



# Community Emergency Plan

## Crediton

**25<sup>th</sup> January 2019/V2**



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## 1. Introduction

An emergency/major incident is any event or circumstance (happening with or without warning) that causes or threatens death or injury, disruption to the community, or damage to property or to the environment on such a scale that the effect cannot wholly be dealt with by the emergency services, local authorities and other organisations as part of their normal day-to-day activities.

Although there is no statutory responsibility for communities to plan for, respond to, or recover from emergencies, it is good practice to identify potential hazards and make simple plans on how they could respond to them.

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

### 1.1 Aim

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

### 1.2 Objectives

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.

### **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 and 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

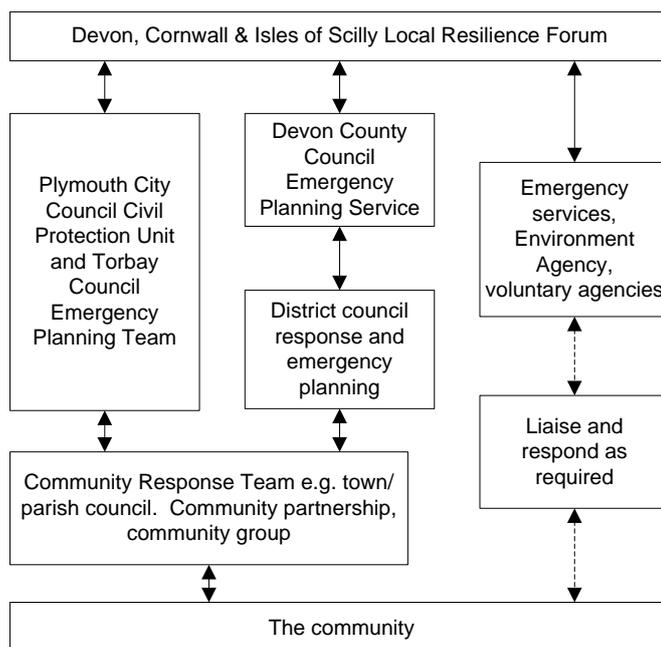
- Check confidentiality is maintained where needed
- Maintain their own action log in event of an emergency (Annex E)
- Create a 'grab bag' containing the plan and any suitable clothing/equipment which may be needed (Contents in Annex A)
- Have enough knowledge of the plan to act as coordinator
- Support the coordinator in their tasks

Role	Name	Tel	Mobile/Email	Address
Coordinator	Frank Letch	01363 775739		2 Butt Parks, Crediton, EX17 3HE
Deputy	Louise Martin	01363 773683	07519 930040	28 Dean St, Crediton EX17 3EN
Team member	Andrew Tonkin	01363 776282		12 QE Drive, Crediton EX17 2EH
Team member	Liz Brookes-Hocking	01363 774562	lizhocking@hotmail.com	7 North St, Crediton EX17 2BT
Team member				
Team member				
Team member				

### 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 Crediton are listed in **Annex B**.

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

Vulnerable buildings/people are listed in **Annex R1**.

## **5. Activating the emergency plan**

A guideline activation procedure can be found in Annex E. This details the procedure that should be following during an emergency or serious incident.

See Annex E for Log Sheet

See Annex F for Situation Report

## **6. Taking control and managing the incident**

### **6.1 Incident coordination**

Incident Control Points (ICP) are:

Primary ICP: Lords Meadow Leisure Centre

Secondary ICP: Boniface Centre, Church Lane

ICP equipment: Storage Container at Link Logistics, EX17 1DN.

If Primary ICP is not accessible, Secondary ICP should be elected, vice versa.

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 F**.

## **7. Skills and resources**

### **7.1 Resources**

Emergency equipment is stored in a Storage Container at Link Logistics, EX17 1DN. For details of community resources available during an emergency, see **Annex G**.

## **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**

For restricted contact details e.g. volunteers, vulnerable people, see **Annex R2**.

## **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.

Crediton Community Shelters:

- Lords Meadow Leisure Centre, SS836001
- Boniface Centre, Church Lane, SS842003

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

### **8.2 Establishing and operating a Community Shelter(s)**

For instructions, see **Annex I**.

### **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;

- a. Crediton Rugby Club field, Commercial Road
- b. Newcombes Meadow
- c. Joseph Locke Way
- d. QE Lower School, Barnfield Campus

## **9 Keeping in touch**

### **9.1 Communications**

For Communications methods, see **Annex J**.

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

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

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.

## 10 Recovery

Once the immediate emergency is closed, the CRT will imitate the following procedure:

- Confirm with the emergency services that the emergency is closed;
- If the CS has been activated, authorise the closing of the shelter and ensure the return of evacuees to their homes;
- Inform shelter staff to stand down;
- Arrange for return of any equipment/resources used in emergency;
- Carry out debrief

The recovery phase involves restoring and rebuilding the community after an emergency/incident. This could range from a debrief to a period of reconstruction and ongoing support, depending on the scale of the emergency.

## 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 K**.

## Annex A - The 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.

**Please note, large print copies of this Home Emergency Plan are available from the Council Offices.**

**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	95.8FM	<a href="http://www.bbc.co.uk/radiodevon">http://www.bbc.co.uk/radiodevon</a>
Heart FM	97.0 & 103.0 FM	<a href="http://www.heart.co.uk/exeter/">http://www.heart.co.uk/exeter/</a>

**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	999	Doctor	
NHS 111 Service	111	School	
Local Police Station	101 (non-emergency)	Home Insurance	
Local Authority: Devon County Council Mid Devon District Council CREDITON Town Council	0345 155 1015 01884 255255  01363 773717		

Useful Websites	
Devon County Council	<a href="http://new.devon.gov.uk">new.devon.gov.uk</a> and search Emergency Planning
Environment Agency	<a href="http://www.gov.uk/flood">www.gov.uk/flood</a>
BBC Devon	<a href="http://www.bbc.co.uk/devon">www.bbc.co.uk/devon</a>
National Flood Forum	<a href="http://www.floodforum.org.uk">www.floodforum.org.uk</a>

Q1	<p>What are the risks to your home and the surrounding area? Are you at risk of flooding? To find out if you live in an area at risk from flooding, visit <a href="http://www.gov.uk/prepare-for-a-flood/find-out-if-youre-at-risk">www.gov.uk/prepare-for-a-flood/find-out-if-youre-at-risk</a> 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. 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>
	Notes:
Q2	<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>
	Notes:
Q3	<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>
	Notes:
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? 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>
	Notes:
Q7	<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. 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>
	Notes:
Q8	<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>
	Notes:

Q9	<p>Do you have emergency supplies (ideally in an 'emergency bag') that you can grab quickly? Where are they kept?</p> <p>Notes:</p>
Q10	<p>How do you switch off water, gas and electric supplies in your home? Draw a plan if helpful.</p> <p>Notes:</p>
Q11	<p>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.</p> <p>Notes:</p>
Q12	<p>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?</p> <p>Notes:</p>
Q13	<p>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.</p> <p>Notes:</p>

Q14	<p>Have you got adequate home insurance? Who is your insurance provider and what is your insurance policy number?</p> <p>Notes:</p>
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 111 Service, 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.</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> <ul style="list-style-type: none"> <li>• Essential keys (house/car)</li> <li>• Special daily items (for example, glasses/contact lenses/medication/aids)</li> <li>• List of medication. This is essential, please make a list!</li> <li>• Cash/debit/credit cards</li> <li>• Essential items for babies, children and people you care for</li> <li>• Mobile phone and charger</li> <li>• Antibacterial hand gel and mini first aid kit</li> <li>• Water and snacks</li> <li>• Warm layers and waterproof clothing, suitable hats and footwear</li> </ul> <p>If you have to remain in your home or become isolated, make sure you have the following items:</p> <ul style="list-style-type: none"> <li>• First Aid Kit including flu and cold medication</li> <li>• Wind up or battery radio including spare batteries</li> <li>• Wind up or battery torch with spare batteries/candles and matches</li> <li>• Enough toiletries such as soap, sanitary items and tissues or toilet roll</li> <li>• A three-day food and water supply. Tinned and dried food such as beans and rice is good.</li> <li>• 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.</li> </ul>	

	<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> <ul style="list-style-type: none"> <li>• Water, food and bowls</li> <li>• Leash/muzzle/harness</li> <li>• Blanket, bed, pet carrier or cage</li> <li>• Photo of your pet in case it gets lost and is not 'identity chipped'</li> <li>• Plastic bags for waste</li> <li>• Medication and health records</li> <li>• Identity chip number (keep a record in your phone or wallet/purse)</li> </ul>
	<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> <ul style="list-style-type: none"> <li>• Blankets</li> <li>• Torch</li> <li>• Map</li> <li>• First Aid Kit</li> <li>• Shovel and de-icer in winter conditions</li> <li>• Warning triangle and fire extinguisher (recommended)</li> </ul>
	<p>Notes:</p>

**Please note, large print copies of this Home Emergency Plan are available from the Council Offices.**

## 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/well-being.

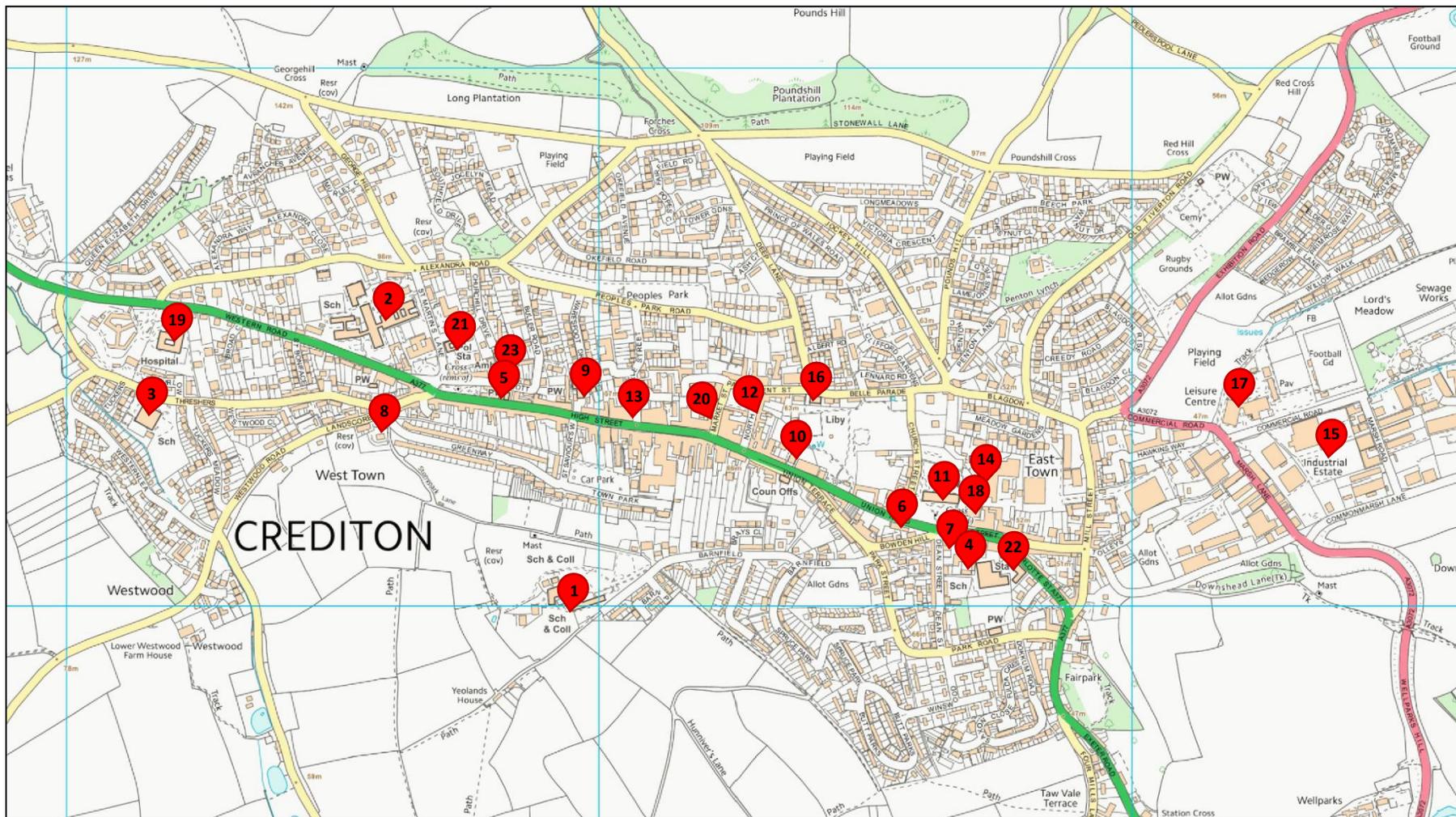
Risks	Impact on community	Before an Emergency. What can the Community Response Team do to prepare?	During an Emergency. Possible actions
Flooding	<ul style="list-style-type: none"> <li>• Flooding of local streets</li> <li>• Blocked access (e.g. A377 outside Ladds, Fordton, A3072 by Creedy Bridge)</li> <li>• Damage to property</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage residents to improve home flood defences.</li> <li>• Work with local emergency responders to see if they can help with distribution of flood warnings and any evacuation and rest centre establishment required</li> <li>• Find out what flood defences exist or are planned in the area</li> </ul>	Please see Community Flood Plan (Separate Document)
Sustained electricity failure	<ul style="list-style-type: none"> <li>• Affects residential properties and commercial services</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage residents to have a Home Emergency Plan (Annex A)</li> </ul>	CRT to: <ul style="list-style-type: none"> <li>• Meet and identify affected areas</li> <li>• Notify Western Power Distribution (contact details on Annex H)</li> <li>• Check for vulnerable individuals in area</li> <li>• Consider activating Community Shelter</li> <li>• If shelter is required, advise residents to shelter with friends/relatives or consider opening Community Shelter.</li> </ul>
Sustained water failure	<ul style="list-style-type: none"> <li>• Affects residential properties and commercial services</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage residents to have a Home Emergency Plan (Annex A)</li> </ul>	CRT to: <ul style="list-style-type: none"> <li>• Meet and identify affected areas</li> <li>• Notify South West Water (contact details on Annex H)</li> <li>• Check for vulnerable individuals in area</li> <li>• Consider activating Community Shelter</li> </ul>

Landslip	<ul style="list-style-type: none"> <li>• Affects vehicles and pedestrians</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage landowners to maintain banks.</li> <li>• Monitor potential landslip threats and inform local authorities.</li> </ul>	<p>CRT to:</p> <ul style="list-style-type: none"> <li>• Meet and identify affected areas</li> <li>• Identify if emergency services are required</li> <li>• Put out temporary warning signs if necessary</li> </ul>
Sustained Cold Period	<ul style="list-style-type: none"> <li>• Could lead to burst water pipes affecting residential properties and commercial services</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage residents to ensure water pipes are well lagged, adequate heating source is available, supply of salt is available and that warm clothing, food and water are available.</li> </ul>	<p>CRT to:</p> <ul style="list-style-type: none"> <li>• Check vulnerable individuals</li> <li>• Advise community to use salt supply</li> </ul>
Heavy snow	<ul style="list-style-type: none"> <li>• Blocked access to services/amenities</li> <li>• Road closures</li> <li>• Injury to pedestrians</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor Met Office Warnings.</li> <li>• If forecast, CRT to meet and consider preparing the ICP and arrange spreading of salt on footways/roads not on gritting network</li> <li>• Supply residents with additional salt if required</li> <li>• Check on vulnerable individuals</li> </ul>	<p>CRT to:</p> <ul style="list-style-type: none"> <li>• Check for vulnerable individuals in area.</li> <li>• Liaise with DCC Neighbourhood Highways Officers, Fire Station and Police and report any roads which have become impassable.</li> </ul>
Severe weather: high winds	<ul style="list-style-type: none"> <li>• Damage to buildings</li> <li>• Injuries</li> <li>• Fallen trees blocking roads/road closures</li> <li>• Loss of electricity</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage landowners to regularly inspect trees on their land</li> </ul>	<p>CRT to:</p> <ul style="list-style-type: none"> <li>• Meet and identify affected areas.</li> <li>• Liaise with DCC Neighbourhood Highways Officers, MDDC Emergency Planning Officer, Fire Station and Police and report any concerns including fallen trees and blocked roads.</li> <li>• Identify roads requiring immediate clearance and clear when safe to do so if local authorities are unable to assist.</li> <li>• If shelter is required, advise residents to shelter with friends/relatives or consider opening Community Shelter.</li> </ul>
Drought/Heatwave	<ul style="list-style-type: none"> <li>• Disruption involving water restrictions</li> <li>• Health implications</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage residents to monitor water situation and stock up on bottled water.</li> <li>• Inform public of dangers of heatwaves and how to avoid them.</li> </ul>	<p>CRT to:</p> <ul style="list-style-type: none"> <li>• Check vulnerable individuals</li> </ul>

Major Road Traffic Collision	<ul style="list-style-type: none"> <li>• Incident on A377 (Crediton to Exeter) or A3072 (Crediton to Tiverton)</li> </ul>		<p>CRT to:</p> <ul style="list-style-type: none"> <li>• Notify emergency services</li> <li>• Follow guidance of emergency services and offer assistance where appropriate.</li> <li>• Consider implementing cascade system to inform those most at risk.</li> <li>• Provide shelter for casualties/survivors</li> </ul>
Gas pipeline leakage/damage	<ul style="list-style-type: none"> <li>• Fire Hazard</li> <li>• Health implications</li> </ul>		<p>CRT to:</p> <ul style="list-style-type: none"> <li>• Notify National Grid when gas leak is suspected. (contact details on Annex H)</li> <li>• Consider implementing cascade system to inform those most at risk.</li> <li>• Use warning signs to warn traffic if needed.</li> <li>• Follow guidance of emergency services and offer assistance where appropriate.</li> </ul>
Structure failure	<ul style="list-style-type: none"> <li>• Damage to buildings</li> <li>• Injuries</li> <li>• Road closures</li> </ul>	<ul style="list-style-type: none"> <li>• Notify local authorities if structural damage is identified.</li> </ul>	<p>CRT to:</p> <ul style="list-style-type: none"> <li>• Notify emergency services and Devon County Council</li> <li>• Using warning signs to warn traffic if needed.</li> <li>• Follow guidance of emergency services and offer assistance where appropriate.</li> <li>• If shelter is required, advise residents to shelter with friends/relatives or consider opening Community Shelter.</li> </ul>
Major pollution event	<ul style="list-style-type: none"> <li>• Likely to impact the vicinity of Lords Meadow Industrial Estate</li> </ul>	<ul style="list-style-type: none"> <li>• Commercial premises on Industrial Estate should ensure chemical storage is maintained and in good condition.</li> </ul>	<p>CRT to:</p> <ul style="list-style-type: none"> <li>• Notify Emergency Services</li> <li>• Stop others entering danger zone</li> <li>• Implement cascade warning system to notify those most at risk</li> <li>• Follow guidance of emergency services and offer assistance where appropriate.</li> <li>• If shelter is required, advise residents to shelter with friends/relatives or consider opening Community Shelter.</li> </ul>

Fire	<ul style="list-style-type: none"> <li>• Damage to buildings</li> <li>• Injuries</li> <li>• Road closures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage residents to ensure chimney is swept regularly and that fire-fighting equipment is in place, accessible and regularly checked/tested/replaced.</li> </ul>	<p>CRT to:</p> <ul style="list-style-type: none"> <li>• Notify emergency services</li> <li>• Follow guidance of emergency services and offer assistance where appropriate</li> <li>• Consider implementing cascade system to notify those most at risk</li> <li>• Check for vulnerable individuals in area</li> <li>• Consider activating community shelter</li> </ul>
Railway incident	<ul style="list-style-type: none"> <li>• Disruption to rail line</li> </ul>		<p>CRT to:</p> <ul style="list-style-type: none"> <li>• Notify residents of alternative transport</li> </ul>
Disease/Pandemic	<ul style="list-style-type: none"> <li>• Health implications</li> </ul>		<ul style="list-style-type: none"> <li>• Response will be under guidance of Local Health Authority.</li> <li>• In event of outbreak, CRT to: <ul style="list-style-type: none"> <li>➤ Meet and identify how to implement plan</li> <li>➤ Check on vulnerable individuals</li> </ul> </li> </ul>

## Annex C – Maps of the community

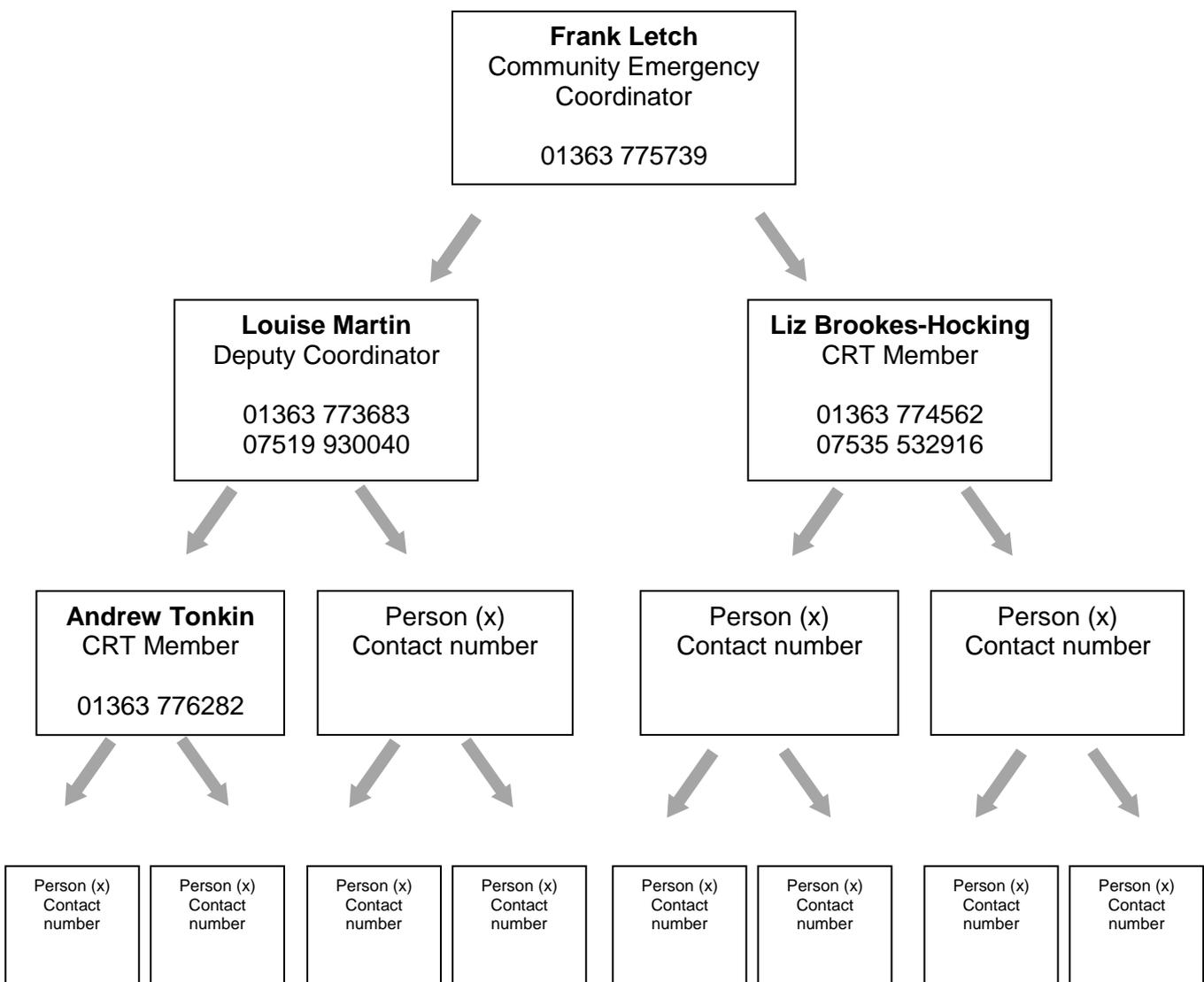


- |                            |                            |                                    |                       |
|----------------------------|----------------------------|------------------------------------|-----------------------|
| 1. QE Lower School         | 7. Leapfrogs Nursery       | 14. Crediton Dairy                 | 20. Post Office       |
| 2. QE Upper School         | 8. Early Birds Nursery     | 15. Lords Meadow Industrial Estate | 21. Police Station    |
| 3. Lansdown Primary School | 9. Congregational Church   | 16. Crediton Library               | 22. Fire Station      |
| 4. Haywards Primary School | 10. Methodist Church       | 17. Lords Meadow Leisure Centre    | 23. Ambulance Station |
| 5. Sunflower Day Nursery   | 11. Crediton Parish Church | 18. Boniface Centre                |                       |
| 6. Pippins Nursery         | 12. Crediton Town Council  | 19. Crediton Hospital              |                       |
|                            | 13. Crediton Museum        |                                    |                       |

## 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.

*Please note: This notification system is for emergency use only. General enquiries should be made to Crediton Town Council. Contact details can be found on the front cover.*



## 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 101 (or 999 in case of emergency) and ensure the emergency services are aware of the emergency and follow any advice given.	
3	Contact and inform Mid Devon District Council.	
4	<p>Record details on the log sheet on the other side of this page. Include:</p> <ul style="list-style-type: none"> <li>• Decisions you have made and why</li> <li>• Actions taken</li> <li>• Who you spoke to and what you said (Include contact numbers)</li> <li>• Information received</li> </ul>	
5	<p>Contact other CRT members and the community by agreed method.</p> <ul style="list-style-type: none"> <li>• Households affected</li> <li>• Town Council via the Town Clerk</li> <li>• Volunteers and key holders</li> </ul>	
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 and give them a copy of the plan.	

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



## Annex F – Situation report (SITREP)

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

Situation report		
<b>E</b>	Exact location of the emergency	
<b>T</b>	Type of emergency	
<b>H</b>	Hazards present or suspected	
<b>A</b>	Access – routes that are safe to use	
<b>N</b>	Number, type and severity of casualties	
<b>E</b>	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 G - Community resources

Resource	Location	Contact / Key holder	Status	Conditions of use	Additional information
24-hour defibrillator	Council Office building, Market Street, EX17 2BN	Town Council	Available		
Sandbags	Storage Container, Link Logistics, EX17 1DN	Andi Wyer/ Town Council	Currently being obtained		
Salt/grit	Link Logistics, EX17 1DN	Andi Wyer/ Town Council	Available		
Emergency warning signs	Storage Container, Link Logistics, EX17 1DN	Andi Wyer/ Town Council	Road closure signs available		
Flashing lights	Storage Container, Link Logistics, EX17 1DN	Andi Wyer/ Town Council	Currently being obtained		
Torches	Storage Container, Link Logistics, EX17 1DN	Andi Wyer/ Town Council	Currently being obtained		
Hi-vis vests	Storage Container, Link Logistics, EX17 1DN or Town Council Offices, 8a North Street	Andi Wyer/ Town Council	Available		
Wheel barrows	Storage Container, Link Logistics, EX17 1DN	Andi Wyer/ Town Council	Currently being obtained		
Wet weather gear	Storage Container, Link Logistics, EX17 1DN	Andi Wyer/ Town Council	Currently being obtained		
Wind up/battery powered radios	Storage Container, Link Logistics, EX17 1DN	Andi Wyer/ Town Council	Currently being obtained		

## Annex H – Key contacts list (publicly available)

Category	Service/Name	Telephone Number	Additional Information
Local contacts	CRT Coordinator	01363 775739	
	Primary ICP	01884 234970	
	Secondary ICP	01363 772536	Confirmation yet to be obtained
	First priority CS	01884 234970	
	Second priority CS	01363 772536	Confirmation yet to be obtained
	ICP equipment (Storage container)	Link Logistics, EX17 1DN	
Emergency Services	Police	Emergency: 999 Non-Emergency: 101	Emergencies
	Devon & Somerset Fire and Rescue	Emergency: 999 Office: 01392 872200	Fire/Flood Rescue, Support/Resources
	Ambulance	Emergency: 999 General: 01392 261621	Medical Emergency
	Coastguard	Emergency: 999 General: 0870 600 6505	Water Rescue Resources/Support
Activation and Emergency Planning	MDDC Emergency Out of Hours Contact	01884 255255	Emergency Callout
	MDDC Emergency Planning Officer	01884 234996	General enquiries
	Devon County Council	0845 155 1015	General enquiries
	Crediton Town Council	01363 773717	General enquiries
Flooding and Forecasting	Environment Agency Flooding	0845 988 1188	Report flooding. Seek advice regarding flood warnings and what to do before/during/after a flood
	Environment Agency	03708 506 506	General enquiries
	Met Office	0870 900 0100	Meteorological forecasting
	Met Office Weathercall	09014 722054	

	MDDC Env. Health Dept	01884 244600	Environmental Health Concerns
Utilities	South West Water	0344 346 1010	Non-domestic water leaks
	Western Power Distribution	Office: 0800 096 30080 Emergency: 0800 6783 105	Power cuts
	Gas & Electricity National Grid	0845 835 1111 24hr Gas & Carbon Monoxide helpline: 0800 111 999	Gas leaks
	BT	01525 290647 0800 800150	Telecommunications
Healthcare	Royal Devon & Exeter NHS Foundation Trust	01392 41611	Medical/Healthcare
	Devon Primary Care Trust	01392 205205 0845 140 5005	Medical/Healthcare
	Chiddenbrook New Valley	01363 772227 01363 775066	Medical/Healthcare
	Royal Devon & Exeter Hospital	01392 411611	Medical/Healthcare
	NHS 111 Service	111	Medical/Healthcare advice
Highways	Devon County Council Highways	0345 155 1004	Highways management
Vehicle recovery	RAC Breakdown	0333 2000 999	Vehicle recovery
	AA Breakdown	0800 887766	Vehicle recovery
Schools/ Colleges/ Nurseries	Queen Elizabeth School	Western Rd 01363 773401 Barnfield 01363 775871	Educational facility
	Landscape Primary School	01363 772018	Educational facility
	Haywards Primary School	01363 772970	Educational facility
	Leapfrogs	01363 776474	Nursery/Educational facility
	Early Birds Nursery	01363 773837	Nursery/Educational facility
	Pippins Preschool	01363 772474	Nursery/Educational facility
	Sunflower Nursery	01363 777020	Nursery/Educational facility
Local Media	BBC Radio Devon	News: 01752 234511 Travel: 0845 300 2829 On air: 0845 301 1034 Plymouth: 01752 260323	Media, warning and informing

		Exeter: 01392 215651	
	Hearth Exeter 97.0 & 103.3 FM	01392 444444	Media, warning and informing
	Town Council website	<a href="http://www.crediton.gov.uk">www.crediton.gov.uk</a>	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 0800-2000	0845 676 1020	Support

## Annex I – 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"><li>• Located at CS</li><li>• Manage shelter</li><li>• Provide feedback to ICP</li></ul>
2	Receptionist 1	<ul style="list-style-type: none"><li>• Staff reception desk</li><li>• Maintain register</li></ul>
3	Receptionist 2	As above
4	Volunteer first aiders	<ul style="list-style-type: none"><li>• Provide basic first aid as required</li></ul>
5	Volunteer cook	<ul style="list-style-type: none"><li>• Provide snacks/meals</li></ul>
6	Volunteer evac. assistants	<ul style="list-style-type: none"><li>• Assist evacuees</li><li>• Issue blankets etc.</li></ul>

## **Evacuee information sheet**

### **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 J – Communications, warning and informing

Method	Location (If applicable)	Contact/ Responsibility	Additional information
Posters, leaflets & other written communication	<ul style="list-style-type: none"> <li>• Noticeboards (Council Offices, Searle Street and St Saviours Way)</li> <li>• Town Council website</li> <li>• Schools &amp; pre-schools</li> <li>• Library</li> <li>• Doctors surgeries</li> <li>• Dentists</li> <li>• Boniface Centre</li> <li>• Delivered door-to-door</li> </ul>	Emma Anderson  Emma Anderson Town Council Town Council Town Council Town Council Town Council CRT	
Verbal telephone or physical communication	<ul style="list-style-type: none"> <li>• Community meetings</li> <li>• Door-to-door</li> <li>• Megaphone</li> <li>• Telephone cascade system</li> <li>• Carers/visitors</li> </ul>	CRT CRT CRT CRT	

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

Station	Frequency	Website
BBC Radio Devon	95.8FM	<a href="http://www.bbc.co.uk/radiodevon">http://www.bbc.co.uk/radiodevon</a>
Heart FM	97.0 & 103.0 FM	<a href="http://www.heart.co.uk/exeter/">http://www.heart.co.uk/exeter/</a>
Radio Exe	107.3FM	<a href="http://www.radioexe.co.uk/">http://www.radioexe.co.uk/</a>

## Annex K – Plan distribution

Organisation	Contact details	Number issued
Crediton Courier	102 High Street, 01363 774263	10
Crediton Library	Belle Parade, 01363 772578	10
Crediton Community Bookshop	21 High Street, 01363 774740	10
Chiddenbrook Surgery	Threshers, 01363 772227	10
New Valley Practice	Newcombes, 01363 775066	10
Crediton Dental Care	110 High Street, 01363 772020	10
Crediton Hospital	Western Road, 01363 775588	10
Lords Meadow Leisure Centre	Lords Meadow Industrial Est, 01884 234970	10
Boniface Centre	Church Lane, 01363 772536	To be issued Jan 2019
Crediton Museum	High Street, 01363 773919	To be issued Jan 2019
QE Upper School	Western Road, 01363 773401	To be issued Jan 2019
QE Lower School	Barnfield, 01363 775871	To be issued Jan 2019
Landscape Primary School	Threshers, 01363 772018	To be issued Jan 2019
Haywards Primary School	East Street, 01363 772970	To be issued Jan 2019
Sunflower Day Nursery	82 High Street, 01363 777020	To be issued Jan 2019
Pippins Nursery	Union Road, 01363 772474	To be issued Jan 2019
Leapfrogs Nursery	East Street, 01363 776474	To be issued Jan 2019
Early Birds Nursery	Greenway, 01363 773837	To be issued Jan 2019
Congregational Church	98 High Street, 01363 772577	To be issued Jan 2019
Methodist Church	Union Road	To be issued Jan 2019
Crediton Parish Church	Church Lane, 01363 773226	To be issued Jan 2019
Post Office	Market Street, 01363 772527	To be issued Jan 2019
Stewart Price Opticians	134 High Street, 01363 772989	To be issued Jan 2019

## Restricted

Organisation	Contact details	Number issued

## Annex L - 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
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
MDDC	Mid Devon District 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