Report of the Defibrillator Working Group to the Parish Council

-10th September 2026 -

1. Volunteer Meeting — 8th July 2026

A meeting was held at Somerleyton Village Hall on the evening of 8th July for the defibrillator volunteers. The purpose of the meeting was to explain the reasons for the permanent termination of the VETS (Volunteer Emergency Telephone Support) line and to thank the volunteers for their dedication and commitment to the community over many years.

2. Household Leaflet

Following the Parish Council's decision at its meeting on 3rd July to authorise professional printing by RPD Printers, leaflets have been distributed to all households in the three parishes. The leaflet advises residents of the termination of the VETS line, confirms that in an emergency they should call 999, and includes an offer by the Parish Council to organise a community training session in CPR and use of the defibrillator, subject to sufficient interest being expressed by residents.

The cost of printing was £23.50 as authorised. This was paid on collection and reimbursement is sought from the Parish Council, supported by the RPD invoice.

3. Activation Alert — 5th August 2026

On 5th August, an alert was received from The Circuit, the national community defibrillator database maintained by the British Heart Foundation and used by the ambulance service to locate available defibrillators. The alert advised that the ambulance service had directed a 999 caller to collect the Somerleyton defibrillator.

When a caller is directed to collect a defibrillator, its status on The Circuit automatically changes to "not emergency ready." The Defibrillator Guardian is required to inspect the defibrillator, confirm whether it has been used, replace any consumables if necessary, and restore its status to "emergency ready" on the database.

On inspection, the defibrillator had been removed from its bag but had not been used. Routine checks were carried out and the defibrillator was confirmed as emergency ready on The Circuit.

4. Complaint to Community Heartbeat Trust — Update

No substantive response has been received from the Community Heartbeat Trust (CHT) to the formal complaint submitted via their WebNos system on 7th June 2026, nor to the follow-up sent directly to CHT on 30th June. CHT's acknowledgement of 3rd July advised that the complaint had been forwarded to their Chair.

Having received no further communication in the thirteen weeks since the complaint was first submitted, the email address of the CHT Chair was located via the Charity Commission website and a further letter was sent on 2nd September 2026, requesting a substantive response addressing all four points of the complaint no later than 8th September. The Parish Council will be updated verbally at the meeting with any response received.

A refund of the most recent VETS subscription payment was promised by CHT. We are awaiting confirmation as to whether this has been received.

Claire Diggins **Jenny Kingwell**