**NORWICH HEAD RACE SATURDAY 24th February 2024**

**EVENT EMERGENCY RESPONSE PLAN**

**Site Location**

This event is organised by Norwich Rowing Club (NRC), Whitlingham BoatHouses (WBH),

Whitlingham Lane, Trowse, Norwich, NR14 8TR Grid Reference TG 25031 07697.

What three words: ///grab.sleeps.future and the slipway is ///payer.oldest.third.

**Introduction**

The Norwich Head race will be run in accordance with British Rowing (BR) race rules and as

per BR RowSafe with safety of all water users the overall priority.

The plan defines the actions to be taken by Race Officials, marshals and members of NRC if

an incident requiring implementation occurs and will help to reduce the harm that such an

incident could cause. Everyone is expected to understand and, in an emergency, follow the

Event Emergency Response Plan. The term ‘rower’ includes sculling.

Competitors and NRC members should follow the instructions of Club Officials and

marshals, report any incident or condition that could give rise to an emergency immediately

and report all incidents and near misses within 24 hours to BR.

**River Yare**

The river Yare is a tidal river. Levels are measured from mean sea level and do not indicate

water depth. The normal level in average weather conditions is between -0.05m and 1.09m.

The usual range in extreme weather is between -0.82m and 1.81m (2018).

River users include rowers, hire craft, private craft, sailing clubs, canoes, paddleboarders,

anglers and some commercial river management craft such as barges.

**The Course**

The long course is 5km upstream starting near Riverscourt, Church Lane, Surlingham NR14

7DF and finishing at Whitlingham Green. The short course is just under 2km downstream

starting near Carrow Rail Bridge passing NRC and finishing on the New Cut near Broadland

Rowing Club. The courses are shown on the Competitor Course Map and marshal positions

on the Officials’ Course Map.

South banks generally slope to reeds or low banking to grass with overhanging trees and

afford egress from the water. North banks are a mixture of piled commercial and private

moorings and on New Cut wooden pilings which make exit difficult. Elsewhere, banks

generally slope to farmland with overhanging bushes and trees affording egress.

Access to the banks to provide support is limited in places and listed under ‘Emergency

Access Points’ but risk is mitigated using strategically placed launches/safety boats. There

are no bridge piers in the river on the course although if the assembly point for the short

course is upstream of Carrow Rail Bridge, piers will need to be passed to get to the start line.

Normal navigation rules apply, the river is open to all users on race day.

**Launches and Safety Boats**

9 boats with 1 reserve are planned for this event. A variety of craft will be used to carry

officials and safety marshals. Craft include catamarans, flat bottom coaching launches with

low freeboard, mono hull coaching launches and plastic safety boats. Launch users must

wear lifejackets or buoyancy aids and clothing appropriate to the conditions. The Launch Crew will carry radio/mobile phone, throw lines, knife and first aid kits. Killcords will be used and drivers must be competent in handling their craft.

**Designated Vehicle**

A vehicle and driver will be designated to transport officials/persons as required in the event

of an incident. Contact via Emergency Coordinator.

**First Aid**

Anyone requiring first aid should be directed to the Medical Support situated at WBH outside

racing times. First aid equipment is available at WBH throughout the event. Whilst racing is

in progress, Medical Support with mobile phones will be based on a designated launch at the race

finish and will have access to limited first aid medical equipment. A defibrillator is sited at

WBH on the wall outside the entrance (access code C159X). The Medical Support will

provide appropriate care and advise whether the casualty requires further treatment at

hospital and if they should be taken by family/friend or emergency ambulance. Emergency

Coordinator should be updated by phone accordingly.

**Incident or Injury on the Water**

In the event of an incident on the water the nearest marshal will determine the requirements,

inform Start/Finish marshals immediately and summon the closest safety boat and/or

Medical Support via dedicated Whatsapp group (see Whatsapp protocol). Marshals will make use of

throw lines and thermal blankets. Other NRC members will support as directed. Race

Officials/Emergency Coordinator may suspend racing if necessary, by radio contact with Start and

Boating Marshals.

**Serious or Potentially Life-Threatening Incident**

If a serious incident meeting the criteria set out in the Event Safety Plan occurs requiring

implementation of the Emergency Response Plan (including a serious incident at WBH), the

following course of action will be taken: -

• The closest most appropriate marshal or Race Official shall attend the scene using a

boat or their own vehicle as required. On arrival at scene they will take on the role

of Scene Coordinator and continue to direct support as required from marshals,

umpires, other NRC members and liaise with emergency services if present.

• Race marshals, umpires, safety boat crews and other officials will have mobile phones

and will advise the Emergency Coordinator who will coordinate any response from

the Incident Control Centre.

* An early call to the emergency services, allows a swift response by them. If in any doubt don’t hesitate call 999.

• Medical Support will be dispatched to the scene if necessary. Whilst racing is in

progress, this is likely to be by boat. Outside racing times, the most appropriate

transport should be used. Start Marshals will have their own vehicle available for

transport and/or use as a Scene Coordinator ‘office’ if required.

• Race Control will become the Incident Control Centre.

Emergency Coordinator with nominated assistant(s) will liaise with Race Committee/Officials

including Water Safety Advisor and manage the incident as follows

o Commence and maintain a log of actions

o Contact with emergency services and other external agencies

o Dispatch persons to direct any incoming emergency services and to control vehicles

entering and leaving the site/scene

o Identify a safe location. Dispatch persons to direct competitors and the public to

safety

o Task members of NRC with actions

o Announcements

o Suspension or cancellation of racing

o Deal with enquiries from family and colleagues of those involved

o Deal with the media

o Prompt an initial enquiry into the incident and report to relevant interested parties

In the event of a major incident at WBH e.g. fire, all personnel will be evacuated according to

the WBH designated emergency plan. WBH is a modern building with exits and fire

extinguishers clearly signed.

**Emergency Phone Numbers**

If emergency services are required, it is essential to give clear instructions on the location. A

post code is the most direct way for the emergency services to attend.

Extract from BR safety report ‘Using your mobile phone to call for help’ - If you cannot get

through using voice, then send a text. Text messages use a different bandwidth to voice

messages. Texts are sent in small packets of data and will work even if the signal is weak

and intermittent. You will need to register with 112 first but this is easy. To register simply

text the word register to 112. You will be sent a text message, simply read it and reply with

the word yes then send your message. You may be asked to confirm the location using what three words.

Emergency Services (Ambulance, Fire, Police, Coastguard): 999 or 112.

Hospital Accident and Emergency: Norfolk and Norwich University Hospital, Colney Lane,

Colney, Norwich NR4 7UY 01603 286286

Police (non-999): 101

Whitlingham Adventure: Whitlingham Lane, Trowse, Norwich NR14 8TR 01603 632307.

This is the nearest landline and will only be available if the premises are open.

Broads Authority: Broads Ranger/Broads Control 01603 756056

Environment Agency: 0800 807060 (Freephone 24hr service).

• NRC Race Committee Chairman: As Officials Roster

• NRC Emergency Co-ordinator: As Officials Roster

• NRC Medical Support: Division 1 Division 2 Division 3 As Officials Roster

• NRC Water Safety Advisor: As Officials Roster

**Emergency Access Points**

Access points are listed from Carrow Rail Bridge to Surlingham Ferry PH.

In the event of a serious incident and assistance being required, vehicle access is limited

and may be restricted to emergency services only or just provide footpath access.

Community Public Access Defibrillators listed by NHS East of England Ambulance Service

may be available at the named locations. Road access is limited to the following locations.

River Yare Trowse Eye to Surlingham Ferry PH

**South Bank Locations**

Carrow Yacht Club, Quay Heading, Trowse, Norwich (Grid reference-TG 24981 07692) TG 24981 07692 ///each.bolts.wake

Norwich Rowing Club, Whitlingham Lane (south side), Trowse, Norwich NR14 8TR, (Grid

reference- TG 25071 07511) TG 24981 07692 ///each.bolts.wake

Norwich Rowing Club, Quay Heading (Grid reference - TG 24981 07692) What three words: ///grab.sleeps.future and the slipway is ///payer.oldest.third.

Whitlingham Adventure, Whitlingham Lane (south side), Trowse, Norwich NR14 8TR (Tel.

01603 632307) (Grid reference-TG 25140 07901) ///clocks.sculpture.land

Whitlingham Green, Whitlingham Lane (south side), Trowse, Norwich NR7 0HE (Grid

reference- TG 26975 07870) ///wrong.closer.cost

Below A47 Postwick road bridge access via Whitlingham Lane (south side), Grid reference-

TG 28180 08172) ///casual.case.trick

Waters Edge PH, Mill Hill, Bramerton NR14 7ED (Grid reference - TG 29154 06190). This is

the closest point to a Community Public Access Defibrillator listed by NHS East of England

Ambulance Service at Hill Farm, Kirby Road, Kirby Bedon NR14 7DU (2.2 miles). ///times.chitchat.locator

The Ferry House PH, Ferry Road, Surlingham NR14 7AR (Grid reference-TG 30840 07524)

This is the closest point to a Community Public Access Defibrillator listed by NHS East of

England Ambulance Service at The Parish Hall, Walnut Hill, Surlingham NR14 7DQ (1mile) ///grapevine.steam.skyrocket

**North Bank Locations**

Carrow Rail Bridge, Hardy Road, Norwich NR1 (Grid reference-TG 245 077) ///rams.surely.belly

Broadland Boat Club, Girlings Lane, Norwich NR7 0HE (Grid reference-TG 26438 08221) ///note.slang.fake

Open area (foot only) opposite Whitlingham Green, Whitlingham Lane (north side from

A1242) ///hung.artist.panel

GSA Marine/Freedom Boating Holidays, Bungalow Lane, Norwich NR7 0SH

Thorpe Marina (including Broads Authority Dockyard and area below A47 Postwick road

bridge), Griffin lane, Norwich NR7 0SL (Grid reference - TG 28057 08291) ///buns.anyway.suffice

Open area north of River Barn (south of short course start) at NR13 5HH (Grid reference -

TG 28744 07556) ///skill.fishery.skills – accessed via Griffin Lane.

River Barn, Hall Farm, Hall Lane, Postwick NR13 5HQ (Grid reference - TG 28906 06997) ///maker.blows.fallback accessed via hall lane.

This is the closest point to a Community Public Access Defibrillator listed by NHS East of

England Ambulance Service at The Village Hall, Ferry Lane, Postwick NR13 5HL (1.3 miles) ///pegs.weddings.flanks

**Air Ambulance**

Air ambulance support is provided at the discretion of the East of England Ambulance

Service. If a potentially life-threatening incident occurs, it is possible one may be dispatched.

It may arrive before other emergency services. Due to the nature of the race course and

environment the pilot will decide where to land the aircraft.

To assist with the incident location, marshals or other race officials should try to identify

clearly visible features nearby and any obvious hazards such as power lines.

Once on the ground, medical staff may seek assistance from NRC to get to the precise

location, for example to be transferred to an opposite bank of the river by boat. Should this

be required, in conjunction with Emergency Coordinator the most appropriate launch should

be used considering carrying capacity and stability. This may necessitate multiple trips and

the helmsman decision is final.

Area Ordnance Survey map - ‘Landranger 134’ Norwich &The Broads Gt Yarmouth

NRC Water Safety Advisor - contact at safety.norwichrc@gmail.com