



NORTH TAWTON TOWN COUNCIL

EMERGENCY ADVICE

Adopted March 2026

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Introduction

Experience has shown that the people of North Tawton are very supportive of each other in the event of a crisis. However, the Civil Contingencies Act 2005 suggested that Parish and Town Councils prepare a contingency plan for self-help in case of an emergency.

Nearly all emergencies affecting our community will be dealt with by the emergency blue light services, local authorities and major utility companies. There may, however, be rare occasions when the community will have to help itself.

North Tawton Town Council has a Community Emergency Plan in place, which is adaptable to various emergency situations.

This document forms part of the Community Emergency Plan and offers advice and information on possible emergencies that may occur in North Tawton.

Once a warning of an emergency is declared, the Community Emergency Response Team (CERT) will activate the plan.

Possible Emergencies Pandemic –

Infectious Disease

When there is a threat of a serious pandemic, it is important to heed the advice and instructions from HM Government and the National Institute for Health Protection (Public Health England), to contain, delay and minimize the spread of the disease.

This may mean a lockdown, where normal everyday activities are restricted. You may be advised to isolate yourself from others and stay at home for a length of time. You may be concerned about how you will obtain necessities such as food and medication. You may feel lonely and want someone to talk to.

NTTC has prepared a **Local Infectious Disease Plan** which aims to support residents through such difficulties, and can be implemented by the CERT.

Snow and Ice

Freezing and snowy conditions can result in result in fallen trees, supply disruption of power and other utilities, blocked roads and failure of public transport. This is in addition to risks due to cold, both inside and outside of the home, and slipping on ice. Take care when outside and when walking on snow and ice.

If disruption of power or services occurs, this needs reporting to the service provider.

- Obtain an estimate of time when the service will be restored.
- If reconnection is likely to be delayed, the suppliers should be asked to institute emergency measures to assist the community in dealing with the situation until normal service is resumed.

This will deal primarily with salting secondary roads and pedestrian routes which are not covered by Devon County Council.

High Winds and Loss of Power and Communications

Much of the local medium-voltage power and telecommunications networks, both outside and within certain areas of the town rely on overhead cabling. Localised outages are therefore to be anticipated during exceptionally windy weather.

Contact should be made with the service suppliers
National Grid **0800 6783 105** or **105**

Extreme high winds can also cause disruption – including blocked roads – due to fallen trees and other minor structural to buildings. Contact Devon County Council Highways **0345 155 1004**
(Out of hours emergencies **0345 155 1008.**)

Road Traffic Accidents or Aircraft Crash

This would probably be only a short-term problem before the emergency services would take over, but hot drinks etc. could be available in all areas, provided by local household volunteers. **Dial 999**, or non-emergency 101.

Major Pollution or Contamination Incident

Management of such an incident is technically specialised, and appropriate response by the North Tawton Parish community would thus be confined to communication and observance of any measures recommended by the Environment Agency, Police and other Emergency Services. Report an environment incident to the Environment Agency on: **0370 850 6506.**

Water Supply Outages

Management is a specialist technical function of the utility supplier South West Water **0344 346 2020**. Effective health warnings will be assisted by good communication within the local community.

Flooding

Widespread or sustained flooding in the main population centers is unlikely; however, flooding may develop from exceptionally intense storm events (flash flooding) and/or blocked culverts and drains. Although flash flood events are - by their nature – impossible to anticipate, damage due to other types of floods may be mitigated by sandbagging to property entrances etc. A supply of sand and sandbags will be available through the Town Council for this purpose, located at the end of Mill Lane and the Fire Station. For information contact the Town Clerk at the Town Council offices on **01837 880121**. Request flood alerts from Floodline on **0345 988 1188**.

Before an emergency it would be useful to know **how to turn off your water, gas and electricity supply to your home**.

If you smell gas and suspect a leak ring **0800 111 999**.

Emergency Accommodation

The primary location for emergency accommodation is The Town hall. (Also at the Rugby Club, Community Centre and Bowling Club). If you have been told you must evacuate, please telephone one of the Community Emergency Response Team listed on page one.

Emergency 'Grab Bag'

An emergency grab bag can be useful if you have to leave your home quickly or stay indoors without power for a few days. It is easy to prepare one in advance. The bag should be small enough to carry and stored in a safe place where family members can find it.

Your bag could contain:

- A copy of your regular prescriptions for you and your family
- Toiletries and antiseptic hand gel
- First aid kit
- Wind up/battery radio/spare batteries
- Notebook and pen
- Paper copy of useful telephone numbers (eg family, friends, insurance company.)

Don't forget to take:

- Medication
- Spectacles/contact lenses
- Essential keys
- Important documents
- Electrical power pack, fully charged
- Mobile phones and chargers
- Cash/debit/credit cards
- Items for pets

Also think about what you will need if you have to stay indoors for a few days. Consider putting the following items in a separate box:

- Tinned or dried food and bottles of water
- Candles and matches
- Remember to check dates and regularly replace water

ICE stands for In Case of Emergency

The emergency services are trained to look for ICE in the contacts on phones. ICE allows the emergency services to contact someone of your choice, i.e. your partner, relative or friend, if you are unable to do so. Put their number under ICE in the contacts in your phone. Think carefully about who you choose as an ICE contact because that person may have to give consent for medical treatment.

Defibrillators

In the case of cardiac arrest dial **999**.

Defibrillators are situated at:

- Strawberry Fields roundabout
- Outside NTTC Office
- Fore Street Garage
- The Bowling Club, North Street
- Primary School car park

Do not be afraid to use a defibrillator. It will give you clear, verbal instructions on what to do.

In an emergency dial 999. Do not put yourself or others at risk. Follow the advice of the emergency services.

If the **danger is outside**:

- **GO IN, STAY IN, TUNE IN.** Listen to local radio and TV news.

If the **danger is inside** (or if you are told to evacuate):

- **GO OUT, STAY OUT.** If it is safe and you have time:
 - Take items you need & your emergency bag
 - Switch off power & lock doors and windows
 - Go to a safe place
 - Know the quickest and safest routes out of your house and have a safe place to meet if you get separated.
 - Safe places may be provided by the emergency services or Town Council.
 - If you make your own arrangements, such as staying with friends, **please tell somebody where you are.**

In the event of a flood

- Move valuable items to safety. If your house has property protection measures (such as flood gates or air brick covers) make sure you know how they work.
- Move pets to a safe place with plenty of food and water.

Stay safe when travelling

- In the event of severe weather listen to the advice of the emergency services and only travel if you need to.

Stay out of flood water

- Whether in the car or on foot, you don't know what's beneath the surface.

You may have a good neighbour who will ensure that you have what you need, but if not, a group of trusted volunteers will be on hand to help you, should you need assistance.

In the first instance, please contact one of the Community Emergency Response Team (CERT) on the numbers provided on page 1.

Use the space available on the next page to keep to hand the contact details of a trusted person who can help in an emergency.

At the back of this booklet you will see a red **H** Sign.
In case of an emergency, display your **H Sign in a prominent window.**

If you **see** an **H** Sign in a window and you are not known to the person displaying it, or are unable to offer help, please contact a member of the Community Emergency Response Team (CERT) who will arrange assistance.

Personal useful contact information

Name

Telephone Number

Being a good neighbour

If you are able, please check on your immediate neighbours. Look out for the **H** Sign displayed in windows. If you cannot respond, please contact one of the Community Emergency Team. Thank you.

If you display the **H** Sign please be careful about opening your door to a stranger.

Optional Contact Details:

If you need assistance display this in a prominent window

