

## Use of the Village Hall During Prolonged Power Cuts

The Parish has been subject to prolonged power failures several times in the recent past. The loss of power tends not to be parish-wide with only certain areas of Ixworth being involved. We are not allowed access to mapping of which properties are included in any particular outage and so word of mouth and door-knocking remain the best methods of establishing who has been affected.

Provided that the Village Hall still has power supply this is an ideal hub for support to the community; people can come to:

Keep warm	Get hot drinks	Fill flasks	Charge phones
Read & Socialise	Get updates on progress		Get online

### Step 1 – Get the Hall Open

Keys to the hall are held by several people, including:

Parish Council	Friends of Ixworth Library	Jiggins Trust
Chapmans Stores	Regular hall users	The Greyhound

There is no alarm system at the hall. Once in, get the water heaters on in the kitchen and check what hot drink supplies are available. One person should be established at the hall as a fixed point of contact for all other volunteers to report to.

### Step 2 – Discover the Scale of the Problem

Social media and phone calls may have given an indication of the extent of the power cut but following Storm Eunice in 2022 the broadband and mobile networks went down too.

Volunteers should go door to door in the affected area finding out who is without power. Residents should be informed of the facilities available at the Village Hall and encouraged to check on vulnerable neighbours. The three care establishments should be contacted as well as the Surgery.

If homes are unoccupied when you call put a leaflet through the door to inform residents what support is available. There is a supply of these leaflets in the hall kitchen.

### Step 3 – Ongoing Support

The person in position at the hall should attempt to get updates from UK Power Networks on the progress of repairs. Volunteers should inform this person of what they have discovered while out and about.

**The Beeches** does not have a back-up generator. Previously the Pykkerell has supported them with kitchen facilities; The Beeches, the Thetford Road takeaway and the Greyhound are all on the same electrical circuit. The Beeches has a supply of torches donated by Mulleys; Mulleys have offered to do the same again in future. An appeal to the public to loan camping lanterns is also a good idea. If reporting the failure of power here make sure you mention that this is a dementia care home; this should increase the priority of the response.

There should be no need to buy food supplies to support residents beyond milk, tea, coffee, sugar and biscuits. If residents wish to do basic cooking in the kitchen they will need to bring pans, tins and utensils with them. There is a microwave available.

Basic wi-fi can be obtained from Ixworth Library by registering your email address.