

Community Emergency Plan March 2022

North Tawton

12/03/2022/ Version 1



DEVON COMMUNITY RESILIENCE FORUM



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1. Introduction

North Tawton Town Council has developed this plan to provide community resilience in the pre-event phase or early stages of an emergency.

The North Tawton Community Response Team has been formed to assist both the activation of this plan and the emergency responders? wherever possible, prior to, during and after an emergency.

The aim of this plan is to increase community resilience through developing a robust coordinated approach that complements the work of emergency responders.

The objectives of this plan are to:

- Identify risks to the community
- Identify strategies to reduce and respond to an emergency, including warning the community
- Identify vulnerable people within the community
- Identify community resources available during an emergency
- Provide contact details for the Community Response Team, community resources, the emergency services and local authorities
- Provide information and assistance to the emergency services when they arrive and throughout the event

2. Community Response Team

A Community Response Team (CRT) should be set up to manage the community's response to an emergency and keep the plan up to date.

Role	Name	Tel	Mobile
Coordinator	Cllr Steve Whiteley	01837 880233	07400 474534
Deputy	Cllr Carol Burrow	01837 82870	07512 876059
Team member	Cllr Sue Watson	01837 82293	07594 569607
Team member	Mrs Mel Bickell	01837 89095	07951 131615
Team member	Mr Tony Jelley	01837 82717	07969 577719
Team member			
Team member			

2.1 Responsibilities

The role of the Community Response Team Coordinator is to:

- Write and organise the Community Emergency Plan

- Regularly review and update the plan
- Report annually to the community telling them if the plan has been activated and if any members have changed
- Be a focal point for the community
- Maintain communication and be the main contact for local authorities and the emergency services
- Tell the appropriate authorities and individuals
- Communicate important messages to the community
- Involve all CRT members in the planning and response process, and give them tasks
- Activate resources when needed

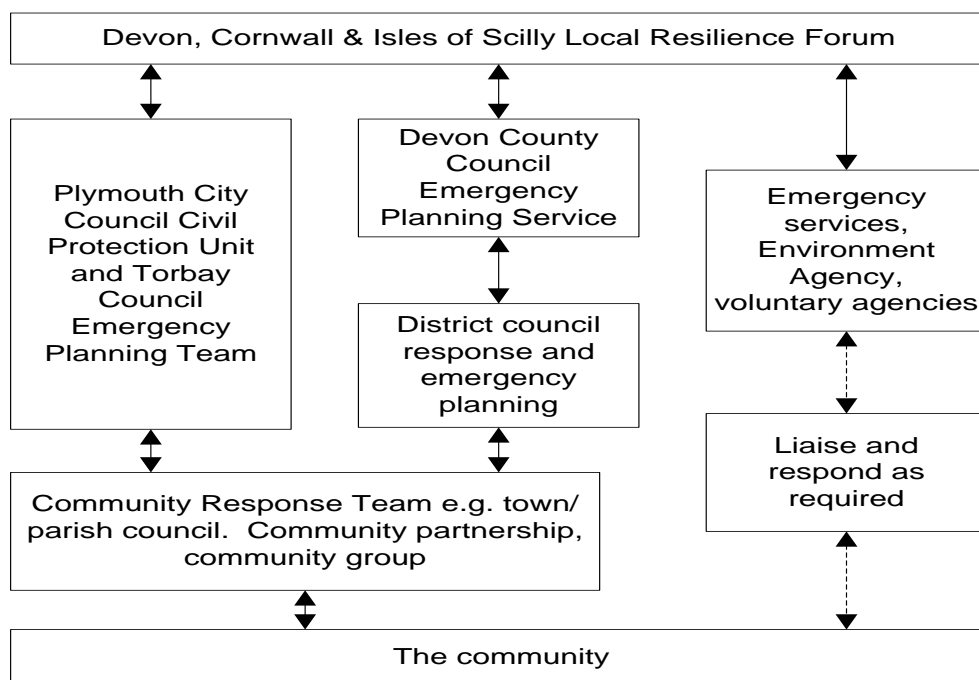
All members of the Community Response Team should:

- Live in the community
- Have good local knowledge
- Have the support and speak on behalf of the community
- Provide vulnerable people with additional support
- Maintain communications within the community and with local authorities
- Check confidentiality is maintained where needed
- Maintain his/her own action log
- Create a 'grab bag' containing the plan and any suitable clothing/equipment which may be needed
- Have enough knowledge of the plan to act as coordinator
- Support the coordinator in their tasks

3. Related emergency planning

3.1 Arrangements between emergency services and local authorities

Local authorities and emergency services have an emergency response structure, as shown by the following diagram:



3.2 The Home Emergency Plan

The Home Emergency Plan can be copied and distributed to the community to help them prepare for an emergency. For a copy, see **Annex A**.

4. Knowing the unknowns

4.1 Identifying and preparing for risks

Risk assessments for North Tawton are listed in **Annex B**.

Maps of the community, including key buildings etc. are listed in **Annex C**.

Risk Assessment for Volunteers

Introduction

Following completion of the North Tawton Emergency Plan, all Residents have been advised by leaflet drop (North Tawton Town Council Emergency Advice) of actions they should take in an emergency, and what assistance can be provided by Volunteers from the Town Council. A list of Volunteer names and phone numbers has been included in the leaflet.

Volunteers are also available to contact residents and respond to urgent requests for help, for example if a resident displays the big red H symbol in their window.

This risk assessment covers the risk to health and safety for Volunteers and residents in the event of a local emergency and has been updated for the current level of the Covid-19 lockdown and the continuation of restrictions.

Persons at Risk
Volunteers
Town Council Officers and Members
Residents of North Tawton
Members of the Public

Types of Emergencies

The North Tawton Community Emergency Plan identifies a number of possible emergencies where the Community Emergency Team or members of the public may need to be involved, including:

- Pandemic or other infectious disease
- Snow, ice, high winds
- Loss of power, communications, gas or water supplies
- Road traffic accidents or aircraft crash
- Major pollution incident
- Flooding
- Major fire in the town

In most of these cases, the Emergency Services will take charge of the response and all Volunteers should follow their instructions. Any failure of utility supplies (electricity, gas, water, telecoms) should be reported to the relevant supplier – telephone numbers are in the Emergency Advice booklet.

There may be certain cases where Volunteers may be called to assist residents and this risk assessment covers the actions that should be taken to avoid injury or ill-health. It also covers safeguarding issues for vulnerable residents such as the elderly, children or disabled persons.

Potential for Injury

Very small potential for the transmission of infection

Slips and trips of Volunteers while visiting residents

Slips and falls while salting secondary roads and pedestrian routes (primary routes are the responsibility of Devon County Council)

Other risks when visiting premises e.g. dog attacks

Recommended Actions

1. When a request for assistance is received, or otherwise identified, a Volunteer shall be allocated to provide the assistance.
2. If the Volunteer is unable to assist, they should pass the request on to another Volunteer, or report back to the Council. Requests should not be missed.
3. If there is likely to be a delay, somebody should telephone the resident to explain.

Personal Safety when visiting premises

Volunteers collecting food, medical supplies etc. or visiting residents to offer assistance should apply the usual common-sense precautions:

- Do not put yourself at risk of injury!
- Make sure you are physically fit and not suffering from any Covid-19 symptoms
- Dress for the weather – coat, hat, gloves, and stout footwear with non-slip soles.
- Check the address you are going to
- Advise your family or a friend of where you are going and how long you expect to be
- Carry your Letter of Authority from the Town Council.
- If travelling by car, park the car safely and observe all parking restrictions etc.
- Try to avoid visiting premises during the hours of darkness.
- Be aware of slip and trip hazards when visiting premises - loose steps or paving, slippery surfaces, mud or moss a hazard if wet
- Avoid going round the back of premises where you may not be seen (and may be suspected of illegal activity)
- Look out for dogs, especially if running loose. Ask the resident to secure their dog.

Confidentiality and safeguarding

- Do not divulge any personal information about yourself (home address, phone number, e-mail) unless you know the resident well
- Likewise, do not ask the resident for personal information unless it is essential, and the resident is happy to provide the information
- Keep any personal information private. Only divulge personal information to the Town Clerk or Emergency plan lead – Cllr Steve Whiteley
- DO NOT enter a property unless you know the resident well
- If you do not know the resident, it is advisable to be accompanied by another Volunteer. This is to safeguard both yourself and the resident.
- DO NOT enter a property if only minors (under 16) are present with no adult
- If money needs to be exchanged, ask the resident to place this where you can reach it, then step back. Do the same for any change etc.
- Avoid taking a resident's bank card to pay for goods. If there is absolutely no alternative, please consult the Town Clerk or Steve Whiteley

Safety during severe weather

- Unless it is a real emergency, do not leave the house during severe weather. Wait until the weather improves.
- If it is essential that you go out during the hours of darkness, carry a good torch (with fresh batteries!) and wear light-coloured clothing. Better still, wear high-visibility reflective clothing so you can be seen in darkness or poor visibility.

- Make sure somebody in your household knows where you are going and an idea of how long you will be out.
- Carry a mobile phone (and make sure the battery is charged!)
- Be very careful going out if there is ice or snow on the ground. Wear stout non-slip footwear and be very careful on slopes or steps, especially at night when you may not see the hazard.
- Volunteers (Snow Wardens) gritting local roads and footpaths should wear high-visibility clothing and be aware of traffic movements.
- Where possible, only apply grit in daylight and consider whether you should do this alone or if it would be better to be accompanied. A second person can look out for traffic.
- Make sure you are physically fit to carry out gritting operations.
- Stay out of flood water, whether in a car or on foot. You cannot tell what hazards there may be under the surface.

Emergency Accommodation

The North Tawton Town Hall is the designated location for emergency accommodation if residents need to be evacuated from their homes, for example for a major fire, pollution or flooding incident. The Town Hall will be opened by a member of the Community Emergency Team, who will arrange accommodation, food, drink etc. in liaison with the Emergency Services and other voluntary groups such as WI, Red Cross etc.

In an emergency evacuation, Volunteers may wish to use their cars to help residents reach the Town Hall. However, Volunteers in an ordinary car and without specialist training should not attempt to help disabled persons or those requiring specialist assistance. The Ambulance Service should be called in such cases.

Assessed Risk - Tolerable

Risk Assessment by:

Seal Safety & Training Ltd, Rosedale House North Tawton Devon EX20 2DG Tel/Fax: 01837 82341

www.seal-safety.co.uk

Assessor: C D Lee B Sc. C Eng. FIET CMIOSH MCM1

Date of Review: 21st March 2022

5. Activating the emergency plan

5.1 Triggers

The North Tawton Community Emergency Plan identifies a number of possible emergencies where the Community Emergency Team or members of the public may need to be involved, including:

- Pandemic or other infectious disease

- Snow, ice, high winds
- Loss of power, communications, gas or water supplies
- Road traffic accidents or aircraft crash
- Major pollution incident
- Flooding
- Major fire in the town

5.2 Notification

Role	Name	Tel	Mobile
Coordinator	Cllr Steve Whiteley		
Deputy	Cllr Carol Burrow		
Team member	Cllr Sue Watson		
Team member	Mrs Mel Bickell		
Team member	Mr Tony Jelley		
Team member			
Team member			

The coordinator will pass on notification of an emergency to the Community Response Team, using a telephone tree notification system, see **Annex D**.

For a guide activation procedure, see **Annex E**. This procedure lists the call out order and logging of actions.

For specific flood triggers and escalation procedures, see **Annex F**.

6. Taking control and managing the incident

6.1 Incident coordination

Incident Control Points (ICP) are:

Primary ICP: North Tawton Town Council Office, 14a The Square, North Tawton EX20 2EP, Grid reference SS663017

Secondary ICP: North Tawton Rugby Club, Taw Meadow, Fore Street, North Tawton EX20 2ED, Grid reference SS656016

ICP equipment: North Tawton Town Hall, 2 The Square, North Tawton EX20 2ER, Grid reference SS663017

When the emergency services arrive, they may choose a different ICP. The CRT Coordinator should introduce themselves, give them a copy of the Community Emergency Plan, and provide local knowledge and a situation report, see **Annex G**.

7. Skills and resources

7.1 Resources

For community resources available during an emergency, see **Annex H**.

7.2 Contacts lists

For contact details of key organisations and groups which are publicly available e.g. emergency services, health organisations, town/parish councils, local authorities, utility companies, the Environment Agency, schools etc., see **Annex H**

8. Key facilities

8.1 Community Shelter(s)

If people need to leave their homes, the district council and/or county council or unitary authority, will open a rest centre.

If a local authority cannot provide immediate assistance, a Community Shelter will provide a short-term refuge.

North Tawton Community Shelters:

- **North Tawton Town Hall**, 2 The Square, North Tawton EX20 2ER, Grid reference SS663017
- **North Tawton Rugby Club**, Taw Meadow, Fore Street, North Tawton EX20 2ED, Grid Reference SS656016
- **Youth & Community Centre**, Barton Street, North Tawton EX20 2HJ, Grid Reference SS663014
- **North Tawton Bowling Club**, North Street, North Tawton EX20 2ES, Grid Reference SS664018

For key holder contact details, see **Annex I**.

8.2 Establishing and operating a Community Shelter(s)

For instructions, see **Annex J**.

8.3 Helicopter Landing Sites

Helicopter Landing Sites (HLS) will only be used by emergency services in the rescue phase of an emergency.

Areas for suitable HLS's;

- North Tawton Rugby Club, Taw Meadow, Fore Street, North Tawton EX20 2ED, Grid Reference SS656016

9 Keeping in touch

9.1 Communications

- If landline and mobile networks don't work, use hand-held battery operated 2-way radios to communicate with CRT members

9.2 Warning and informing

- If mobiles/television/mains operated radios don't work and the community is isolated, the community can keep up to date by listening to local radio stations on a battery operated/wind-up radio and the response team will utilise loud hailers.

For warning and informing methods, see **Annex K**.

10 Key information

To record key information, see:

Annex A	Your home self-help plan
Annex B	Community risk assessment
Annex C	Maps of the community
Annex D	Telephone tree notification system
Annex E	Activation procedure and logging sheet
Annex F	Community flood plan
Annex G	Situation report
Annex H	Community resources
Annex I	Key contacts list (publicly available)
Annex J	Establishing and operating a Community Shelter(s)
Annex K	Communications, warning and informing
Annex L	Plan distribution
Annex M	Glossary
Restricted distribution:	
Annex R1	Vulnerable people within the community
Annex R2	Key contacts list (not for general distribution)

11 Plan maintenance

The CRT should meet every six months to discuss community resilience arrangements and every year to review the plan and check contact numbers are correct.

When sending out updated pages of the plan it is important to ensure the old pages are returned. For a distribution list, see **Annex L**.

Annex A - The Home Emergency Plan

The following Home Emergency Plan can be copied and distributed to the community.

Home Emergency Plan

Emergencies can affect the county with little or no notice. Being prepared can help reduce the effects on your families' lives, reduce the need for help from others and enable you to support the vulnerable in your community.

Disruption to essential services such as water and electricity, to regional and national travel and telecoms are all ways an emergency can affect our busy everyday lives.

Keep your plan and other important information in a safe place that you will find again quickly.

You could keep your plan in a 'message in a bottle' in your fridge. Bottles are available free of charge from most doctor's surgeries and chemists and give emergency services vital information such as medical conditions and repeat prescriptions.

If you have children in your household, or others who need help with understanding what to do, you could get them to write and draw their own plans, to help them learn about emergency events.

Complete the following sections and keep the plan in a safe place that all members of your household can easily access:

If you are not involved in an incident but are close by or believe you may be in danger, in most cases the advice is:

If the emergency is outside GO IN, STAY IN, TUNE IN.

Station	Frequency	Website
BBC Radio Devon	94.8, 95.8, 96, 103.4, 104.3 FM	https://www.bbc.co.uk/news/england/devon
Heart Radio	100-102 FM	

INFORM THE REST OF YOUR FAMILY / HOUSEMATES

Household Contact Details		
Name	Mobile	Work

If you are evacuated is there somewhere you can go? Friends or Family?

If you can't contact each other, where should you meet / or who should you leave a message with?

Who will be responsible for picking the children up from school? (If applicable)

How do you turn off the following? Who is responsible?	
Electricity	
Gas	
Water	

KEY CONTACT NUMBERS

Emergency Telephone Numbers			
Emergency Services		Doctor	
NHS Direct		School	
Local Police Station		Home Insurance	
Local Authority			

Useful Websites	
Devon County Council	www.devon.gov.uk and search Emergency Planning
Environment Agency	www.gov.uk/flood
BBC Devon	www.bbc.co.uk/devon
National Flood Forum	www.floodforum.org.uk

Q1	<p>What are the risks to your home and the surrounding area? Are you at risk of flooding?</p> <p>To find out if you live in an area at risk from flooding, visit www.gov.uk/prepare-for-a-flood/find-out-if-youre-at-risk where you can find out if your home is at risk and sign-up to Flood Warnings Direct (a free service which sends you a message when there is a flood risk by telephone, mobile, email, SMS text message, fax, or via a relative/friend). You can also sign up by calling Floodline on 0345 988 1188 or Typetalk 0845 602 6340.</p>
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	<p>If you are in an area that may flood, have sandbags and boards ready to help stop water entering through doors or air bricks. Where do you get these from? If you do not know, contact your Parish / Town Council.</p>
	<p>Notes:</p>
<p>Q2</p>	<p>Do all household members know how and when to call the emergency services? If they don't, give them instructions on how to do this.</p>
	<p>Notes:</p>
<p>Q3</p>	<p>How will you get out of the house / area if you need to escape? Think about what to do if a route is blocked. If it is helpful, draw a plan of escape routes.</p>
	<p>Notes:</p>

Q4	<p>What are the emergency procedures at your children's schools? During an incident, it may not be safe to collect children from school. Schools have emergency plans so pupils will be cared for. If you are still worried during an incident, contact the school first.</p>
	Notes:
Q5	<p>Are there any elderly, disabled or vulnerable family members, friends and neighbours who might need your help, or additional help from the emergency services? Information may not reach some people as quickly. For example, Deaf and blind people and people who do not speak English or have other communication difficulties. How will you help them?</p> <p>Does your Parish/Town Council have a support scheme in place and are vulnerable neighbours aware of it?</p>
	Notes:
Q6	<p>Where will you meet if you become separated – a nearby landmark or a friend's house? Also, agree an alternative meeting place further away from your home.</p>

	<p>Notes:</p>
<p>Q7</p>	<p>ICE Contact Number</p> <p>The emergency services are trained to check for a person's ICE contact number which stands for 'In Case of Emergency'.</p> <p>Think carefully about who you choose as an ICE contact because that person may need to give consent for medical treatment. If you want more than one ICE contact, mark them as ICE1, ICE2 etc.</p> <p>Put ICE contacts in all mobile phones, or on a card in wallets / purses. If your phone is password protected then use the card method or make it visible on the 'start up' screen.</p> <p>Notes:</p>
<p>Q8</p>	<p>Where is your safe, secure place for important documents (passport, birth and insurance certificates etc.) and items of high sentimental value such as old family photos? Are these raised above potential flood levels and easy to grab (in one box) if you need to take them with you? Is the box fire-proof? Have you stored important computer records on a USB / disk?</p> <p>Notes:</p>

Q9	Do you have emergency supplies (ideally in an 'emergency bag') that you can grab quickly? Where are they kept?
	Notes:
Q10	How do you switch off water, gas and electric supplies in your home? Draw a plan if helpful.
	Notes:
Q11	Think about what you would do if you lost all power and communications (including satellite communications such as mobile phones). Do you have a battery or wind-up FM Radio and camping stove with fuel, for example? Make a note of the FM frequency of your local radio station.
	Notes:

Q12	Does everyone in the household know how to make the home secure – locking doors and windows? Do you keep keys in the same places so they can be found easily if it is dark; where are keys kept?
	Notes:
Q13	Have you installed smoke detectors and a carbon monoxide detector? When did you last check them? If not, don't delay installing or checking them! They could save your life. If you need help or advice, or to find out if you qualify for a free home safety visit, contact your local Fire and Rescue Service.
	Notes:
Q14	Have you got adequate home insurance? Who is your insurance provider and what is your insurance policy number?
	Notes:

Q15	<p>Do you keep in your kitchen cupboard enough bottled water, snacks, tinned or dried/packet food to last three days? (how much do you need per person?). This will reduce the tendency for “panic buying” during bad weather or strikes, which can be very disruptive. Check sell by dates every six to twelve months.</p>
	<p>Notes:</p>
Q16	<p>Have you made a list of medication, insurance policy numbers and important phone numbers such as your doctor, insurance provider, Floodline, NHS Direct*, non-emergency number, gas and electric supplier, vet, school, work and close friends/relatives? Make sure you carry this list at all times, for example on a card in your purse or wallet, or mobile phone. *If you have a ‘smart’ mobile phone, you could download the NHS Direct App form .</p>
	<p>Notes:</p>
	<p>Your emergency supplies</p> <p>It helps if you can grab these things quickly. Ideally make up an ‘emergency bag’. Do not stop to collect things if it puts you in danger!</p> <p>These are things you probably carry at all times:</p> <p>Essential keys (house / car). Special daily items (for example, glasses / contact lenses / medication / aids). List of medication. This is essential, please make a list! Cash / debit / credit cards. Essential items for babies, children and people you care for. Mobile phone and charger.</p>

	<p>Antibacterial hand gel and mini first aid kit. Water and snacks. Warm layers and waterproof clothing, suitable hats and footwear. If you have to remain in your home or become isolated, make sure you have the following items:</p> <p>First Aid Kit including flu and cold medication. Wind up or battery radio including spare batteries. Wind up or battery torch with spare batteries/candles and matches. Enough toiletries such as soap, sanitary items and tissues or toilet roll. A three-day food and water supply. Tinned and dried food such as beans and rice is good. Camping stove and fuel. Only use indoors in an emergency. Always place on a stable surface and use in a well-ventilated area with a carbon monoxide detector.</p>
	<p>Keep important documents and computer information in ONE safe place and make sure you can grab these items quickly if you need to.</p> <p>Don't forget does a friend or family member have spare keys should you lose yours?</p>
	<p>Items for pets and assistance animals</p> <p>Contents will depend on the type of pet, but you may need to grab:</p> <p>Water, food and bowls. Leash / muzzle / harness. Blanket, bed, pet carrier or cage. Photo of your pet in case it gets lost and is not 'identity chipped'. Plastic bags for waste. Medication and health records. Identity chip number (keep a record in your phone or wallet/purse).</p>
	<p>Items in the car</p> <p>In case of an emergency always carry in your car (in addition to the things you probably carry at all times):</p>
Blankets	First Aid Kit

	Torch Map	Shovel and de-icer in winter conditions. Warning triangle and fire extinguisher (recommended).
	Notes:	

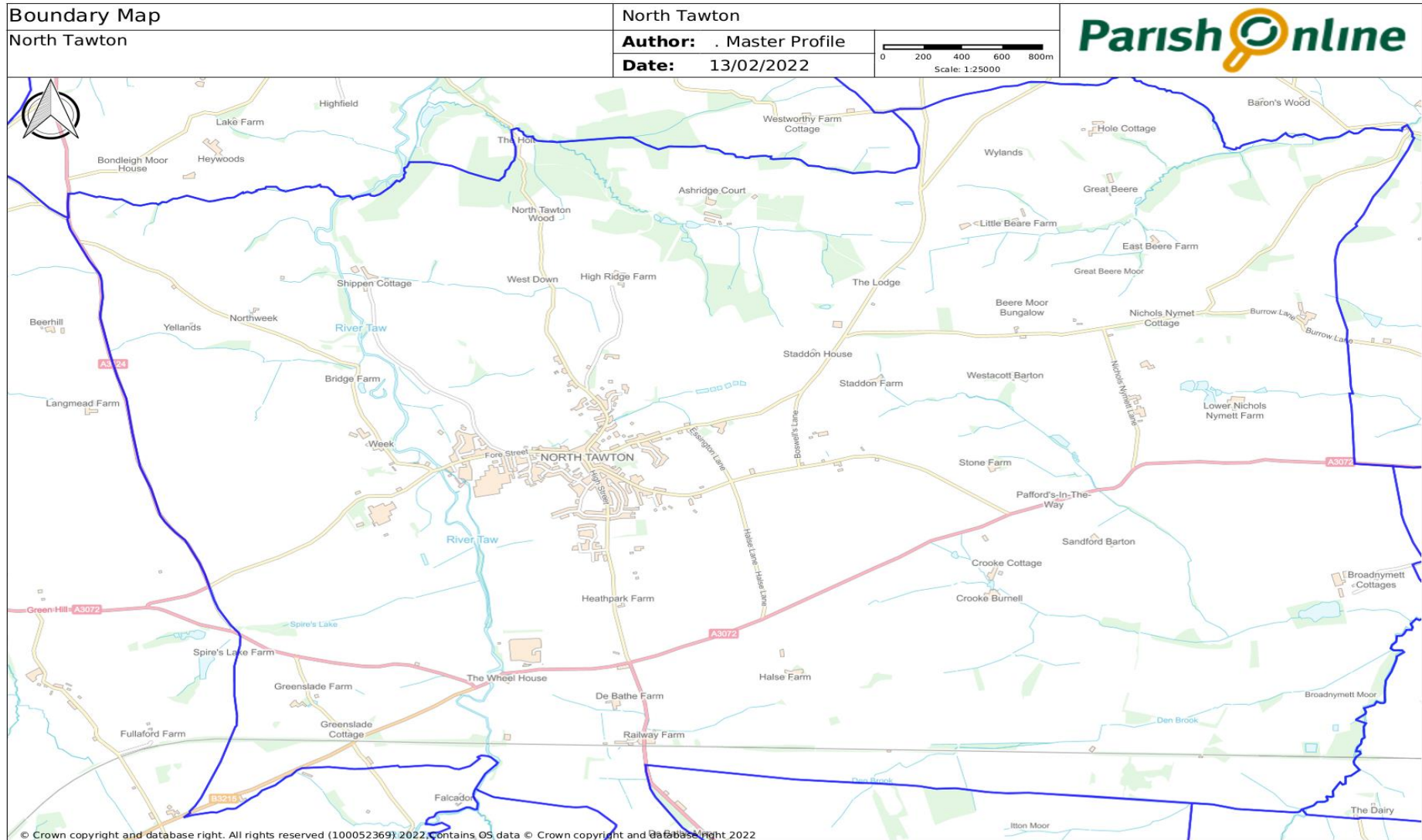
Annex B – Community risk assessment

When assessing risks to the community, the likelihood and the impact of the event should be considered. Many of the risks will be planned for at a national/regional/county or district level. Therefore, the risk assessments should consider how the community could respond to ensure its safety / wellbeing.

Risks	Impact on community	Community Emergency Response Team (CERT) Actions
Sustained power/gas failure	<p>Affects residential properties and public/commercial services</p> <p>May pose medical risk to residents reliable on power supply for medical equipment</p>	<p>CERT to meet</p> <p>identify affected areas</p> <p>Consider checking of known vulnerable persons</p> <p>Consider evacuation of dwellings and deployment of EAP</p>
Sustained water failure	Affects residential properties and public/commercial services	<p>CERT to meet</p> <p>Identify affected areas</p> <p>Consider checking of known vulnerable persons</p> <p>Consider evacuation of dwellings and deployment of EAP</p>
Heavy snow, Ice, sustained damaging high winds	<p>Affects movement of pedestrians and vehicle traffic (including public transport) with increased likelihood of accidents</p> <p>Damage to property/persons</p>	<p>CERT to meet</p> <p>Contact Snow/Ice Wardens (salt spreading footways/roads in local neighbourhoods)</p> <p>Supply additional salt from stock to Wardens if required</p> <p>Liaison with DCC Neighbourhood Highways Officer, SHDC Emergency Planning Officer, Fire Station Commander & Neighbourhood Police Team</p> <p>Report impassable footways & roads</p> <p>Consider checking of known vulnerable persons</p> <p>Report concerns: fallen trees, blocked roads to relevant authorities</p>

<p>Sustained Flood/pollution</p>	<p>Flooding of local streets Blocked access to amenities Damage to property Residents cut off Health concerns</p>	<p>CERT to meet Distribution of sandbags from stock on footways/roads around amenities Liaison with DCC Neighbourhood Highways Officer, SHDC Emergency Planning Officer, Fire Station Commander & Neighbourhood Police Team Report impassable footways & roads Consider checking of known vulnerable persons Report blocked roads to relevant authorities Encourage residents to improve home flood defences – sandbags can be obtained by householders from North Tawton fire station carpark and far end of Mill Lane. Bags and sand are provided for users to collect and fill their own sandbags. Work with local emergency responders to see if they can help with distribution of flood warnings and any evacuation and rest centre establishment required</p>
<p>Road traffic accidents or aircraft crash</p>	<p>Severe property damage and likelihood of casualties</p>	<p>Emergency services responsibility CERT to meet and help Consider deployment of EAP</p>
<p>Pandemic or other infectious disease</p>	<p>Likelihood of casualties Residents may be cut-off</p>	<p>Emergency services responsibility CERT to meet and help Consider deployment of EAP</p>

Annex C – Maps of the community

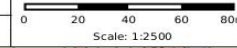


Town Centre
North Tawton

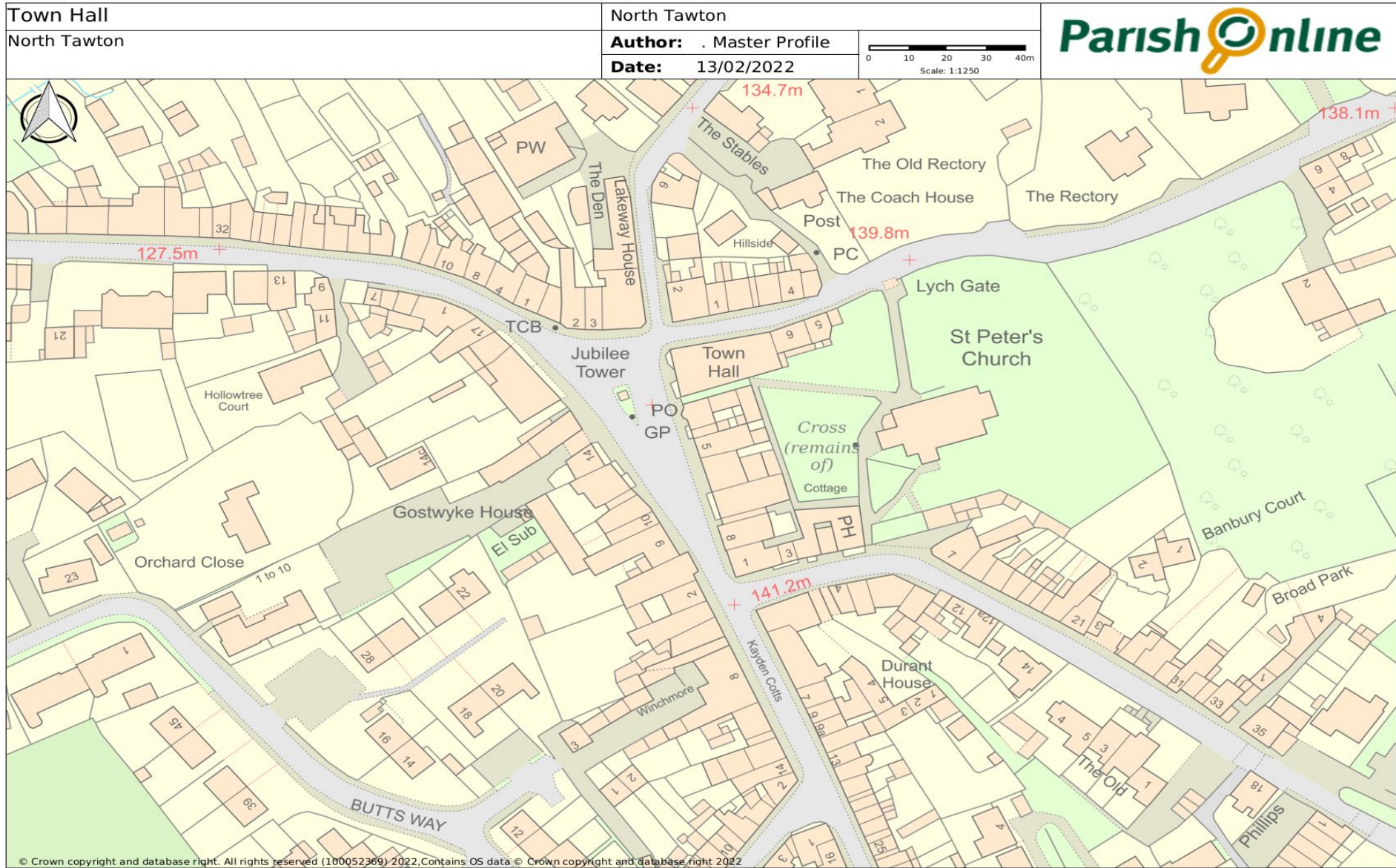
North Tawton

Author: . Master Profile

Date: 13/02/2022



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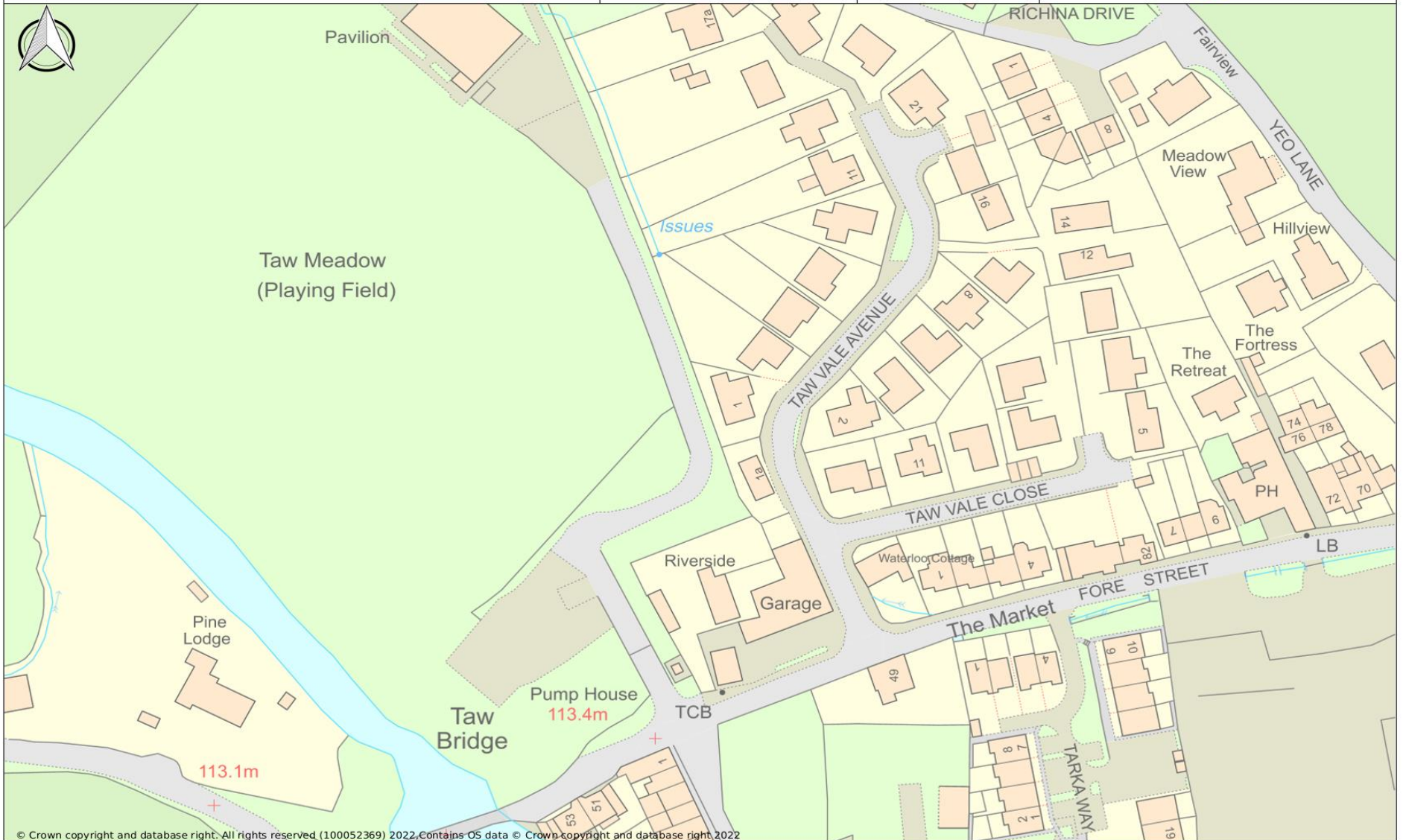
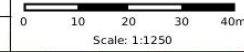


Rugby Club
North Tawton

North Tawton

Author: . Master Profile

Date: 13/02/2022



Youth & Community Centre

North Tawton

North Tawton

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Date: 13/02/2022

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Scale: 1:500



Bowling Club North Street

North Tawton

North Tawton

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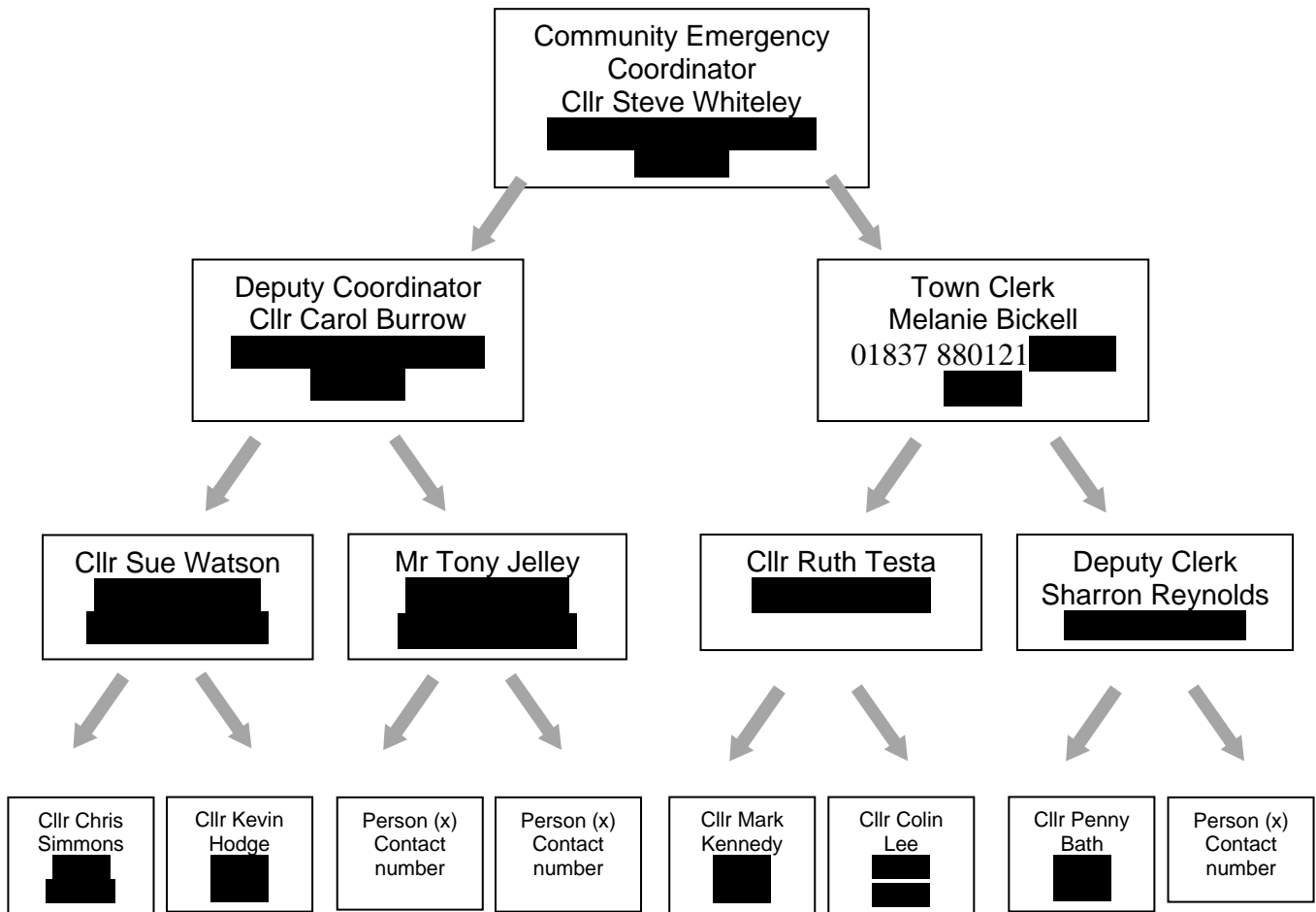
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Annex D – Telephone tree notification system

A telephone tree is a group of people organised as a pyramid so that they can quickly and easily spread information. The coordinator at the top calls two people, who each call two more people until everyone in the list has been called. If someone is not available, the next person in the tree is called.



Annex E – Activation procedure and logging sheet

Action		Complete
1	If an emergency is possible or anticipated, monitor the situation and contact CRT members and warn the community. Be prepared to respond urgently.	
2	Dial 999 and ensure the emergency services are aware of the emergency and follow any advice given.	
3	Contact and inform your district/borough council.	
4	Record details on the log sheet on the other side of this page. Include: <ul style="list-style-type: none"> • Decisions you have made and why • Actions taken • Who you spoke to and what you said (Include contact numbers) • Information received 	
5	Contact other CRT members and the community by agreed method depending on type of emergency Notifying community/ Households affected (to include if applicable door knocking, loud hailers, A frame notice board and notices in strategic locations) <ul style="list-style-type: none"> • Town council via the Town clerk • Volunteers and key holders 	
6	If needed, call a community meeting. Ensure the venue is safe and people can get there safely	
7	Take notes and record actions. If you decide to activate a plan, remember to follow the check sheet.	
8	When the emergency services arrive, the CRT Coordinator should introduce themselves	

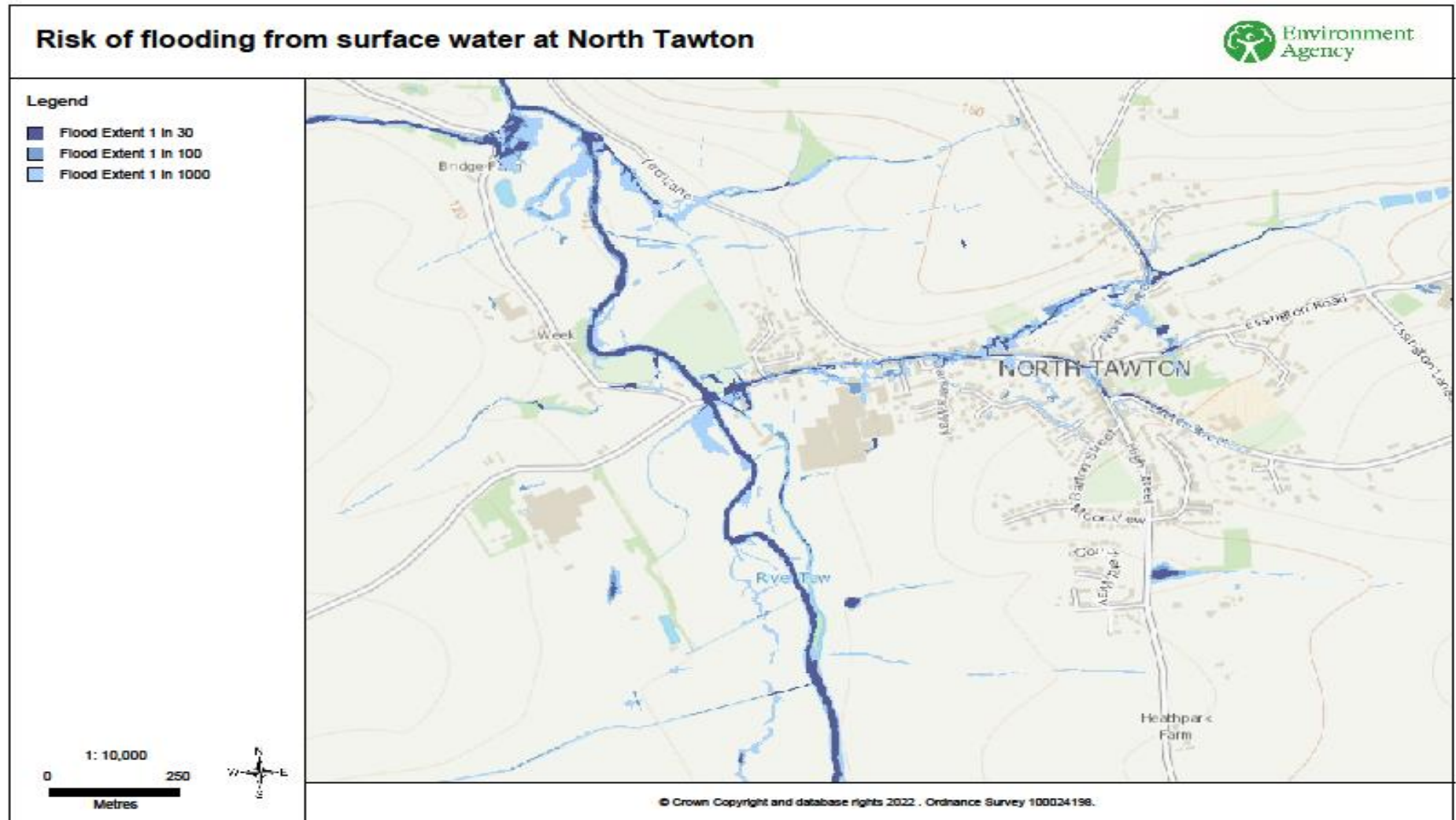
Never do anything which puts you or anyone else in your community at risk

Annex F - Community flood plan

Floodline quickdial number	https://www.devonservices.org.uk/service/floodline-environment-agency/ 0345 988 1188
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Which Environment Agency Flood Warnings are you registered to receive?	<p>(You can sign up for flood warnings at https://www.gov.uk/sign-up-for-flood-warnings).</p> <p>You'll need to provide:</p> <ul style="list-style-type: none">• the address you're registering• a phone number you can be contacted on day or night• an email address <p>The service is free. You can get warnings by phone, email or text message.</p>
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1. Map showing flood risk areas and direction of flooding



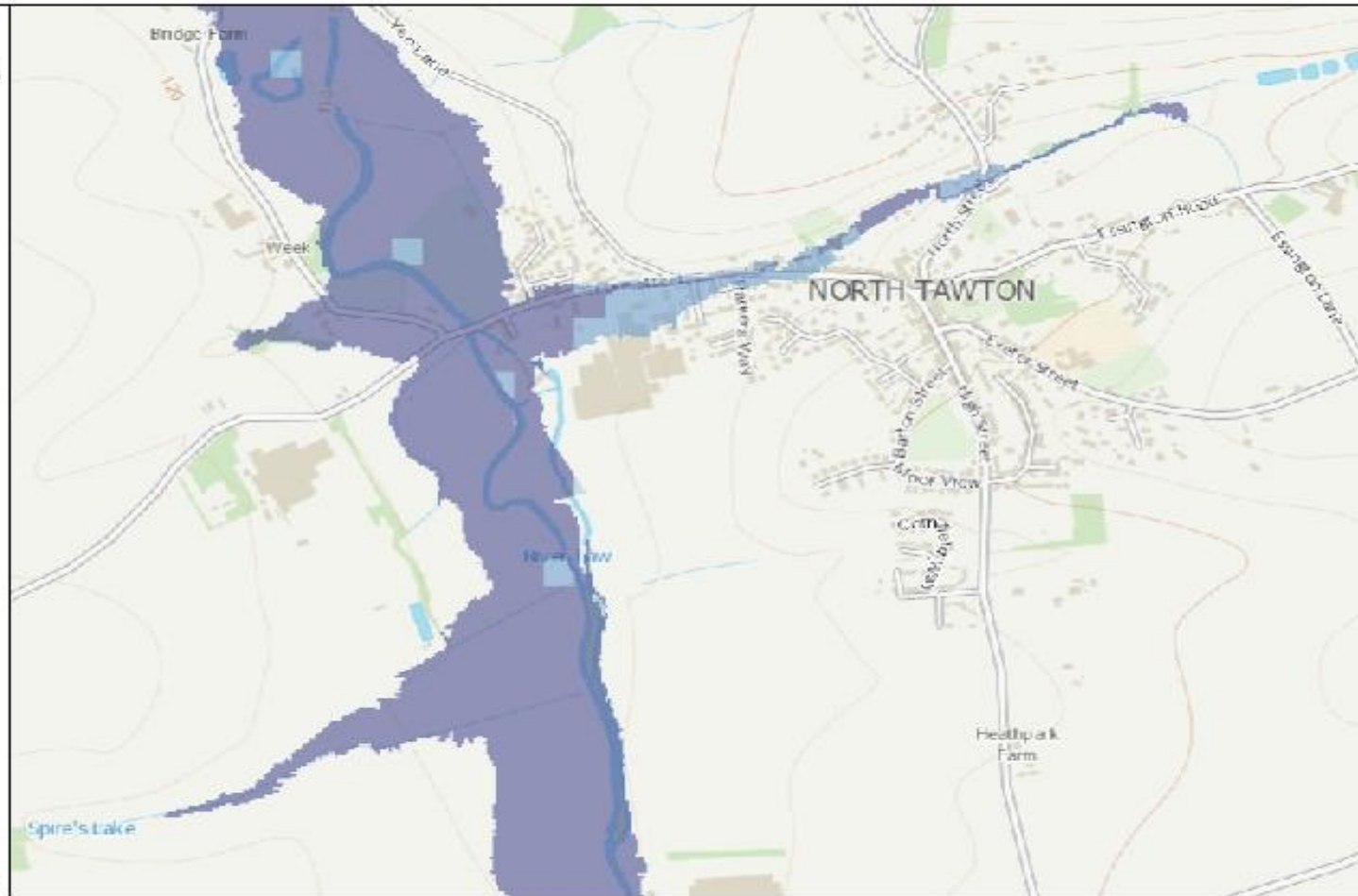
Risk of flooding from rivers at North Tawton



Legend

Risk of flooding from Rivers and Se

- High (>=3.2%)
- Medium (3.3% - 1%)
- Low (1% - 0.1%)
- Very Low (<0.1%)





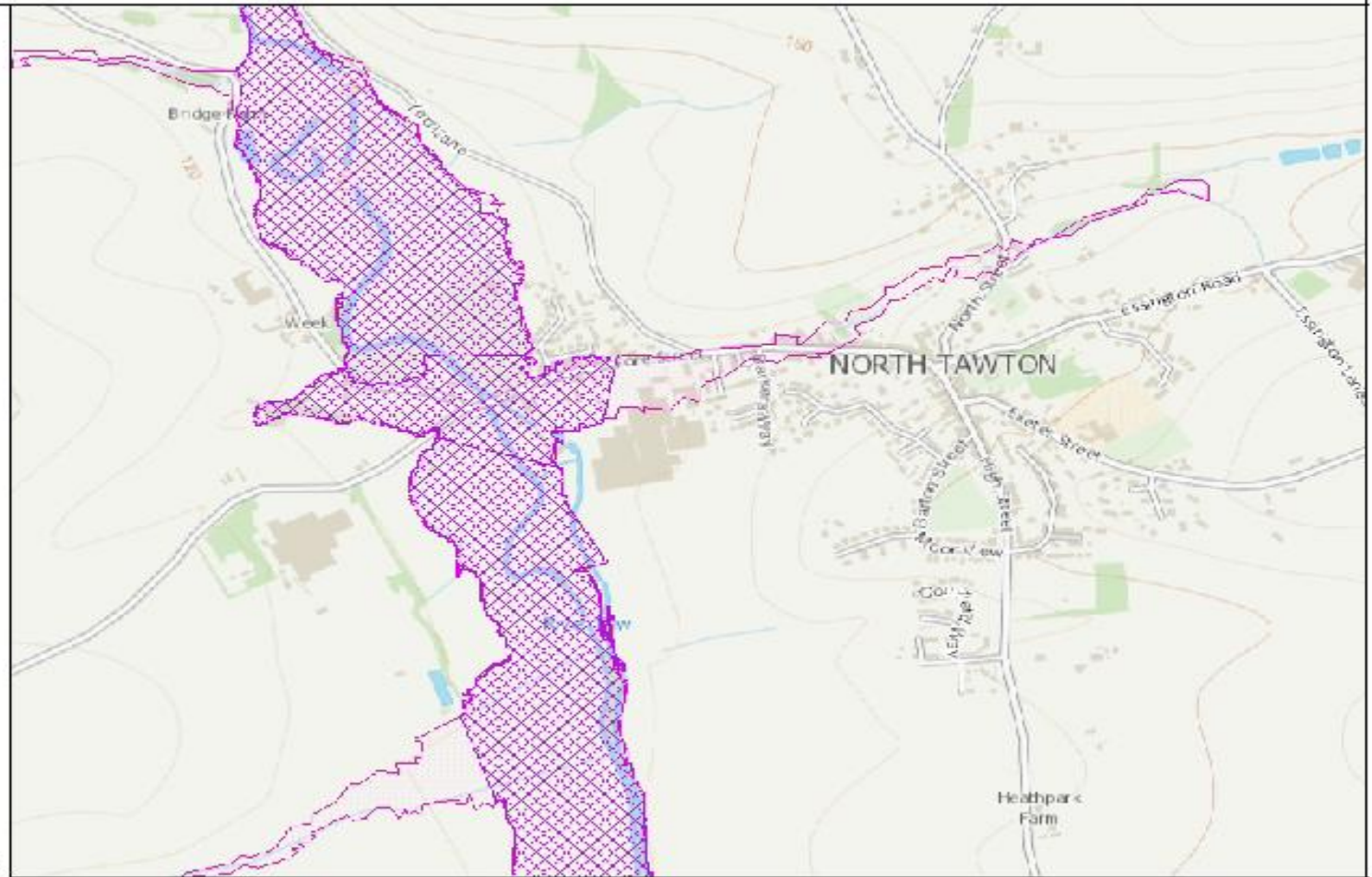
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Flood Warning Service coverage at North Tawton



Legend

-  Flood Warning Areas
-  Flood Alert Areas



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2. Actions to be taken before, during and after a flood

3. you can check your flood risk here <https://www.gov.uk/prepare-for-a-flood/find-out-if-youre-at-risk>

<p>Before</p>	<ul style="list-style-type: none"> • Communication at an early stage is essential • Alert your Community Emergency Response Team to the rainfall forecast, especially if heavy rain has started <hr/> <ul style="list-style-type: none"> • Be aware. Know the signs. • Start local observations. Signs to watch for include: <ul style="list-style-type: none"> ○ Heavy rain and/or severe weather reports ○ Rainfall not draining away, leading to surface water flooding ○ Rising river levels, with dark churning water ○ A build-up of debris in rivers, which could give way and cause a wave of water to surge <hr/> <ul style="list-style-type: none"> • Start an incident log
<p>During</p>	<ul style="list-style-type: none"> • Report flooding and blockages that may increase flood risk: phone 0800 807060 and ask to speak to your local Flood Warning Duty Officer <hr/> <ul style="list-style-type: none"> • Call 999 if there's a risk to life, or if you're trapped <hr/> <ul style="list-style-type: none"> • Stay safe. Prioritise your own safety at all times • Be ready to relocate to a safe place, if told to do so by the emergency services • Do not walk or drive through flood water <hr/> <ul style="list-style-type: none"> • Provide support and guidance ahead of the arrival of the emergency services. For example: <ul style="list-style-type: none"> ○ "Stay in a safe place with a means of escape. ○ If you're in a building with at least two storeys and believe it's safer to stay where you are, move to a higher storey of the building and wait for instructions from the emergency services. Turn off your gas, electricity and water mains supplies. ○ If you are in vulnerable accommodation e.g. bungalow, caravan or tent, seek shelter in the nearest two storey building or go to higher ground ○ Be ready should you need to evacuate your home. ○ Cooperate with emergency services ○ Do not walk or drive through flood water ○ Call 999 if you're in immediate danger" <hr/> <ul style="list-style-type: none"> • Collect information about the flood, if it's safe to do so <ul style="list-style-type: none"> ○ Take photos ○ Note the date and time <hr/> <ul style="list-style-type: none"> • When emergency services arrive <ul style="list-style-type: none"> ○ Community Emergency Response Team coordinator to make themselves known to the Operational Commander at an early stage ○ Provide an overview of the issues present. Relay concerns, local knowledge and issues to relevant authorities. ○ You may be asked to help relay information to the community (e.g. by door to door visits), such as areas to avoid/promote health, safety and well-being ○ You may be asked to assist with evacuation <ul style="list-style-type: none"> ▪ Cooperate with emergency services ▪ You can provide valuable support by directing people to a place of safety e.g. temporary community shelter/official local authority rest centre ▪ Remember: Nobody has the powers to force people out of their homes
	<ul style="list-style-type: none"> • Liaise with emergency responders before interacting with the media, even if 'off the record'

After	<ul style="list-style-type: none">• Collect information about the flood, if it's safe to do so<ul style="list-style-type: none">○ Take photos○ Note the date and time• Help relay concerns, local knowledge and issues to the relevant authorities• Signpost flood recovery advice e.g. http://www.bdma.org.uk/publications/flooddocs
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Making insurance available and affordable for homes affected by flooding

What is Flood Re?

Flood Re is a joint Government and insurance industry initiative to enable you to find affordable insurance for qualifying properties that are at risk of flooding or have been flooded. Part of our work also involves helping you find out more about flood risks to your home and how you can help to reduce them.

Can Flood Re help me?

Flood Re works in the background, helping the insurance industry offer more affordable insurance to everyone with eligible properties that may be at risk of flooding.

What do I need to do?

1. Talk to your insurer and ask them if your home is eligible for the Flood Re Scheme (details of our eligibility are set out on our website).
2. Be prepared to shop around.
3. Remember, finding the right advice and products is important.

Do I make my claims through Flood Re?

No. You will continue to buy insurance and make claims through your insurer in the same way as you do now.

What can I do to prevent flooding?

Find out more about flood risk levels in your area and how to minimise the impact on your property: www.gov.uk/prepare-for-a-flood



3 After a flood – reputable contractors

List companies/reputable contractors whose help you may need after a flood. Encourage residents and businesses to

- 1) take photos before the clean up as they may need to rely on them for insurance claims, and
- 2) ask their insurer before discarding items that can't be cleaned, as they may want to make a claim for the items.

Get contracts in place or know who to call for assistance. If help is not needed, you can leave this section blank.

Point affected residents and businesses to this information:

- Get help after a flood (Environment Agency): <https://www.gov.uk/prepare-for-a-flood/get-help-after-a-flood>
- Support for flood victims (British Disaster Management Association): <http://www.bdma.gov.uk/publications/flooddocs>

Company name	Business type	Telephone	Fax/other

Only add details of contractors not already contained within Annex R2.

Annex G – Situation report (SITREP)

Use this form to record information about an emergency and give it to emergency responders. when they arrive.

Situation report		
E	Exact location of the emergency	
T	Type of emergency	
H	Hazards present or suspected	
A	Access – routes that are safe to use	
N	Number, type and severity of casualties	
E	Emergency services present?	

Date:

Time:

Location:

Attendees:

Current situation?

Location of emergency. Is it near:

A school?

A vulnerable area?

A main access route?

Type of emergency:

Is there a threat to life?

Has electricity, gas or water been affected?

Are there any vulnerable people involved?

Elderly

Families with children

Resources needed? Food?

Off-road vehicles?

Blankets?

Shelter?

Establishing contact with the emergency services

How can we support the emergency services?

What agreed actions can safely be taken?

Agreed actions and leads?

Any other issues?

Annex H - Community resources

Resource	Contact / Key holder	Conditions of use	Additional information
Town Hall	Tony Jelley [REDACTED]		
Rugby club	Sarah & Dave Quick [REDACTED]		
Bowls club	John Kinsey – [REDACTED]		
Youth & Community Centre	Mark Kennedy [REDACTED]		
Sandbags	Steve Whiteley [REDACTED]	Sand and bags supplied, to be filled by individuals, and collected by selves	Located at <ul style="list-style-type: none"> • Fire Station carpark • far end Mill Lane
Defibrillators	Steve Whiteley [REDACTED]		Located at <ul style="list-style-type: none"> • Fore St Garage • The Square outside Council office • Strawberry Fields junction
Town Council Office	Melanie Bickell/Sharron Reynolds 01837 880121 [REDACTED]		

Annex I – Key contacts list (publicly available)

Category	Service/Name	Telephone Number	Additional Information
Emergency Services	Police	Emergency: 999 Non Emergency: 101	
	Fire	Emergency: 999 Office: 01392 872200	Fire/Flood Rescue, Support/Resources
	Ambulance	Emergency: 999 General: 01392 261621	
	Coastguard	Emergency: 999 General: 0870 600 6505	Water Rescue Resources/Support
Activation and Emergency Planning	Devon County Council	0845 155 1020	General enquiries
Flooding and Forecasting	Environment Agency Flooding	0345 988 1188	Report flooding. Seek advice regarding flood warnings and what to do before/during/after a flood
	Environment Agency	08708 506506	General enquiries
	Met Office	0870 900 0100	Meteorological forecasting
	Met Office Weathercall	09014 722054	
Utilities	South West Water	0800 169 1144	Non-domestic water leaks
	Western Power Distribution	Office: 0845 601 2989 Silent: 0800 365900	Power cuts
	British Gas	0800 111999	Gas leaks
	National Gas	0800 169 1144	Gas leaks
	BT	01525 290647 0800 800150	Telecommunications
Healthcare	Local Doctors Surgery	01363 82333	Medical/Healthcare
	NHS Direct	0845 4647 (until February 2014)	Advice
	RD&E Hospital	01392 411611	Medical/Healthcare

Highways	Devon County Council Highways	01392 383329	Highways management
	Highways Agency	08457 504030	Highways Information Line
Vehicle recovery			
Schools			
Local Media	BBC Radio Devon	News: 01752 234511 Travel: 0845 300 2829 On air: 0845 301 1034 Plym'th: 01752 260323 Exeter: 01392 215651	Media, warning and informing
Animal Welfare	RSPCA	24 hour: 0300 123 4999 Office: 0300 123 4555	
Emotional Support Services	Samaritans 24hrs	0845 303 0900	24hr telephone support
Victim Support	Victim Support 0800-2000	0845 676 1020	Support

Annex J –Establishing and operating a Community Shelter(s)

When an evacuation is needed, people will need a safe place. This safe place is the Community Shelter (CS).

Activation of a CS

A CS will be activated if the CRT decides that due to the emergency, it needs to provide shelter before the emergency services arrive.

Staffing the CS

Volunteers will be needed to staff the CS. The minimum requirement is shown below:

Serial post responsibilities

	Post	Responsibilities
1	Parish shelter coordinator	<ul style="list-style-type: none">• Located at CS• Manage shelter• Provide feedback to ICP
2	Receptionist 1	<ul style="list-style-type: none">• Staff reception desk• Maintain register
3	Receptionist 2	As above
4	Volunteer first aiders (See Section 3 and Annex D)	<ul style="list-style-type: none">• Provide basic first aid as required
5	Volunteer cook	<ul style="list-style-type: none">• Provide snacks/meals
6	Volunteer evac. assistants	<ul style="list-style-type: none">• Assist evacuees• Issue blankets etc.

Evacuee information sheet

Please read this sheet as it contains information you will need about the Community Shelter (CS).

Registration

Please register at the reception desk. You don't have to register, but it is recommended, as it helps staff if any of your relatives are looking for you. Registration information is confidential.

Smoking and alcohol

Smoking and the consumption of alcohol is not permitted in the CS.

Personal belongings and children

We cannot assume responsibility for your belongings. Please keep valuable items with you. Parents are responsible for keeping track of and controlling their children. Please don't leave them unattended.

Medical and injuries

If you have a medical condition that needs special consideration, i.e., heart condition, recent surgery, or pregnancy, please tell the staff. All medical information will be written on your registration card and is confidential.

Pets

We understand pets are part of your family. Unfortunately our shelter may not be suitable for them. Tell us about your pets and we can help locate a temporary home for them where they will be well looked after. Registered Guide/Hearing Dogs are allowed within the CS.

Bulletin boards

Updates and bulletins will be put on a notice board for your information.

Volunteering and help

Evacuees are encouraged to help in the CS. Speak to the staff if you can help.

Telephones

We encourage you to tell a family member or friend where you are and ask them to tell others that may be worried about you. Please be considerate when using a mobile phone by speaking quietly.

Community Shelter(s) coordinator

Please listen to the coordinator and staff. They are the officials in the CS.

Problems and complaints

Please direct all comments about the CS operation to the coordinator.

News/media

News/media often visit the CS during an emergency. They may request interviews or photographs; however, they must ask your permission first. It is your right to refuse. Please report any problems or questions about the media to the coordinator.

Special needs/requirements

If you have any special needs, i.e. diet, health etc., please let the staff know.

If you require further information please ask any of the staff.

Annex K – Communications, warning and informing

Method	Location (If applicable)	Contact / Responsibility	Additional information
Notice boards,	The Square North Tawton	Town Clerk	
Local meeting			
Community leaflets			
Door knocking			
Loud Hailers			

Key information such as road or school closures are usually reported on local radio.

Station	Frequency	Website
BBC Radio Devon		https://www.bbc.co.uk/sounds/play/live:bbc_radio_devon
Heart FM		https://www.heart.co.uk/exeter/
Radio Exe		https://www.radioexe.co.uk/

Annex L – Plan distribution

Organisation	Contact details	Number issued
Town Hall Committee	Tony Jelley	1
WI	Sue Knott	2
Fire Station NT		3
Bow medical centre		4
Devon Community Resilience Forum		5
Devon CC		6
WDBC		7
Okehampton Police Station		8
NT Rugby club	Sarah & Dave Quick	9
NT Community Centre	Steve Whiteley	10

Restricted

Organisation	Contact details	Number issued
None		R1
		R2

Annex M - Glossary

Acronym/Term Definition

Bronze Command	Operational Command
CEP	Community Emergency Plan
CERT	Community Emergency Response Team
CS	Community Shelter
DCC	Devon County Council
EA	Environment Agency
CS	Evacuation Assembly Point
EBC	Evacuation Briefing Centre
EP	Emergency Plan
Evac	Evacuation
FAZ	Flood Action Zone
FCP	Forward Command Post
Gold Command	Strategic Command
GR	Grid Reference
HLS	Helicopter Landing Site
ICP	Incident Control Point
LHA	Local Health Authority
WDBC	West Devon Borough Council
NHS	National Health Service
SAR	Search and Rescue
SDP	Sandbag Distribution Point
SDP Controller	Manages the filling and distribution of sandbags
Silver Command	Tactical Command

