, Martlesham Heath, Martlesham, IP5 3RU	0345 677 9456
Suffolk Police Headquarters A Block	Portal Avenue, Martlesham Heath, IP5 3QS	01473 613500
1, Deben Avenue	Martlesham Heath, IP5 3QP	
Martlesham Heath Householders Ltd	PO Box 897 Martlesham Heath IP1 9PB	01473 612207
Screwfix	27 Gloster Road Martlesham Heath IP5 3RD	0333 011 2112
Barker Gotelee Solicitors	41 Barrack Square, Martlesham Heath, IP5 3RF	01473 611211

Martlesham Emergency Plan

Birchwood Primary School	1 Valiant Road, Martlesham Heath, IP5 3SP	01473 610701
Martlesham Aviation Society	Martlesham Heath, IP5 3UZ	
Falcon Park (Tingdene Residential Parks)	Martlesham Heath, Location: Manager's Office, IP5 3RP	01933 770717
Gorseland Primary School	Deben Avenue, Martlesham Heath, IP5 3QR	01473 623790

Locations of grit bins in Martlesham

Viking Heights as road follows round to the left on the corner.

Access Road behind the cottages at Crownpoint on the Felixstowe Road

Top Street 2x grit bins, one on the mini roundabout, one further along towards Woodbridge on the left.

Falcon Residential Park

Opposite the Red Lion

Outside Blacktiles pub near footpath on left.

At bottom of footbridge in industrial estate, near Martlesham Leisure Club.

Private Road, Martlesham

Nearby Pharmacists

Martlesham Pharmacy

9 The Square

Martlesham Heath

Tel: 01473 623332

Waterton Pharmacy

Woodbridge (Next to Framfield House Surgery)

Tel: 01394 615555

Martlesham Emergency Plan

Tesco Pharmacy
Anson Road
Martlesham
Tel: 01473 560111

Local surgeries

Framfield House Surgery
Ipswich Road
Woodbridge
Suffolk
IP12 4FD

Martlesham Heath Surgery
23, The Square
Martlesham Heath
IP5 3SL

GET YOUR

GRAB BAG

READY

Your
Emergency
Grab Bag
should hold
items that
would be
essential if you
had to leave
your home at
short notice.

- Hearing aids
- Spectacles / contact lenses
- Useful phone numbers
- Mobile phone and charger
- House and car keys
- Money & credit cards
- First aid kit
- Basic toiletries e.g. toothbrush and toothpaste, sanitary towels

Your grab bag should be small enough for anyone to carry and be kept in a safe place where everyone in your family can easily access it.

Items you put in the Grab Bag may change seasonally or be dependent on your needs as a household. It should be checked regularly to make sure perishable items are still in date and all information is up to date.

emergency grab bag?

Whether you have to evacuate your home due to flooding or as a result of another emergency you may need to leave it quickly



You'll probably want to take a few necessities with you. Have you considered preparing a small easy-to-carry bag with essentials and store it in an accessible place ready to go?

Process for setting up the Parish Room Emergency Rest Centre

Under no circumstance should anyone put themselves or others at risk to fulfil these tasks. The Emergency Planning Team is responsible for organising all emergency activity within the parish, under the direction of the emergency services. The trigger for opening the Emergency Rest Centre will be a request from a first responder (blue light service or military) to the designated Emergency Planning Contact at Martlesham Parish Council.

Emergency Rest Centres (ERCs)

These are designated premises that provide temporary evacuee accommodation for up to 24 hours or until it is safe to go home. During an emergency, the ERC must be continually manned by a member of the Emergency Team, who must act as the focal point for all communication. For a prolonged incident it may be necessary to arrange a shift rota.

Setting up the Emergency Rest Centre

Normally this will be the **Parish Rooms, Felixstowe Rd, Martlesham, Woodbridge IP12 4PB**. In the event of its unavailability or inaccessibility, the St Mary the Virgin Church (01473 612659), St Michaels and All Angels Church Hall (01473 612659), Martlesham Heath Control Tower (07707 711104), Martlesham Heath Pavilion (07732 199712) can be used.

When advised that the Emergency Plan has been invoked, acquire the Emergency Centre key. (For the Parish Rooms the key is located on rear of the building in a key safe with the password [REDACTED]. The key box contains 2 keys for entry in through the main door and then into the parish room itself.)

- Open the Emergency Centre and set up tables and chairs.
- Lighting is located on the entry way on the right.
- Heating is on the left, follow instructions next to the heating controls.
- Water and a kettle can be found in the cupboard on the rear of the room.
- First Aid Kit is on the wall by door in Parish room.
- Locate the emergency centre box on the wall by door in Parish room.

Remove the Incident Log sheets from the emergency centre box and the Emergency Rest Centre sign. Display the sign at the entrance.

Start the Incident Log with the date and a brief description of the incident. Insert timed entries into Incident Log, starting with which emergency services have been called, when and by whom and continuing with other relevant actions or events.

Refer to various sections of the emergency planning folder as required. Turn on a radio and listen for relevant broadcasts. Advise the Emergency Team as appropriate.

End of Emergency

Return all materials into the Emergency Centre box, including any registers created during the emergency. Retain all logs, forms and other relevant paperwork for any subsequent debrief, enquiry or investigation. Ensure that the Emergency Centre is returned to its original state and left clean and tidy with all tables, chairs etc put away. Dispose of any surplus perishable supplies.

Incident Log Sheet

Nature of Incident

Name **Date** **Page** of

RECORD EVERY SIGNIFICANT EVENT

TIME RECEIVED	SOURCE	EVENT OR ACTION	DONE

Rest Centre Entry / Exit Log

Location **Date** **Page** of

TIME IN	TIME OUT	NAME	ADDRESS	RETURNING? Y/N

Emergency Centre Box - Contents

An Emergency Box is held at the Parish Rooms Rest Centre containing:

- 1) Copy of Emergency Plan
- 2) Log sheets
- 3) Emergency Centre laminated signage (and blue tac)
- 4) Useful information / useful contacts
- 5) A4 lined pad
- 6) Ballpoint pens / stationery
- 7) Wind up radio / torch
- 8) Mobile phone charger and power bank
- 9) High visibility waistcoats

Key safe

For the Parish Rooms the key is located [REDACTED]

[REDACTED] The key box contains 2 keys for entry in through the main door and then into the parish room itself.



Debrief Form

Area of Response	What Went Well	What Could be Improved
Notification/Alerting Issues		
Warning - Responding Agency and Public Issues.		
Activation of Plan		
Response Activities		
Training		
Capability		
Communications Issues		
Media Response Issues		
Recovery Issues		
Recommendations		

Generic Risk Assessment

Severity			
	Critical:3	Moderate:2	Marginal:1
Probable:3	High - 9	High - 6	Medium - 3
Occasional:2	High - 6	Medium - 4	Low - 2
Improbable:1	Medium - 3	Low - 2	Low - 1

Location			Date:	Review date:	
Risk Assessors Name:			Job title:		
Task / Hazard Identified	No of persons at risk	Description of risk	Risk rating		
			S	L	Risk
Severity multiplied by Likelihood = Risk Rating: 6-9 = High, 3-4 = Medium, 1-2 = Low					