



GUIDE TO EVACUATION AND SHELTER IN SUFFOLK

Author:	Suffolk Constabulary on behalf of SRF
Date of Implementation:	28 November 2016
Review	28 November 2019
Version	Issue 4

DOCUMENT MANAGEMENT

FREEDOM OF INFORMATION ACT 2000

This document will be made publicly available through the SRF website. Where content has been redacted under the freedom of Information Act 2000 (FOI) in the publically available version, the paragraph number will be highlighted to show there has been a redaction and the relevant section of FOI referenced.

ENVIRONMENTAL INFORMATION REGULATIONS 2004

This plan presumes disclosure of all environmental information, under Environment Information Regulations. Where exemptions are claimed under Environment Information Regulation 12 (5)a, this will only be where one of the responder agencies has judged that the information may adversely affect either international relations, defence, national security or public safety. Where such content has been identified, the paragraph number will be highlighted and the paragraph text removed from public versions of the plan.

DATA PROTECTION ACT 1998

This plan does not include personal data that has been shared under the Data Protection Act 1998. It does include data relevant to achieve planning arrangements and identifies how more specific personal data will be used during any emergency.

REVIEW

This plan will be reviewed by the Suffolk Constabulary on behalf of the Suffolk Resilience Forum at least every 3 years. Earlier reviews will take place if there is a change in working practices, legislation or lessons or best practice are identified during local incidents or exercises or nationally.

DISTRIBUTION

Suffolk Constabulary

Suffolk Fire and Rescue Service

East of England Ambulance Service NHS Trust

NHS England – Midlands & East (East)

Suffolk Clinical Commissioning Groups

Public Health England – East of England PH Team

Environment Agency

Suffolk Local Authorities (via Joint Emergency Planning Unit)

AMENDMENT RECORD

Amd no.	Date	Amended by	Summary

CONTENTS

FREEDOM OF INFORMATION ACT 2000	ii
ENVIRONMENTAL INFORMATION REGULATIONS 2004	ii
DATA PROTECTION ACT 1998	ii
REVIEW	ii
DISTRIBUTION	iii
AMENDMENT RECORD	iv
CONTENTS	v
GENERAL INFORMATION	1
AIM	1
OBJECTIVES	1
RISK	2
GENERIC CONCEPT OF EVACUATION	2
ROLES AND RESPONSIBILITIES	4
CONSIDERATION OF EVACUATION	5
ACTIVATION	6
EVACUATION WARNING	6
MOVEMENT	6
REST CENTRES	7
RESETTLEMENT, RETURN AND RESTORATION	7
EVACUATION MANGEMENT	8
TYPES OF EVACUATION	8
SECURITY OF EVACUATED PREMISES	9
LEGAL	9
FINANCE	9
ANNEX A – CONSIDERATION OF EVACUATION	10
ANNEX B – SHELTERING/INVACUATION	14
ANNEX C - RESOURCES	15
ANNEX D – OUTLINE TACTICAL PLAN	19
ANNEX E – RESETTLEMENT, RETURN AND RESTORATION	26
ANNEX F – HAZARDS AND RISKS ASSOCIATED WITH FLOODING	28
ANNEX G – EVACUATION RECORD	29
ANNEX H – EVACUATION LEAFLET	30
ANNEX I – EVACUATION GUIDE FOR BURYTOWN CENTRE	32
ANNEX J – EVACUATION GUIDE FOR LOWESTOFT	33
ANNEX K – EVACUATION GUIDE FOR IPSWICH TOWN CENTRE	34
GLOSSARY	35

1. GENERAL INFORMATION

1.1 INTRODUCTION

- 1.1.1 The aim of this plan is to provide the responder agencies that make up the Suffolk Resilience Forum (SRF), with a strategic framework and tactical guidelines to support the evacuation of an area or areas within Suffolk.
- 1.1.2 This plan is intended to enhance and complement existing SRF emergency plans and procedures and to provide the overarching document from which partner agencies may develop their own supporting procedures.
- 1.1.3 In situations where there is no immediate threat to life, but an evacuation is considered necessary, it will be possible to engage in detailed planning for the evacuation, giving due consideration to the identification of vulnerable persons, specific requirements for their movement and reception.
- 1.1.4 Conversely, where there is an immediate threat to life, it may not be possible to undertake detailed planning and the decision to evacuate and the evacuation process may need to be conducted in a dynamic fashion.
- 1.1.5 Specific, Town Centre plans have been developed for Bury ([ANNEX I](#)), Lowestoft ([ANNEX J](#)) and Ipswich ([ANNEX K](#)).

1.2 AIM

- 1.2.1 To give guidance to the Strategic Coordinating Group in order for them to make an informed decision on whether to evacuate or not and the consequences of an evacuation.
- 1.2.2 To provide information to the Tactical Coordinating Group in order for them to be able to plan an evacuation.

1.3 OBJECTIVES

To enable participating agencies to respond effectively to an incident that may require evacuation.

2 RISK

The [Suffolk Community Risk Register](#) identifies the following locations or incidents that may require consideration of an evacuation.

Incident Specific	Site Specific
Flooding	Control of Major Accident Hazard (COMAH) sites
Hazardous material release	REPPiR sites (Nuclear)
Transport incidents	Public venues & events
Building collapse	
Civil unrest or terrorism leading to self-evacuation	

Particular implications with regard to Counter Terrorism (CT) incidents will need to be considered.

This list is not exhaustive and consideration may need to be given to evacuation in other incidents, such as fires, discovery of unexploded ordnance etc.

3. GENERIC CONCEPT OF EVACUATION

3.1 In considering the relationship between an emergency event and an associated evacuation, two points should be considered:

3.1.1 An evacuation is not a stand-alone incident. An evacuation only occurs because something else has happened, is happening or will happen. The nature and effects of the causative event will define the parameters of the evacuation (when, where, the extent, duration etc).

3.1.2 An evacuation is not simply a sub-set of the response to the causative event. Whilst the parameters of an evacuation are defined by the causative event, most of the evacuation activities proceed independently of the direct response to the event (firefighting, chemical response, floodwater control etc), and may involve additional agencies.

3.2 Below are the localised parameters for evacuation in Suffolk based on the Community Risk Register impact figures

Definition	Decision to trigger taken by	Resources likely to be required for this magnitude	Likely magnitude of people affected (based on =% of Suffolk to national population)	Example
Small-scale/local evacuation	Incident controller or Bronze/Silver Commanders	Local responders	Less than 10 people evacuated from residential properties	one or two residential streets
Medium-scale evacuation	Multi-agency Strategic or Tactical Coordinating Group	Local responders possibly with some regional/national support	10 to 25 people from residential properties	Can be managed as day to day business
Large-scale evacuation	Multi-agency Strategic Coordinating Group	Local responders with regional/national support	25 to 100	Multi-agency evacuation cell to be considered
Mass (or wide area) evacuation	Strategic Coordinating Group up to national	Local, regional, national	100 to 1000 +	Multi-agency evacuation cell to be instigated

4. ROLES AND RESPONSIBILITIES

4.1 The generic roles and responsibilities of Category 1 and 2 responders are detailed in the SRF Generic Emergency Response Plan. The following roles and responsibilities are those more specifically envisaged in Evacuation as a consequence of a multi-agency major incident.

4.1.1 Police

- Recommending evacuation either on advice from a specialist agency (EA, Met Office, Fire Service, Coastguard etc) and in consultation with partner agencies or in circumstances where it is required based on intelligence received
- Coordinating evacuation activity
- Developing crime prevention strategy

4.1.2 Fire and Rescue Service

- Recommending evacuation
- Search and rescue
- Decontamination of people
- Providing pumps and rescue in flood incidents

4.1.3 East of England Ambulance Service Trust

- Providing medical assistance / transportation for the vulnerable with NHS and Local Authorities (including rest centres)
- Hazard Area Response

4.1.4 Maritime and Coastguard Agency

- Providing support/resources for river and coastal evacuations
- Search and rescue at sea/ some inland waters
- Evacuating seafarers and passengers from vessels/oil and gas facilities

4.1.5 Local Authorities

- Provision of rest centres
- Transport to rest centres
- Welfare support at rest centres (food and medical)
- Long term welfare support
- Providing roadblocks/signage (trunk roads)

4.1.6 Suffolk Clinical Commissioning Groups

- Ensure the provision of healthcare for evacuated persons, where necessary
- In cooperation with the relevant local authority/ies identify vulnerable persons
- In cooperation with the relevant local authority/ies making suitable provision for the reception of medically vulnerable persons/groups, where appropriate
- Providing signposting to psycho-social support for persons evacuated
- Oversee planning for the evacuation of hospitals where required.

4.1.7 Environment Agency

- Issuing flood warnings, recommending evacuation

4.1.8 Voluntary and Community Sectors

- Establishing links with responders to provide support

5. Consideration of Evacuation

5.1 Evacuation is always the last resort in the response to an emergency situation

5.2 The overriding criteria for determining whether evacuation should be carried out is that, following a multi-agency risk assessment, if the threat to life of remaining in situ is assessed to be greater than the risk of evacuation.

5.3 Evacuations should not be undertaken lightly, they are difficult to organise and carry through effectively. Organisations responding to an event should consider whether there are other options, such as sheltering in situ with relevant advice. Refer to **ANNEX B**. Evacuation can result in considerable stress to evacuees, risk of accidents

occurring during the process, disruption to personal and work routines and a loss of business and revenue.

5.4 It should also be noted that the immediate evacuation of some premises may generate a greater risk of harm due to the manufacturing processes, or activities which are conducted there, e.g. hospitals, nuclear power stations, COMAH sites etc.

5.5 An evacuation response is divided into five functional areas:

5.5.1 **Activation**

Activation can be considered at various levels, this is indicated in the table at 3.2 above.

Existing command and control arrangements will be undertaken in line with Chapter 6 of the SRF Generic Emergency Response Plan. A multi-agency evacuation cell should be established

5.5.2 **Evacuation warning**

For generic warning and informing advice refer to the SRF Communications plan.

In areas identified as detailed emergency planning (DEPZ – Nuclear) or public information zones (PIZ – COMAH) prior evacuation advice is issued to the local community where appropriate on an annual basis.

Similarly these zones may be served by automatic notification systems including audible alarms that will be activated at the time of an emergency.

The key element to successful evacuation warning and informing is to ensure consistent, coordinated, accurate and timely messages are provided to the public.

An Evacuation Notice is provided at [**ANNEX H**](#).

Consideration must be given to ensuring messages reach and are understood by vulnerable persons including those for whom English is not their first language.

5.5.3 **Movement**

For legal information refer to **paragraph 9**

In an emergency evacuation, most people will self-evacuate by various methods. This may impact upon the emergency services response.

Greater consideration will need to be given to those people, or groups, who do not have the ability, resources, or physical capacity to make their own way out of the danger zone.

Consideration of the following may assist in a more effective process

Early contact with major employers to initiate their operational Business Continuity/Evacuation plans.

Owing to the nature of the hazard/s created by the incident, such as in a COMAH accident or nuclear emergency, it may be more appropriate to arrange a controlled evacuation, with evacuees directed to use specific transportation.

Where time is available to arrange a controlled/structured evacuation, the identification of resources, transportation and specialist equipment should be undertaken by the Evacuation Cell in conjunction with the Logistics Cell

A detailed checklist for movement considerations can be found at [ANNEX C](#)

A Evacuation Record and Evacuation Notice is available at [ANNEX G and H](#)

5.5.4 Rest Centres

Rest Centres are managed by the relevant Local Authority and guidance can be found in the Local Authority Joint Emergency Response Plan (JERP)

Consideration should also be given to providing appropriate accommodation for vulnerable persons/groups e.g. those with severe illness; disabilities etc.

5.5.5 Resettlement, return and restoration.

Due to the wide variety of incidents that could potentially cause an evacuation of an area or areas within Suffolk, it is not possible to predict when return may be possible. Managing the return of evacuees will be led by the Recovery Coordinating Group – if established – or by the relevant Local Authority.

Further information can be found at [ANNEX E](#) and in the SRF Recovery Plan

6. EVACUATION MANAGEMENT

- 6.1 A multiagency evacuation cell should be established at the Tactical Coordination Centre to manage this process. This cell will be tasked by and report in to the Tactical Coordinating Group (TCG)
- 6.2 Plans should be scalable and flexible to ensure that they can meet requirements in the event that an incident escalates beyond early expectations.
- 6.3 All decisions and planning should consider the Joint Decision Making Model (JDM). See SRF Generic Emergency Response Plan

ANNEX A provides a checklist that will be used when considering evacuation.

7. TYPES OF EVACUATION

- 7.1 Consider the type of evacuation to be undertaken:

7.1.1 Dispersal or Self Evacuation

In some instances, such as an evacuation of a shopping centre, the best and most efficient method of evacuation may be to ask people to leave the building by a safe route and return home via the method of transport in which they arrived.

NB. The consequences of dispersal or self-evacuation may be a loss of witnesses/evidence; this may have to be weighed against the disruption and cost of a 'managed' evacuation.

7.1.2 Semi Managed Evacuation

Encourage as many people as possible to self-evacuate and manage the process for those vulnerable groups that will need assistance.

For the identification of vulnerable groups refer to the SRF Generic Emergency Response Plan Chapter 8, section 8.3, and the SRF Vulnerable People Data Sharing guidance

7.1.3 Managed Evacuation

All evacuees will be asked to leave on the specified transport and to report to designated muster points or rest centres

7.1.4 Stay and Shelter

There are other circumstances where evacuation may not be suitable.

Advice will be given following consultation between the emergency services/responders. – See **ANNEX B**

8. SECURITY OF EVACUATED PREMISES

- 8.1 It is important that evacuees can be confident that their premises are secure from criminality whilst unoccupied.
- 8.2 In the initial stages, and dependent on a risk assessment relating to officer safety, this will probably be provided by the Police. However it is imperative that these resources can be released as soon as possible. The Evacuation Cell should seek alternative provision of this function such as suitably accredited security services.

9. LEGAL

- 9.1 Generally speaking there are no statutory powers to enforce a request or order to leave an area. However the following Acts of Parliament could be considered:
- Terrorism Act (which gives a statutory power to cordon off an area and it is an offence not to leave a cordoned area immediately).
 - Public Health (Control of Disease) Act 1984, (relating to infection and disease),
 - Children's Act 2004 (relating to wellbeing of the child),
 - Homelessness persons Housing Act 1996
 - Fire and Rescue Services Act 2004

10. FINANCE

- 10.1 In most incidents when evacuation is undertaken, the costs will be funded from within individual agency resources.
- 10.2 Further guidance on cross government principles on recovery funding and individual governmental department arrangements can be found in Emergency Response and Recovery - Funding for Recovery.

CONSIDERATION OF EVACUATION

N.B Further information and the template for policy logs can be found in [Suffolk Resilience Forum Strategic Coordinating Guide](#)

For evacuation specific to flooding – [Refer to the SRF Flood plans](#)

Action	Consult as appropriate	YES	NO	Guidance Notes (information only)	Comment Page/ref number of policy log
Need to Evacuate?	<ul style="list-style-type: none"> - Police - Fire - Ambulance - Local Authority - Met Office - Environment Agency - NHS - Public Health England - MCA - Utilities / Operators - Drivers(Hazmat) - Property owners - Military 	Continue with this check list	Refer to Annex B Sheltering / invacuation	<p>Evacuation should always be the last resort</p> <p>Possibly consider sheltering/ invacuation</p>	

Action	Consult (as appropriate)	YES	NO	Guidance Notes (information only)	Comment Page/ref number of policy log
Is there sufficient time to evacuate?	As above	Continue with this check list	If no consider Annex B	Safe evacuation requires suitable planning resources and time. A bomb threat warning may indicate that there is 5 minutes to evacuate for example, whereas flood warnings may indicate that responders have 12 hours in which to plan.	
How is evacuation going to be achieved (Refer 6 Evacuation Management)		Continue with this check list		Self evacuation may cause traffic congestion, public disorder and injury	
Would the evacuation of premises create further danger?		Continue with this check list		Certain premises undertake processes which cannot easily be shut down and require staff to remain in situ i.e. Sizewell, COMAH sites etc. Consider Annex B , if possible in liaison with the location operator	

Action	Consult (as appropriate)	YES	NO	Guidance Notes (information only)	Comment Page/ref number of policy log
Would the evacuation of certain premises create the risk of further harm to residents?	As above			Movement of the elderly, infirm and those with severe illnesses.	
Sufficient resources available? (See ANNEX D)				Do you have sufficient resources available in the timescale to carry out a safe evacuation?	
Location				Consider the area where the premises are located i.e. access and egress, number and type of premises,	
Warning and informing the community				Consider how this is going to be achieved i.e. media, door knocking, telephone contact, mail shots Consult SRF Communications Plan	
Is there a Community Resilience Emergency Plan in existence				May assist with prioritising decisions / provision of local knowledge	

Action	Consult (as appropriate)	YES	NO	Guidance Notes (information only)	Comment Page/ref number of policy log
Strategic decision to evacuate?	As above	Cascade decision to Tactical Coordinating Group for tactical planning, formation of multiagency evacuation cell and implementation	What is the alternative public protection measure? Cascade this action to Tactical Coordinating Group for planning and implementation		

This list is not exhaustive and other issues may need to be considered.

SHELTERING/INVACUATION

Action	Consult (as appropriate)	YES	NO	Guidance Notes (information only)	Comment Page ref number of policy log
Sheltering/Invacuation agreed					
Provide relevant safety advice (for evacuees and responders)	<ul style="list-style-type: none"> - Police - Fire - Ambulance - Local Authority - Met Office - Environment Agency - NHS - Public Health England - MCA - Utilities / Operators - Drivers(Hazmat) - Property owners - Military 			<p>Seek advice as to whether doors, windows or other means of ventilation should be closed or open</p> <p>Advise the safe location of where to remain within the building i.e. centre of building, rear of building etc</p> <p>Turn off potential ignition sources</p> <p>Public advised to monitor media re further advice</p> <p>Consider any other support that may be required i.e. provision of food, clean water, medication etc for people sheltering on upper floors during flooding</p>	

RESOURCES

HUMAN

<u>Police</u>	<u>Fire and Rescue</u>	<u>Ambulance Service</u>	<u>MCA</u>	<u>Local Authority</u>	<u>NHS</u>
Traffic Management	Rescue Hazard Advice	Movement of vulnerable persons	Providing support/resource for river and coastal evacuations	Rest Centres	Providing health care for evacuated persons
Crime Prevention	Decontamination	Specialist equipment for movement	Search and rescue at sea/ some inland waters	Transport	
Coordinating Response	Providing pumps in flood incidents	On site medical treatment	Evacuating seafarers and passengers from vessels/ oil and gas terminals/offshore wind farms	Welfare	In conjunction with Local authority identifying and support vulnerable persons
Liaison at Multi Agency Forward Command Base(s)	Search and Rescue	Decontamination		Recovery	Signpost psychosocial support
House to House Co-ordinator		Hazardous Area Response Team			
Operational Staff to facilitate the warning & informing					
Casualty Bureau					

<u>Military</u>	<u>Voluntary Organisations</u>	<u>Media Officers</u>	<u>Community Resilience Groups</u>	<u>Utilities</u>	<u>Others</u>
May offer support / advice dependant on the type of incident	General support in provision of staff, advice, equipment and possible accommodation in relation to pets	Media response and support	Staff and local information	Specialist advice depending on type of incident Transport operators Passenger Care teams	Interpreters (Language Line, translate Google)

Logistics Support					
It is imperative that the pertinent agencies are represented in the Evacuation Cell to ensure that all relevant issues are considered					
Required	Expertise	YES How many?	NO Why?	Guidance Notes (information only)	Comment Page /ref number of policy log
Vehicles (movement of evacuees)	- Local Authority - Ambulance - MCA - Voluntary Orgs			Coaches, 4x4 vehicles, boats	
Vehicles (movement of staff)	Individual Agencies/multi agency liaison				
Specialist Movement Equipment	- Ambulance - Voluntary Orgs			Evacuation chairs, specialist bariatric equipment, hoists etc	
Rest Centres	- Local Authority - Community Resilience Groups (dependent on type and size of incident) - Voluntary Orgs (dependent on type and size of incident)			Where are the nearest rest centres? Ensure they are outside the danger zone and are not at risk if the incident should escalate Accommodation suitable for vulnerable persons?	

Personal Protective Equipment	Responsibility of individual agencies but mutual aid across organisations should be considered			For responding staff – Wellington boots, gloves, masks, hard hats etc	
Lighting	<ul style="list-style-type: none"> - Police - Local Authority Highways - Highways England - Military 				
Signage	<ul style="list-style-type: none"> - Local Authority Highways - Highways England 				
Medical Supplies	<ul style="list-style-type: none"> - Ambulance - NHS - Voluntary Orgs 			Personal medication supplies	

OUTLINE TACTICAL PLAN

Action	Completed		Guidance Notes (information only)	Comment Page ref number of policy log
	Yes	No		
Maintain a policy log, logging decisions and rationale				
Risk Assessment			<p>Undertake/review joint agency risk assessment;</p> <p>If time has elapsed –Is it still safe for evacuees/responders to proceed?</p> <p>Identified routes don't clash with/impinge on response activity</p> <p>Phased evacuation –safe movement of numerous members of the public</p> <p>Responders have appropriate PPE</p> <p>For flooding evacuation refer Annex F</p>	

Action	Completed		Guidance Notes (information only)	Comment Page ref number of policy log
	Yes	No		
Confirm type of evacuation			Is it self or structured evacuation (Refer paragraph 7) All occupants or just vulnerable to be moved?	
Consider timeframe (Where possible planned evacuation should always be completed before the hazard becomes critical)			Immediate Within hours Agreed date/time Phased?	
Identify evacuation zone(s) For Bury St Edmunds, Ipswich and Lowestoft – See the relevant Town centre Annex to this plan			Ensure staff deployed have sufficient mapping/list of addresses they need to notify/clear Consider use of Police door to door coordinator(s) for planning See Annex G & H	
Ascertain number of potential evacuees				
Identify evacuation routes			Ensure where possible they do not conflict with response access and egress	

Action	Completed		Guidance Notes (information only)	Comment Page ref number of policy log
	Yes	No		
Arrange assembly points			Assembly points may be pre identified if there is a site specific plan	
Arrange transport			Consider specialist transport for vulnerable people	
Arrange appropriate signage for vehicular/pedestrian traffic.				
Consider evacuation of any affected schools.			How will children be reunited with carers/parents? Evacuate en-mass to a single location?	
Activate rest centres			Consider requirements for pet care	
Consider provision of transport/accommodation of animals			Voluntary organisations may be able to assist	

Action	Completed		Guidance Notes (information only)	Comment Page ref number of policy log
	Yes	No		
Decide on method of warning and informing those persons being evacuated			<p>Options:</p> <ul style="list-style-type: none"> - Media - TV/Radio - Door to door advice - Social media - Letter drop - E mail - Police Connect etc <p>Ensure that the messages are also publicised to the general public (Friends and family)</p> <p>Consider use of Police door to door coordinator for planning See Annex G & H</p> <p>Consider language and other issues in relation to vulnerable groups</p> <p>Specific messaging for parents/carers re school children</p> <p>Refer to the SRF Communications Plan</p>	
Airwave Interoperability			Is a specific evacuation multi agency talk group required?	

Action	Completed		Guidance Notes (information only)	Comment Page ref number of policy log
	Yes	No		
Staff are briefed and in position			<p>Ensure that rest centres are accessible i.e. Not locked!</p> <p>Ensure staff have all relevant information to provide to evacuees and a contact number from which to seek advice if required</p> <p>Refer to paragraph 9 Legal, In the event that a person refuses to evacuate this should be recorded where possible e.g. entry in an official record such as a Police Officers pocket notebook.</p>	
Ensure a crime prevention strategy is considered and implemented			<p>This is likely to be required in 2 phases, immediate – Likely to be provided by the Police</p> <p>However it is imperative that an alternative is sourced as soon as possible to release Police resources for other areas of response/evacuation activity</p>	
Activate Casualty Bureau			<p>Only if required (Maybe felt that a telephone bureau maybe appropriate to field public - enquiries)</p> <p>Liaise with SCG re this decision</p>	

Action	Completed		Guidance Notes (information only)	Comment Page ref number of policy log
	Yes	No		
Consider monitoring of self evacuees			This may be helpful in providing information to family and friends (consideration may be given to establishing a Friends and Relatives Centre)	

Vulnerable People – Special Considerations				
Action	YES	NO	Guidance Notes (information only)	Comment Page ref number of policy log
Transport requirements			Movement of patients with associated medical equipment e.g. Home oxygen	
Accommodation Requirements			Medical Elderly Prisons Religious/Cultural	
Transient populations			Tourist resorts Travellers	
Languages			Translators	
Feeding/Welfare			Religious/Cultural Specialist dietary requirements	
Medication/Medical Treatment/Equipment			Examples: Wheelchairs Lifting equipment Dialysis equipment	

RESETTLEMENT, RETURN AND RESTORATION

For more detailed information refer to the SRF Recovery Plan

Action	Consult (as appropriate)	Guidance Notes (information only)	Comment Page ref number of policy log
<p>Ascertain whether the area is safe to return.</p> <p>Review multi agency risk assessment</p>	<ul style="list-style-type: none"> - Police - Fire - Ambulance - Local Authority - Met Office - Environment Agency - NHS - Public Health England - MCA - Utilities / Operators - Drivers(Hazmat) - Property owners - Military <p>IMPACTED COMMUNITIES</p>	<p>Additional consideration may need to be given to consulting:-</p> <p>Structural Engineers</p> <p>Environment Agency</p> <p>Hazmat Specialists</p> <p>Waste disposal specialists</p> <p>Utility companies (need to check re connected supplies are safe for use)</p> <p>Are there any decontamination issues?</p> <p>Is there any requirement that the area remains 'sterile' for investigative purposes</p>	

Action	Consult (as appropriate)	Guidance Notes (information only)	Comment Page ref number of policy log
Review Community Impact Assessment	As above	Ensure all issues have been considered before progressing return/resettlement Keep SCG/RWG apprised of updates	
Plan appropriate dates and timeline		Consider staged return	
Inform evacuees of the above		Liaise with media coordination cell to ensure evacuees that are located with family/friends/alternative accommodation other than rest centres also receive pertinent information	
If necessary arrange transport		Particular consideration needs to be given to transport for vulnerable people	
Consider ongoing welfare support		Refer Humanitarian Assistance section in SRF Generic Emergency Response plan, Chapter 8 Community Resilience Refer SRF Recovery Guidance	

HAZARDS AND RISKS ASSOCIATED WITH FLOODING

Liaison with Suffolk Fire and Rescue Service

Flood evacuation of any area should be in consultation with Suffolk Fire and Rescue Service who have water rescue trained and equipped personnel for this purpose.

Common Hazards

1. Manholes Drains and Culverts - these can be forced off in flooding situations and can present dangerous unseen hazards in otherwise familiar streets. Even in shallow static water hydraulic forces in proximity to flooded drains and culverts can cause water to force escape routes – KEEP AWAY from manholes where possible.
2. Dangerous obstructions – e.g. live cables, street signs that have been dislodged, shopping trolleys, dumped bicycles etc – will cause risk of entrapment and serious injury including by falling over.
3. Fast Flowing Water – there is significant danger in attempting to walk or drive through fast flowing water above calf level (and even below in certain circumstances). – The noise created by water flowing around obstructions in urban areas can be surprisingly loud and interfere with normal voice communications.
4. Water Contamination – health risks include infectious diseases and long term health risks where in contact with sewage or toxic contaminated water.
5. Hypothermia and Exhaustion – prolonged work in wet and cold conditions with inappropriate protective clothing can lead to exhaustion and hypothermia – ensure appropriate waterproof and warm clothing is being worn and keep out of the water unless absolutely necessary.
6. Disorientation and Isolation – Familiar landscapes obscured by or changed by floodwater may cause staff to become lost and isolated especially during darkness.
7. Unsuitable Vehicles – cars have low depth tolerance for driving through flood water and are prone to engine failure. Use high ground clearance vehicles, diesel powered engines and preferably four wheel drive where available.

BACK PAGE

Radio Stations

*BBC Radio Norfolk	95.1FM/104.4FM/DAB
*BBC Radio Suffolk.	103.9FM/104.6FM & 95.5FM
The Beach	103.4FM
Town FM	102FM
Heart	96.4 and 97.1 FM
Radio Broadland	102.4 FM
Dream 100	100.2 FM
Classic Gold Amber	1170AM and 1252AM

Web sites

www.getpreparednow.co.uk

www.suffolkresilience.com

www.environment-agency.gov.uk

FRONT PAGE

Evacuation Notice for XXXXXXXXXXXXXXXX Incident

As a result of the risk to life from the above incident we advise that you evacuate your property.

You should evacuate

*immediately/by.....on

To.....Rest Centre

Or

Evacuation Point for Transport.....
to the Rest Centre

You will be advised when it is safe to return by messages on local radio and at Rest Centres.

If you were out when police officers delivered this leaflet please contact the following number to obtain further information and notify the Emergency Services that you have returned to your address/place of work

Suffolk County Council Helpline Number.....

**Delete as appropriate*

INSIDE PAGES

If evacuation becomes necessary

- Stay calm and do not panic.
- Police officers and / or other officials will try to visit all properties at risk to advise on the requirement to evacuate.
- If road conditions permit, move vehicles to unaffected areas for example higher ground and ask friends / family if you can share their parking facilities.
- The evacuation point for transport and the location of the Rest centre is on page ONE of this leaflet.
- Try to check that any elderly / vulnerable family members or neighbours know about the evacuation.
- Try to inform family members / friends as to where you are evacuating.
- Listen to the advice of the authorities and follow any instructions to leave the property.
- Take special foods and medicines
- Take relevant documents such as House Insurance
- Switch off gas and electricity.
- If possible, move electrical equipment and furniture upstairs (Flooding).
- Any furniture that you cannot move upstairs, try to raise well off the floor. (Flooding)
- Do not forget to lock all doors and windows.
- Block doorways and air bricks (Flooding)
- Avoid walking and driving through floodwater, there could be hidden hazard.

Bury Town Centre Evacuation Plan

Evacuation Guide for Lowestoft

(see separate annex)

Ipswich Town Centre Evacuation Plan

GLOSSARY

Abbreviation	Description
COMAH	Control of Major Accident Hazards
EA	Environment Agency
JDM	Joint Decision Model
MCA	Maritime and Coastguard Agency
PPE	Personal Protective Equipment
REPIR	Radiation(Emergency Preparedness and Public Information) Regulations
RWG	Recovery Working Group
SCG	Strategic Coordination Group
SRF	Suffolk Resilience Forum
TCG	Tactical Coordination Group