



Exmouth Town Council

Community Emergency Plan Exmouth

10.01.2020 V1.4

DEVON COMMUNITY RESILIENCE FORUM



Amendments

Date	Page number	Reason for amendment	Changed by
18/11/2019	Annex A	Review by EA with advice to make reference to Annex J to highlight actions for flooding issues	Chetna Jones
25/11/2019	Annex D	Clarify initial process for activating the plan and add communication details. These were added as it was felt there was not sufficient information for the volunteers following the first test exercise of the plan on 20 th Nov 2019.	Chetna Jones
25/11/2019	Annex E	Add additional volunteer information and make it clear that personal contact details were only available in the confidential version held by LERT members. These were added as it was felt there was not sufficient information for the volunteers following the first test exercise of the plan on 20 th Nov 2019.	Chetna Jones
25/11/2019	Page 6	Identify use of Emergency Planning Box and locations stored	Chetna Jones
12/12/2019	Annex D	Addition of importance of gathering evidence during and after to learn from the experience. At the Community Resilience Forum it was highlighted that the coordinator may be asked to stay when emergency services arrive.	Chetna Jones
10/01/2020	All Page 6	Minor typo amendments/formatting. Clarification of Emergency Planning Box locations, including ICPs and community shelters.	Natasha Smart

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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 on Exmouth Town Council to plan for, respond to, or recover from emergencies, this plan follows Devon County Council's advice for the town to have a simple emergency plan in place in order to be able to support themselves during an emergency. There is an expectation that major incidents would be responded to by the emergency services or other statutory bodies. However, a situation could occur when, for various reasons, an immediate response would not be possible, and this is where our plan would apply.

1.1. Responsibility for the Plan

This plan has been developed to provide resilience for the community in Exmouth in the pre-event phase or early stages of an emergency. Exmouth Town Council Community Resilience Working Party is responsible for compiling and maintaining this plan. It will be reviewed every 12 months or as appropriate.

1.2. Aim

Due to the unknown nature of emergencies, the emergency services, local authorities and councils may be overwhelmed, resulting in a delayed response.

The aim of this plan is initiate a local first response to an emergency, to take action to assist those immediately affected, to hold the situation until emergency services can take over, and to contribute to the recovery once the emergency has passed.

1.3. Objectives

- To establish a risk assessment of possible emergency situations most likely to impact the community
- To have procedures in place for responding to an emergency situation
- To establish capacity to man a local control centre
- To have key contact details for the emergency services
- To hold key details of resources within the town available for use in an emergency
- To hold a list of areas within the community identified as being most at risk in an emergency situation

2. Knowing the Unknowns

2.1. Identifying and preparing for risks

Continue with promotion of households preparing themselves in an emergency. Provide "What would you do in an emergency" leaflet.

Risk assessments for Exmouth with actions by ward are listed in **Annex A**.

Risk assessment for volunteers can be found in **Annex B**.

Maps of the 5 wards within the Parish of Exmouth can be found in **Annex C**.

3. Activating the Emergency Plan

A guideline activation procedure can be found in **Annex D** and details the procedure that should be followed following an emergency or serious incident.

This plan will be activated when an emergency has occurred and when it is clear that normal response times of the emergency services is expected to be of extended duration.

3.1. Triggers

The plan will be triggered by the following type of event or receipt of the following type of information (informed by the risk assessments in Annex A):

- Snow/Ice making local roads impassable
- Flooding of routes in and out of the town including the A376 and the railway line
- Flooding of properties
- Storm damage to power cables, fallen trees across roads and damage to property due to high winds
- Excessive heat resulting in disruption to water supplies and risk of fire
- Drought resulting in disruption to water supplies
- Industrial emergencies including fuel spillages and farm accidents impacting on the public
- Road traffic collision, particularly on A376, prior to arrival of the emergency services
- Aircraft down locally
- Fire, particularly involving thatched properties in Littleham and Withycombe Raleigh or businesses on industrial estates
- Loss of services including power, communications, water or transport
- Pandemic, including influenza
- Terrorist incident
- Serious domestic incident

If there is a trigger event, please see **Annex D** for next steps.

Example trigger and possible action:

Trigger	Possible Action
Emergency services: direct notification of an emergency	Respond as directed
Environment Agency Coastal Flood Warnings	Flood warning (which means, “flooding is expected. Take action.”): close flood gates; alert at-risk residents in person; put out sandbags. Severe flood warning (which means, “severe flooding is expected, danger to life”): assist residents’ move to an

	emergency shelter.
Environment Agency River Flood Alerts for 'South Devon estuaries' and 'Rivers Otter and Sid, and Exmouth Area'	Flood alert (which means, "flooding is possible. Be prepared").
Met Office severe weather alerts	Snow: activate approved 4x4 vehicle group to help transport staff to/from RD&E.

All Local Emergency Response Team (LERT) members will hold a full copy of the emergency plan.

4. Incident Coordination

The Local Emergency Response Team (LERT) will convene at the Incident Control Point (ICP). It will establish the nature, severity and location of the incident, noting approximate number of casualties if feasible, and **make a decision, which will be documented through the draft notes of the meeting** (see **Annex D**).

Key LERT personnel details are included at **Annex E**.

Incident Control Points (ICPs) are:

ICP 1: **Exmouth Town Hall**, St Andrew's Rd, Exmouth, EX8 1AW. 50.618661, -3.414721

ICP 2: **Exmouth LED Tennis and Fitness Centre**, Withycombe Village Road, Exmouth EX8 3AE. 50.627570, -3.405149

ICP3: **Brixington Community Church**, Churchill Road, Exmouth, EX8 4JJ 50°38'15.2 N 3°23'28.8 W.

LERT will:

- Alert, if appropriate, the emergency services via 101 to register concerns or 999 if an immediate response is required;
- Inform EDDC's Home Safeguard on 01404 515616 or out of hours on 01395 516854;
- Make contact with other LERT team members as well as local people who have offered skills or services;
- Arrange for the Field Team to make contact with those affected via phone or in person (if possible).

Key contact details are found at **Annex F**.

All ICPs as identified above will hold a full copy of the emergency plan, along with other essential emergency equipment in an Emergency Planning Box. It will be the responsibility of Exmouth Town Council to check the contents on a regular basis for any damage/replacements needed.

When the emergency services arrive, they may choose a different ICP. The key personnel should introduce themselves, give the emergency services a copy of the Community Emergency Plan, and provide local knowledge and a situation report (an example of a SITREP can be found at **Annex G**).

5. 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.

Community Shelters:

CS1: **Brixington Community Church**, Churchill Road, Exmouth, EX8 4JJ
50°38'15.2 N 3°23'28.8 W.

CS2: **Holy Trinity Church**, Rolle Road, Exmouth, EX8 2AB 50°37'01.9 N 3°24'42.8 W

CS3: **Littleham Village Hall**, 61 Littleham Rd, Exmouth EX8 2QL 50°37'28.4"N
3°22'50.2"W

CS4: **Clayton House Community Centre**, 148 Salterton Rd, Exmouth EX8 2PD,
50°37'40.6"N 3°22'53.8"W

CS5: **Gorfin Hall**, Claremont Ln, Exmouth EX8 2LE, 50°37'17.8"N 3°23'54.2"W

For keyholder contact details and community resources, see **Annex H**.

5.1. Establishing and operating a Community Shelter(s)

For instructions, see **Annex I**.

5.2. 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:

Exmouth Football Club - 50°37'36.1"N 3°24'49.6"W (designated night landing site)

Phear Park - 50°37'32.2"N 3°24'16.8"W

6. Flood Plan

Due to the likelihood and severity of flooding issues, a separate flood plan has been developed in conjunction with the Environment Agency and is included at **Annex J**.

7. Plan Maintenance

Exmouth Town Council Community Resilience Team should meet every six months to discuss community resilience arrangements, as well as every year to review the plan and check that 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 – Community Risk Assessment: Risks Identified by Ward

A1 Town Ward

Risks	Likelihood	Score (a)	Impact on community	Score (b)	Severity (a)x(b)	What can the Community Response Team do to prepare?
Heavy rainfall leading to flooding in town centre or elsewhere.	Currently EA has identified 4% chance, with a large area of The Colony affected.	4	Disruption to transport & services. Increased likelihood of RTAs. Isolation of community & individuals. Damage to property and danger to public.	2	8	See also Annex J for Community Flood Plan. Encourage residents to improve home flood defences. Work with local emergency responders to see if they can help with distribution of flood warnings and any evacuation and rest centre establishment required. Exmouth Town Council Supplementary Maintenance Team (all trained in chapter 8 procedures) to ensure drains and gullies are regularly inspected and cleared. Additional problems to be reported to DCC promptly. EA to deliver new flood defence scheme reducing probability to 1% chance.

Storm involving difficult access.	On occasion.	3	Damage to seafront properties.	2	6	See also Annex J for Community Flood Plan. EA to deliver new flood defence scheme reducing probability to 1% chance.
Heavy rainfall with high tide, leading to waves overtopping seawall and water flowing towards town.	Currently EA has identified 4% chance, with a large area of The Colony affected.	4	Damage to property and danger to public.	2	8	See also Annex J for Community Flood Plan. EA to deliver new flood defence scheme reducing probability to 1% chance.
Major fire in a densely populated area.	Fire service statistics show this is low.	2	Damage to property and danger to public.	4	8	Support emergency services as required.
Transport	Closure due to RTA, trees down, fire, pollution etc.	4	Disruption of traffic movement/essential/emergency services. Possible casualties.	2	8	Support Emergency Services as required.
Major incident on A376	On average incidents 2 times per year.	3		2	6	Local clearance of blockages. Signage to be deployed using chapter 8 trained staff. Support Emergency Services if required.
Approach roads into Town Centre						
Railway Line	Closure due to damage on the line or incident	3	Replacement buses, more people using private transport causing more disruption on A376.	2	6	Response may be needed if local incident. Support Emergency Services if required.

Power failure to utility supplies (prolonged electricity power outage, gas supply problems, water stoppage or pollution).	Could be prolonged	1	Loss of communication. Loss of heating and cooking facilities. Especially severe in winter months	2	2	Identify alternative power sources to request on demand. Identify wind-up power sources for torches, mobile phones, radios etc to maintain communication. Contact vulnerable families. Set up community shelters to provide warmth and hot food.
Sewage pumping station problems.	More likely due to antiquated equipment and amenities.	4	Pumping station failure. Damage to property and danger to public health	2	8	See also Annex J for Community Flood Plan. Encourage residents to improve home flood defences. Work with local emergency responders to see if they can help with distribution of flood warnings and any evacuation and rest centre establishment required. Exmouth Town Council Supplementary Maintenance Team (all trained in chapter 8 procedures) to ensure drains and gullies are regularly inspected and cleared. Additional problems to be reported to DCC promptly.

						Meet with SWW to ensure pumping station well maintained and look at associated risks.
Major snowfall(s) and/or combined with prolonged period of low temperatures (freezing conditions).	High over last few years.	4	Disruption to transport and services. Increased likelihood of RTAs. Isolation of community and individuals.	2	8	Contact local building merchants to obtain salt/grit and arrange for volunteers to clear and support the vulnerable. Encourage residents to set up an Emergency box including dry/tinned food and encourage self-help for snow.
Excessive heat in summer.	Likelihood increasing ..	3	Individuals suffering heat stroke/exhaustion. Disruption to water supply. Fire.	3	9	Arrange for elderly/vulnerable people to be checked.
Terrorist incident.	Unlikely, but in light of national incidents is being included.	1	Disruption to services. Injuries and potential fatalities. Panic situation likely.	5	5	Publicise Government advice re Run, Hide, Tell and other strategies.
Violence/Street fights.	Likely but on small scale.	5	Injury to vulnerable people especially children.	2	10	Work with police and emergency services, including local youth forums, social services. Improve town CCTV.

A2 Withycombe

Risks	Likelihood	Score (a)	Impact on community	Score (b)	Severity (a)x(b)	What can the Community Response Team do to prepare?
Chemical explosion, fire etc.	On occasion.	2	Exmouth Community College .Dinan Way – Euro Tech at Salterton Trading Estate Pound Lane Trading Estate Withycombe Village Trading Estate Liverton Business Park	4	8	Set up community shelter. Work with local emergency responders to help with any evacuation.
Flooding.	Prone to flooding as identified by EA on flood map (Annex I).	4	Withycombe Village Brook if culvert gets blocked. Pumping Station (bottom Phear Park) - flooding and sewage problems if pumps stop or blockage.	2	8	See also Annex J for Community Flood Plan. Encourage residents to improve home flood defences. Work with local emergency responders to see if they can help with distribution of flood warnings and any evacuation and rest centre establishment required. Ensure culvert is cleared. Meet with SWW to ensure pumping station well maintained and associated risks are considered.

Major snowfall(s) and/or combined with prolonged period of low temperatures (freezing conditions).	High over last few years.	4	Disruption to transport and services. Increased likelihood of RTAs. Isolation of community and individuals.	2	8	Contact local building merchants to obtain salt/grit and arrange for volunteers to clear and support the vulnerable. Encourage residents to set up an Emergency box including dry/tinned food and encourage self-help for snow.
Excessive heat in summer.	Likelihood increasing	3	Individuals suffering heat stroke/exhaustion. Disruption to water supply. Fire.	3	9	Arrange for elderly/vulnerable people to be checked.
Terrorist incident.	Unlikely, but in light of national incidents is being included.	1	Disruption to services. Injuries and potential fatalities. Panic situation likely.	5	5	Publicise Government advice re Run, Hide, Tell and other strategies.
Power failure to utility supplies (prolonged electricity power outage, gas supply problems, water stoppage or pollution).	Could be prolonged	1	Loss of communication. Loss of heating and cooking facilities. Especially severe in winter months.	2	2	Identify alternative power sources to request on demand. Identify wind-up power sources for torches, mobile phones, radios to maintain communication. Contact vulnerable families. Set up community shelters to provide warmth and hot food.

A3 Brixington

Risks	Likelihood	Score (a)	Impact on community	Score (b)	Severity (a)x(b)	What can the Community Response Team do to prepare?
Major snowfall(s) and/or combined with prolonged period of low temperatures (freezing conditions).	High over last few years.	4	Disruption to transport and services. Increased likelihood of RTAs. Isolation of community and individuals.	2	8	Contact local building merchants to obtain salt/grit and arrange for volunteers to clear and support the vulnerable. Encourage residents to set up an Emergency box including dry/tinned food and encourage self-help for snow.
Excessive heat in summer.	Likelihood increasing	3	Individuals suffering heat stroke/exhaustion. Disruption to water supply. Fire.	3	9	Arrange for elderly/vulnerable people to be checked.
Terrorist incident.	Unlikely, but in light of national incidents is being included.	1	Disruption to services. Injuries and potential fatalities. Panic situation likely	5	5	Publicise Government advice re: Run, Hide, Tell and other strategies.
Power failure to utility supplies (prolonged electricity power outage, gas supply problems, water stoppage or pollution).	Could be prolonged	1	Loss of communication. Loss of heating and cooking facilities. Especially severe in winter months.	2	2	Identify alternative power sources to request on demand. Identify wind-up power sources for torches, mobile phones, radios to maintain communication. Contact vulnerable families. Set up community shelters to provide warmth and hot food.

Problems caused by heavy rain overflowing underground springs.	More frequent in recent years.	4	Flooding of local streets. Blocked access to homes. Damage to property.	2	8	See also Annex J for Community Flood Plan. Encourage residents to improve home flood defences. Work with local emergency responders to see if they can help with distribution of flood warnings and any evacuation. Establish community shelter if required.
Flight path aircraft crash.	Rare.	1	Casualties needing medical aid. Damage to properties.	5	5	Work with local emergency responders to help with any evacuation and rest centre establishment requirements. Support emergency services as required. Assist local housing authority with alternative accommodation.
Explosion, fire etc.	Rare.	1	Petrol station.	5	5	Set up community shelter. Work with local emergency responders to help with any evacuation.

A4 Halsdon

Risks	Likelihood	Score (a)	Impact on community	Score (b)	Severity (a)x(b)	What can the Community Response Team do to prepare?
Flooding.	More frequent in recent years.	4	Flooding of local streets Damage to property.	2	8	See also Annex J for Community Flood Plan. Encourage residents to improve home flood defences. Work with local emergency responders to see if they can help with distribution of flood warnings and any evacuation. Establish community shelter if required.
Major snowfall(s) and/or combined with prolonged period of low temperatures (freezing conditions).	High over last few years.	4	Disruption to transport and services. Increased likelihood of RTAs. Isolation of community and individuals.	2	8	Contact local building merchants to obtain salt/grit and arrange for volunteers to clear and support the vulnerable. Encourage residents to set up an Emergency box including dry/tinned food and encourage self-help for snow.
Excessive heat in summer.	Likelihood increasing.	3	Individuals suffering heat stroke/exhaustion. Disruption to water supply. Fire.	3	9	Arrange for elderly/vulnerable people to be checked.
Terrorist incident.	Unlikely, but in light of national incidents is being included.	1	Disruption to services. Injuries and potential fatalities. Panic situation likely.	5	5	Publicise Government advice re: Run, Hide, Tell and other strategies.

Power failure to utility supplies (prolonged electricity power outage, gas supply problems, water stoppage or pollution).	Could be prolonged.	1	Loss of communication. Loss of heating and cooking facilities. Especially severe in winter months.	2	2	Identify alternative power sources to request on demand. Identify wind-up power sources for torches, mobile phones, radios to maintain communication. Contact vulnerable families. Set up community shelters to provide warmth and hot food.
Transport. Major incident on A376. Approach roads into Town Centre. Railway line at Mudbank.	Closure due to RTA. Injury/ Closure.	4 3 3	Disruption to traffic and possible casualties. Replacement buses/disruption	2 2 2	8 6 6	Support emergency services. Local clearance of blockages. Support emergency services.
Flight path aircraft crash.	Rare.	1	Casualties needing medical aid Damage to properties.	5	5	Support emergency services.

A5 Littleham

Risks	Likelihood	Score (a)	Impact on community	Score (b)	Severity (a)x(b)	What can the Community Response Team do to prepare?
Flooding.	More frequent in recent years.	3	Flooding of local streets Damage to property.	2	6	See also Annex J for Community Flood Plan. Encourage residents to improve home flood defences. Work with local emergency responders to see if they can help with distribution of flood warnings and any evacuation. Establish community shelter if required.
Major snowfall(s) and/or combined with prolonged period of low temperatures (freezing conditions).	High over last few years.	4	Disruption to transport and services. Increased likelihood of RTAs. Isolation of community and individuals.	2	8	Contact local building merchants to obtain salt/grit and arrange for volunteers to clear and support the vulnerable. Encourage residents to set up an Emergency box including dry/tinned food and encourage self-help for snow.
Excessive heat in summer.	Likelihood increasing	3	Individuals suffering heat stroke/exhaustion. Disruption to water supply. Fire.	3	9	Arrange for elderly/vulnerable people to be checked.
Terrorist incident.	Unlikely, but in light of national incidents is being included.	1	Disruption to services. Injuries and potential fatalities. Panic situation likely.	5	5	Publicise Government advice re: Run, Hide, Tell and other strategies.

<p>Power failure to utility supplies (prolonged electricity power outage, gas supply problems, water stoppage or pollution).</p>	<p>Could be prolonged</p>	<p>1</p>	<p>Loss of communication. Loss of heating and cooking facilities. Especially severe in winter months.</p>	<p>2</p>	<p>2</p>	<p>Identify alternative power sources to request on demand.</p> <p>Identify wind-up power sources for torches, mobile phones, radios to maintain communication.</p> <p>Contact vulnerable families.</p> <p>Set up community shelters to provide warmth and hot food.</p>
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Legend for Risk Assessment

Likelihood of Occurrence	Severity of Consequences				
	1. Minor Injuries [No lost time]	2. Significant Injury [up to 7 Days]	3. Serious Injury [7 Day Injury]	4. Major Injury	5. Fatality
1. Very unlikely [hasn't occurred before]	1	2	3	4	5
2 - Slight [rarely occurs]	2	4	6	8	10
3 - Feasible [possible, but not common]	3	6	9	12	15
4 - Likely [has before, will again]	4	8	12	16	20
5 - Very Likely [occurs frequently]	5	10	15	20	25
Risk Rating: Likelihood * Severity	Minimal 1-2	Low 3-9	Medium 10-15	High 16-20	Extreme 25

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Annex B – Risk Assessment for Volunteers

Flood Warden Risk Assessment Form

Location: _____ Completed by: _____ Date: _____

Potential hazards identified	Likelihood of occurrence (L)	Risk severity (S)	Risk rating (L x S)	Accept initial risk assessment ? (Yes or No)	Comments or precautions	Accept modified risk? (Yes or No)
Drowning (a person can drown in an inch of water and only 15cm of flowing water can sweep an adult off their feet).	1	5	5	Y	Avoid walking through flood water.	Y
Submerged hazards – you may not be able to see what lies beneath flood water (uncovered drains and displaced lids present a trip hazard)	3	3	9	Y	Be alert to kerbs and steps that may be hidden by flood water. Always ensure you can see the surface you are walking on. A stout stick can be used as an aid to balance. Avoid walking through flood water.	Y
Rivers can be dangerous, even under normal conditions.	4	4	16	N	Do not attempt to enter river water.	Y
Emergency exit routes may be cut-off by water.	3	2	6	Y	Avoid being cut off by rising flood water. Be mindful to look and listen and continually assess the situation as it develops around you. Always	Y

					consider an exit route and a safe location to retreat to if necessary.	
Flood water may be contaminated by diseases, agricultural chemicals and animal waste. E.g. Weil's disease, leptospirosis.	4	4	16	N	Cover all cuts and broken skin with waterproof plasters before and during your duties. Protecting your hands can prevent infection. Wash your hands in clean fresh water after coming into contact with flood water and always before eating, drinking and smoking. Carry an anti-bacterial hand wash and treat your hands regularly if you come into contact with flood water. Seek medical advice immediately if anyone else is affected by diarrhoea, fever or abdominal pain. Wash footwear, clothing and gloves before they are used again.	Y
The dangers of unblocking drains e.g. becoming trapped.	3	2	6	Y	Do not attempt to unblock drains during a flood or remove drain covers at any time unless you have been adequately trained or authorised to do so by the appropriate authority.	Y
Electrical hazards may exist during and after a flood.	3	5	15	N	Look out for fallen power lines. Do not enter flooded areas or touch electrical equipment if the ground is wet unless you are certain the power is off. Never assume any part of a flooded electrical installation or appliance is safe. If water has been present anywhere near electrical circuits and electrical equipment, turn off the power at the main breaker or fuse on the service panel. Do not turn the power back on until it has been inspected by a qualified electrician. Do not turn on any electrical equipment if it has been underwater until it has been inspected by a	Y

					qualified electrician. These items may work and appear safe but once they have been underwater, they could cause electrocution or fire.	
Flood water can damage the controls of gas appliances.	1	5	5	Y	If you smell gas or hear gas escaping, turn off the main gas valve, open windows, leave the area immediately, and report the leak when safe to do so. Do not light a match, avoid using any electrical appliance, do not turn lights on or off, or use a phone as these electrical items may produce a spark. Ensure any works are carried out by a qualified gas engineer.	Y
Working in isolation/lone working.	4	4	16	N	Do not work alone. Work in pairs or small groups. Remain in clear view of others. Wear high visibility clothing. Inform someone, such as your group coordinator, of your activities and where you are. Maintain visual contact with another community volunteer or member of the emergency services at all times. Inform someone else where you are and what you will be doing before you start your activities. Contact your group coordinator and let them know. Even a simple device such as a safety whistle can be a good form of communication to summon help if you are in danger or come across an emergency situation.	Y
Hypothermia.	3	5	15	N	Make sure you're dressed appropriately before you go outside. Wear layers of clothing to trap air, this will help to keep you warm (tightly woven and waterproof clothes are best). Drink plenty of fluids and hot drinks (not alcohol) and eat regular, balanced meals to give you energy. If you show signs of hypothermia stop what you are doing and	Y

					seek medical attention. Listen to the advice of others as they may identify the signs of hypothermia before you do.	
Slips, trips and falls.	4	4	16	N	During and after a flood, your surroundings may be slippery, wet and may contain mud and debris. Avoid walking in these conditions if possible, but if you must, take extra care. Always wear suitable sturdy footwear.	Y
Falling hazards, associated with stormy conditions with high wind speeds.	4	5	20	N	Be aware of falling hazards e.g. roof tiles, trees and branches. Continually assess the risk around yourself at all times. Do not walk or stand beneath or close to trees or buildings during high winds.	Y
Aggressive people – at times of flooding, people may behave differently due to stress. This can be in the form of irrational and sometimes aggressive behaviour.	2	2	4	Y	If you are confronted with aggressive people, do not put yourself at risk. If they need emergency assistance, contact the emergency services.	Y
Animals (pets and livestock) may be dangerous/ unpredictable under stress.	2	2	4	Y	Do not approach animals unless you consider it is safe to do so. If you are unsure, contact a member of the emergency services or a dog warden.	Y
Alcohol (due to the fact that flooding can occur at any time without prior warning, it's possible that this	4	4	16	N	Do not drink alcohol if you have received a flood warning and there is a possibility that you may be required to act as a community volunteer. Do not carry out the role of a community volunteer if you have been drinking.	Y

can happen at a time when you have been drinking alcohol).						
Traffic (can be exacerbated by poor driving conditions and decreased visibility in bad weather).	2	4	8	Y	Avoid walking or standing on or close to a road with passing traffic. Even on a pavement you may be vulnerable to being struck by a vehicle. Always stand a safe distance away from moving traffic. Be alert at all times and stand clear of any working vehicles or machinery. You should not put yourself at risk by attempting to stop traffic.	Y
Driving (standing water increases the risk of aquaplaning).	2	4	8	Y	Always drive at a safe and responsible speed. Do not attempt to drive through flooded roads or fords. Do not attempt to recover a vehicle yourself if water has reached inside. Do not drive through roads that have been closed by the emergency services. Make sure someone else knows your travel plans.	Y
Disclosure of sensitive information.	2	2	4	Y	Do not pass information relating to individuals or specific households or businesses onto anyone other than members of the emergency services during a flood.	Y
Tourists and visitors (may not speak or understand English and may be unfamiliar with the area and local flood risk).	2	4	8	Y	Do not assume everyone has understood your instructions. Some people may require extra guidance.	Y
Press and media (may ask you to disclose your personal opinion)	2	2	4	Y	It is best that you do not comment to the press or media. Direct members of the press or media to contact your group coordinator or media spokesperson or the emergency services.	Y

Criminal activity (individuals may take the opportunity to cause damage to property or take possessions from homes or businesses).	2	2	4	Y	If you witness such activity, do not approach or tackle the individuals yourself but report them to the police when it is safe to do so.	Y
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Annex C - Map of Town

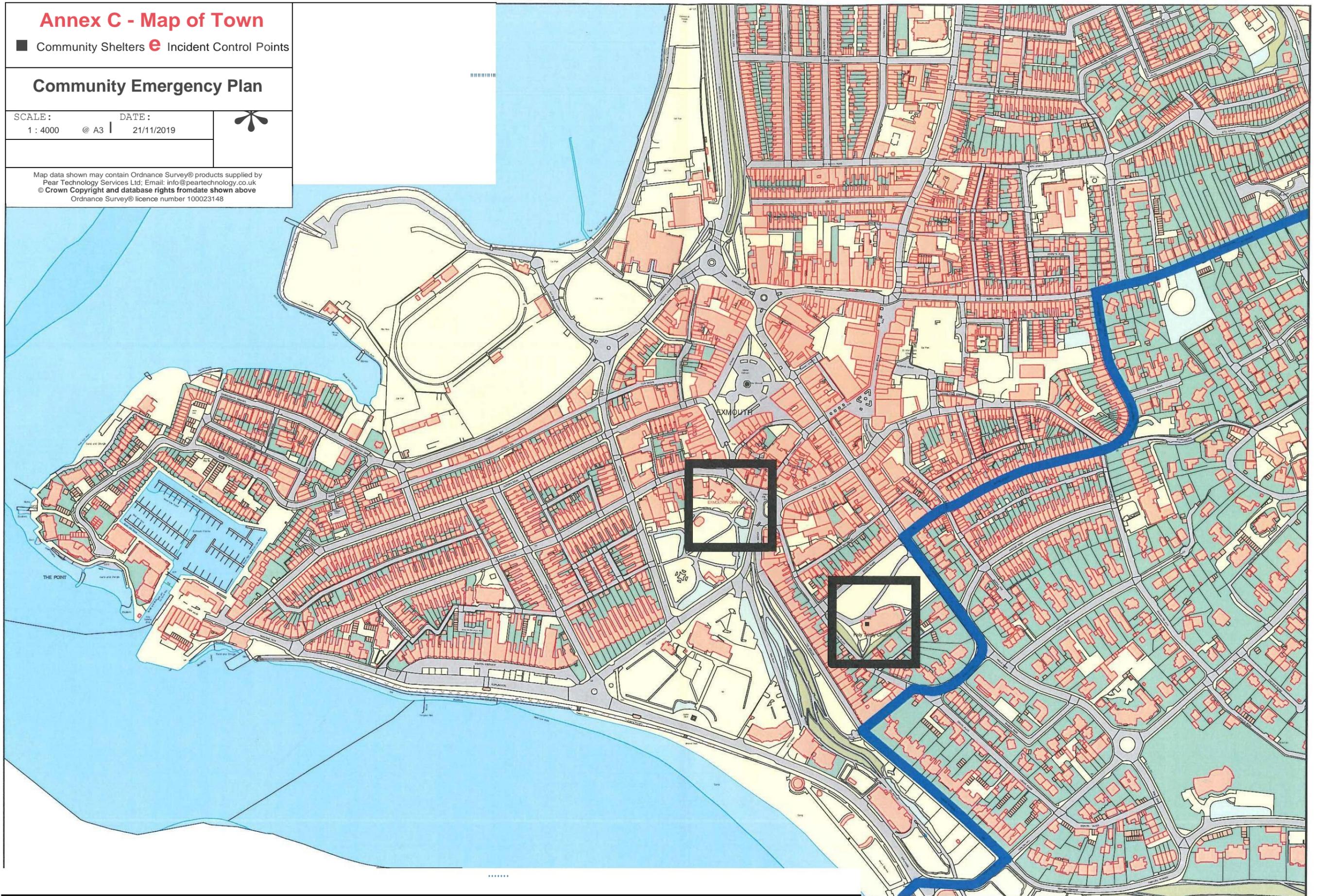
■ Community Shelters e Incident Control Points

Community Emergency Plan

SCALE: 1 : 4000 DATE: 21/11/2019
@ A3



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Annex C - Map of Halsdon

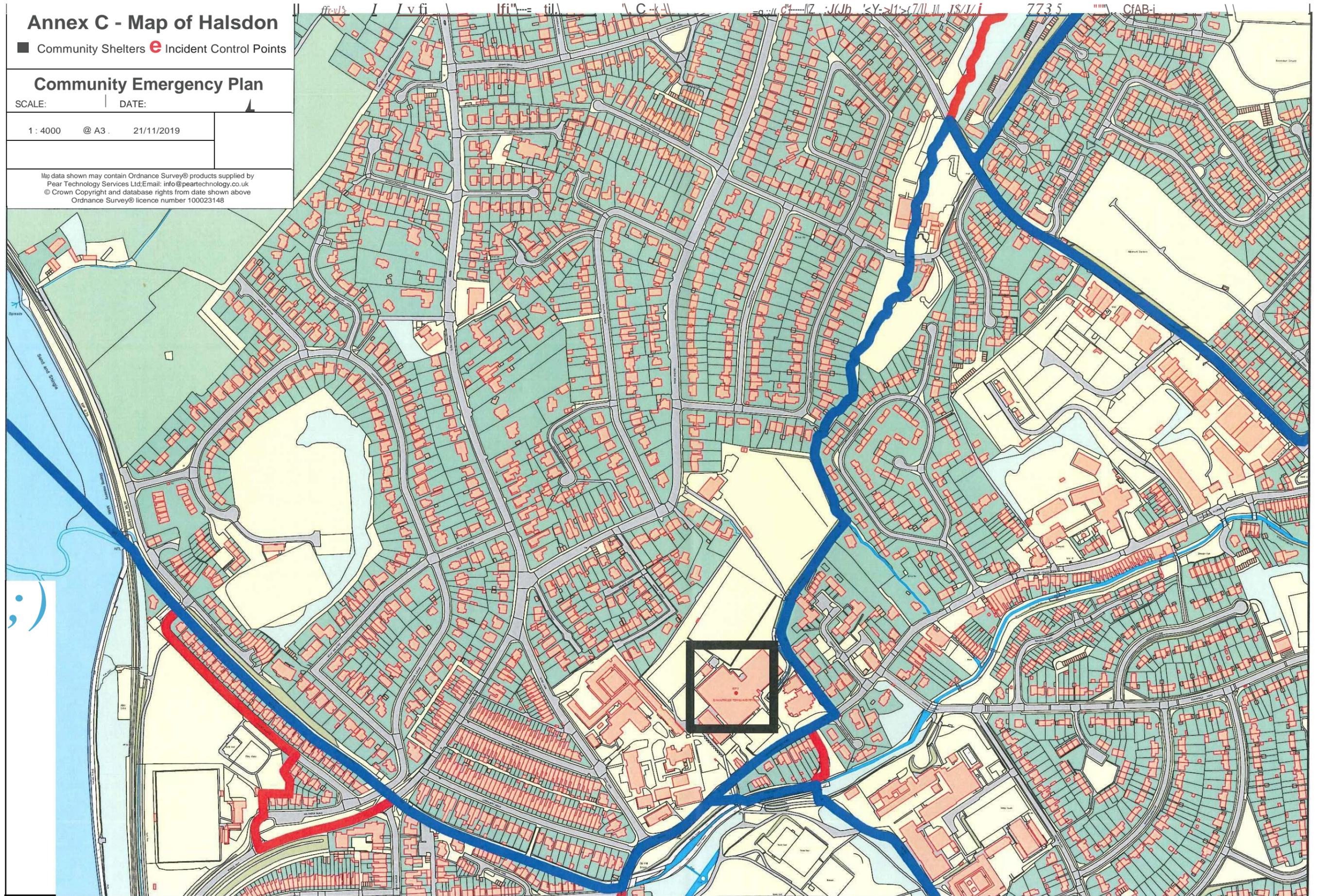
■ Community Shelters ● Incident Control Points

Community Emergency Plan

SCALE: DATE:

1 : 4000 @ A3 21/11/2019

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Annex C - Map of Brixington

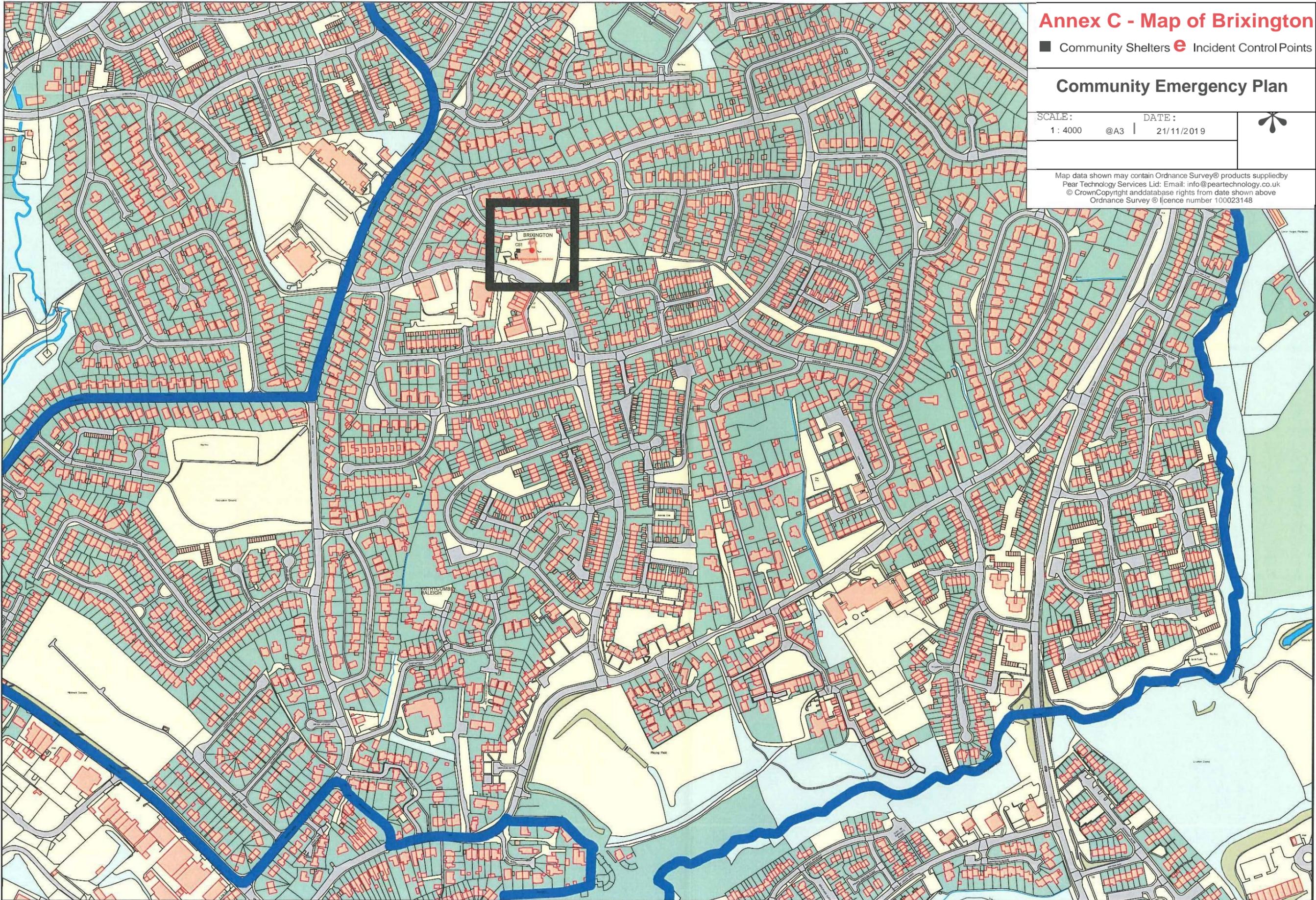
■ Community Shelters e Incident Control Points

Community Emergency Plan

SCALE: 1 : 4000 @A3 | DATE: 21/11/2019



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Annex C - Map of Withycombe

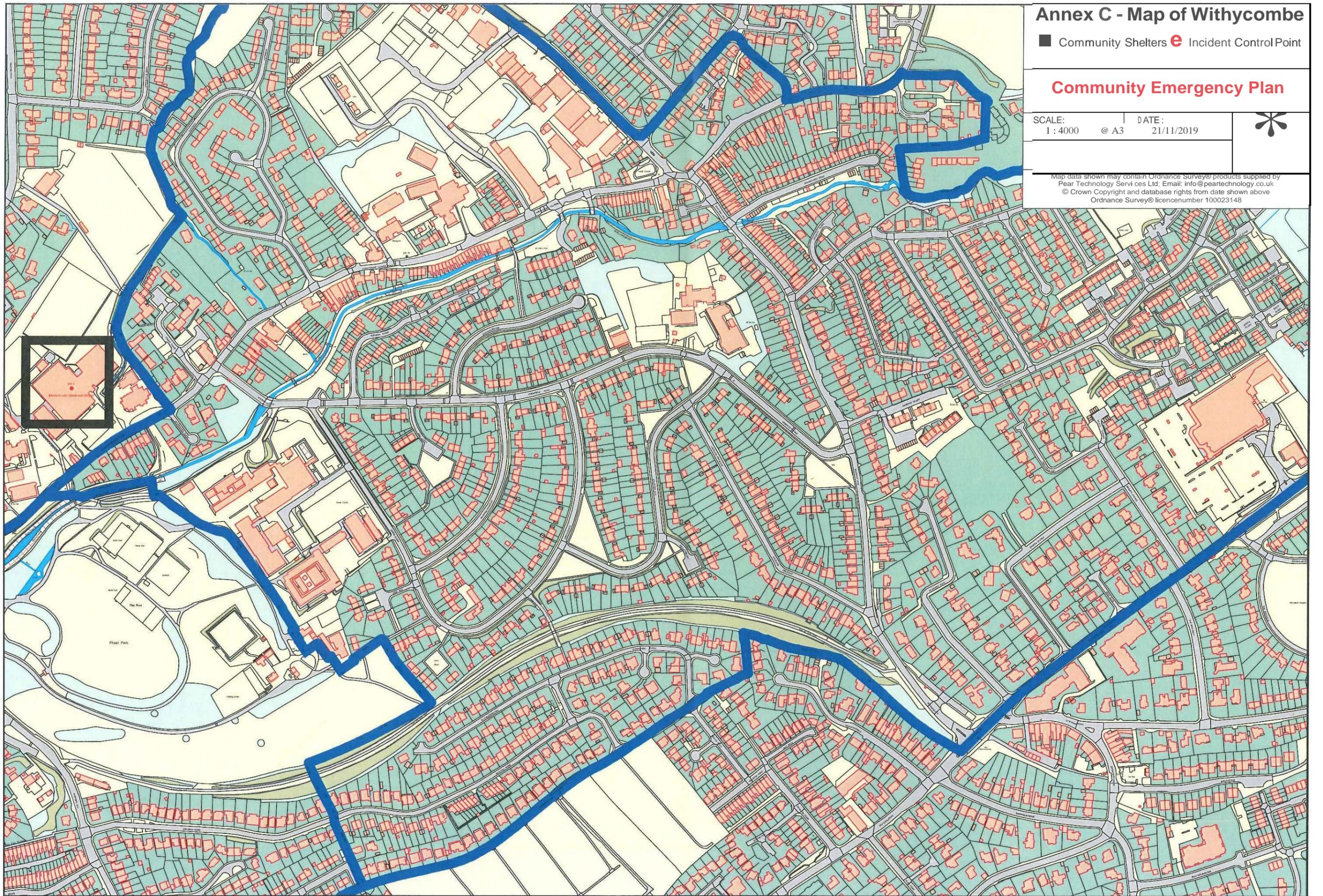
■ Community Shelters e Incident Control Point

Community Emergency Plan

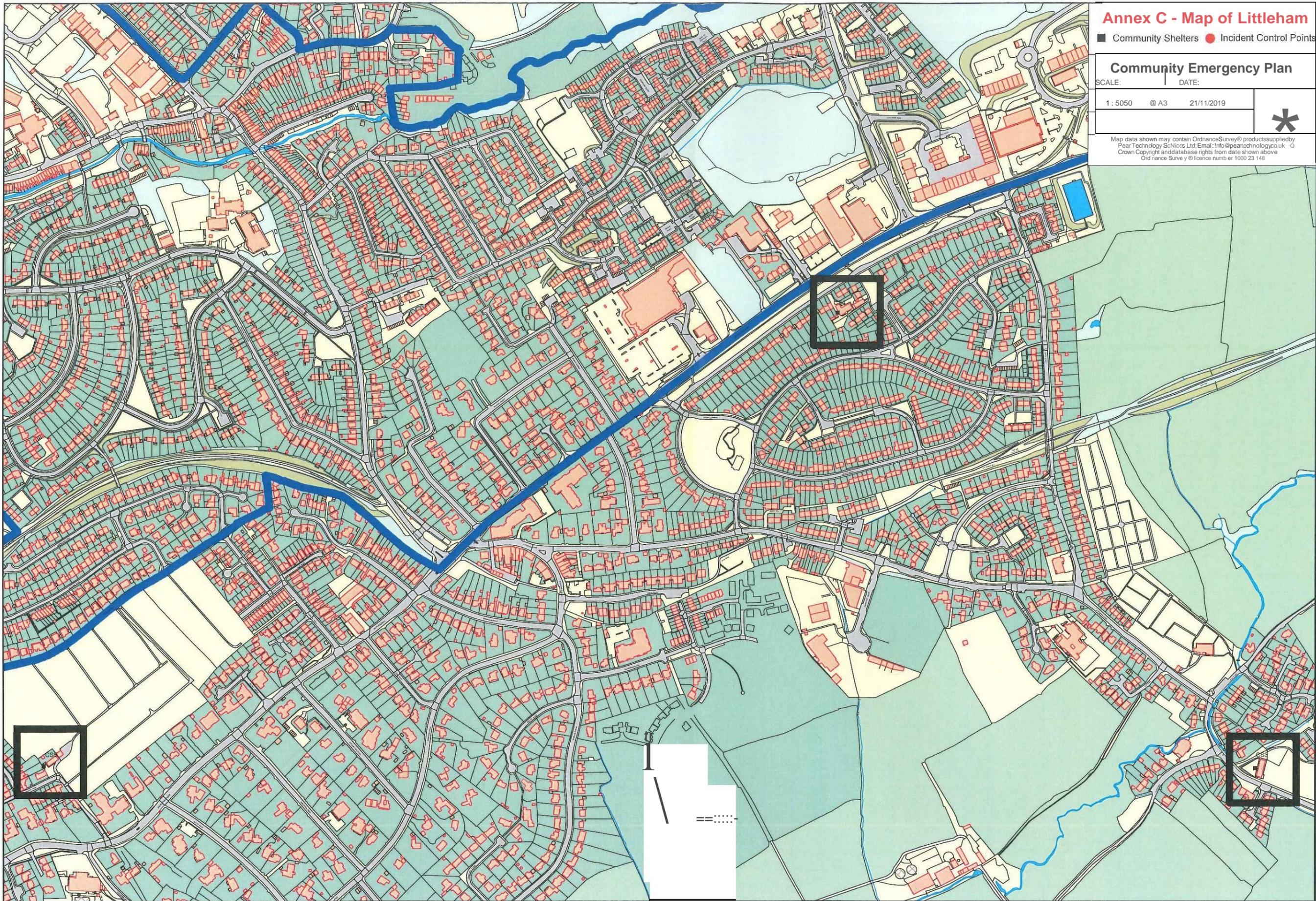
SCALE: 1 : 4000 @ A3 DATE: 21/11/2019



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Annex C - Map of Littleham

■ Community Shelters ● Incident Control Points

Community Emergency Plan

SCALE: DATE:

1 : 5050 @ A3 21/11/2019



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Annex D – Procedure to Initiate the Emergency Plan and Logging Sheet

There are 5 allocated personnel, who can be contacted in the case of a perceived emergency. It is the responsibility of these people, working together if possible, to activate the plan when required, as described in the procedure below. The control centre will be activated and additional key personnel (Annex E) and the emergency services (Annex F) contacted.

Record all information during an emergency. For example, if it is safe to do so during a flood, take photos and note the date, time and location of flooding.

A log sheet is an easy way to ensure information is not lost and can help support/justify any decisions made or actions taken.

Format for **draft notes of the Local Emergency Resilience Team (LERT) meeting**:

1. List of those present
2. Resolution: It was decided to/not to declare a state of emergency in Exmouth (Ward) at this time for the following reasons etc
3. As a result, the plan was/was not activated
4. Identify and make note of actions even if the plan is not activated
5. Signature (with name printed underneath) and date

Activation procedure and logging sheet

Action		Complete
1	If an emergency is possible or anticipated, monitor the situation and contact key personnel (Annex E) and warn the community. Be prepared to respond urgently. NB consider using group chats such as WhatsApp to contact all volunteers to be on standby and use social media pass on Met Office/EA/emergency services' warnings to the community.	
2	After monitoring the situation, if it is deemed necessary to initiate the plan, dial 999 and ensure the emergency services are aware of the emergency and follow any advice given.	
3	Contact and inform your district council. During out of hours this will be through Home Safeguarding.	
4	If advised by the emergency services, LERT members to liaise with lead person responsible for setting up and establishing ICP, contact volunteers to inform them of the situation and request that all volunteers report to the ICP for further instructions. Remind all volunteers of advice below.	

5	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 	
6	Contact other personnel from Annex E and the community by agreed method. <ul style="list-style-type: none"> • Households affected • Town council/ward via the town clerk • Volunteers and keyholders 	
7	If needed, open a community shelter, call a community meeting and inform the community of what is/will be happening. Ensure the venue is safe and people can get there safely.	
8	Take notes, record actions and gather evidence during and after if it is safe to do so. If you decide to activate a plan, remember to keep in contact with the emergency services and follow their advice. If this is not possible then remember to follow this check sheet.	
9	When the emergency services arrive, the LERT Coordinator should introduce themselves and give them a copy of the plan with all recordings of decisions, actions and findings (situations logs). LERT Coordinator to be prepared to stay at the request of the emergency services.	

Reminder to all Volunteers (including LERT members)

Before agreeing to deploy – consider the following:

- Are you able/fit to respond?
- Are you fit to drive?
- Do you have use of a vehicle – if so, have you got fuel?
- What other commitments do you have that may stop you from deploying (work/personal)?

On agreeing to deploy – ensure you have the following with you:

- Your medication, if applicable
- Your mobile phone, emergency response plan and contact list and, if possible, a laptop
- Appropriate clothing, money, keys, ID card

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

Annex E – Key Personnel

Local Emergency Response Team (LERT)

Name	Address	Phone No.	Mobile No.	Email
Chairman of Exmouth Town Council				
Deputy Chair of Exmouth Town Council				
Chairman of Community Resilience WP				
Community member				

Lead person(s) responsible for setting up and establishing ICP:

Name	Phone No.	Mobile No.	Email
ETC Staff			
ETC Staff			

Note: Contact information for above along with contact details for volunteers registered to help in the event of an emergency are available on the confidential version distributed to LERT members only.

Incident Control Point Team

To be completed when ICP is to be established.

Name	Phone No.	Mobile No.	Email	Role

ICP considerations

- Provide authority and decisions for actions and be a focal point for all reports
- Run the Incident Control Point
- Direct operations, coordinate acquisition and provision of resources
- Assess on-site resource requirements and provide feedback to Incident Control Point
- Emergency Services Liaison
- Health and Safety (during an incident)

Field Team

To be completed when tasks are allocated.

Name	Address	Phone No.	Mobile No.	Email

Annex F – 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: EXETER	Water Rescue Resources/Support
Activation and Emergency Planning	East Devon District Council	01404 515616 Out of hours 01395 516854	Customer Services Homesafe
	Devon County Council	0345 155 1015	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	03708 506506	General enquiries
	Met Office	0870 900 0100	Meteorological forecasting
	Met Office Weathercall	09014 722054?	
Utilities	South West Water	0344 346 2020	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
Local Doctors Surgeries			
	Claremont Medical	01395 273666	Medical/Healthcare
	Rolle Medical Partnership	01395 226540	Medical/Healthcare

	Imperial Surgery	01395 280362	Medical/Healthcare
	Haldon House Surgery	01395 222777	Medical/Healthcare
	The Raleigh Surgery	01395 222499	Medical/Healthcare
	NHS 111	111	Advice
	Exmouth Hospital	01395 279684	Medical/Healthcare
	RD&E	01392 411611	Medical/Healthcare
Highways	Devon County Council Highways	01392 383329 0345 1551 004	Highways management
	Highways Agency	08457 504030?	Highways Information Line
Vehicle recovery	AA	0344 209 0754 0800 887766	Customer services Department Roadside assistance
Schools	The Beacon Primary school	01395 264300	
	Exeter Road	01395 272935	
	Withycombe Raleigh School	01395 263397	Mr Powley Head Teacher
	Bassets Farm Primary School	01395 275968	
	Brixington Primary School	01395 266997	
	St Joseph's Catholic Primary School	01395 264875	
	Littleham Primary School	01395 266535	
	Marpool Primary School	01395 263961	
	Exmouth Community College	01395 264761	
Local Media	BBC Radio Devon	News: 01752 234511 Travel: ? On air: ? Plym'th: 01752 260323 Exeter: 01392 215651	Media, warning and informing
	Exmouth AiR	01395 542547	
	Radio Exe	Studio: 01392 829173 News:(01392 829170	
	Heart South West	Studio: 0345 373 77 77 Station: 01392 444 444	
Animal Welfare	RSPCA	24 hour: 0300 123 4999 Office: 0300 123 4555	
Emotional Support Services	Samaritans 24hrs Victim Support	0845 303 0900	24hr telephone support
	Victim Support 0800-2000	0845 676 1020?	Support

Annex G – Situation Report (SITREP) using ETHANE model

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

A **M**ajor incident may be declared by one of the Category 1 responders only. There may be instances where Exmouth may need to provide additional resources and the situation report below will apply but under the direction of the emergency services.

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

List resources here e.g. community hall, local groups.

Resource	Contact / Keyholder	Conditions of use	Additional information
High Vis Jacket	StreetScene/ Tony Slinn		01404 515616 07498287117
Gritter	EDDC StreetScene DCC Highways		01404 515616 0345 155 1004
Town Hall	Ground Floor 1 st floor	Open Mon – Thurs 9am – 5.00pm Friday 9am – 4.30pm	01404 515616 01395 276167
Streetscene Camperdown Depot	Simon Kennedy (Town & Seafront) Nick Christo (Area Manager West)	Work personal contact numbers must not be given to public	07973972871 07890609981
Exmouth 4x4 Vehicle Group	4x4 Snow Angels	Contact Via Facebook (Annie Pentelow)	(TBC)
Exmouth Women's Institute	(TBC)	The Firs, Honiton Road, Blackhorse, Exeter	01392 255 386
Exmouth Rotary Club	Frank Hart-Venn Secretary		01392 876017
GWR Club	(TBC)		01395 274010
LED Leisure	Simon Findel-Hawkins Manager		01395 266381
Salvation Army	Chris Baker (Captain)	Sheppard's Row, Exmouth, Devon, EX8 1PW	01395 273152
St John's Ambulance	Atkins	Bastin Hall, Elm Grove, Exmouth, Devon, EX8 1DJ	01395 273374
Tesco	Manager Name Deputy Manager	Salterton Rd, Exmouth EX8 2TS	0345 677 9265
Co-op	Manager (TBC) Deputy Manager (TBC)		01395 278956
M&S	Manager (TBC) Deputy Manager (TBC)		01395 349246
Community Food Larder			0774932291
Exmouth Friends in Need	Clair Austin	Facebook Group	(TBC)

Open Door Centre	Helen	Church Street	01395 224218
All Saints Church		Exeter Road, Exmouth, Devon, EX8 1RZ	01395 278534
Brixington Community Church	Reverend Simon Atkins	Churchill Road, Exmouth, Devon, EX8 4JJ	01395 267820
Christ Church Exmouth		29 North St, Exmouth, Devon, EX8 1JZ	01395 224678
Church of the Holy Ghost		4 Raddenstile Lane, Exmouth, Devon, EX8 2JH	01395 263384
Exmouth Baptist Church	Reverend Mike Martin		01395 265028
Exmouth Chapel		Christian Bretheren, 17 Exeter Road, Exmouth, Devon, EX8 1PN	01395 273287
Glenorchy United Reformed Church		Exeter Road, Exmouth, Devon, EX8 1PL	01395 266976
Holy Trinity		Rolle Road, Exmouth, Devon, EX8 2AB	01395 263681
Scott Drive Church		Scott Drive, Exmouth, Devon, EX8 4QB	01395 225757
St John the Evangelist		Withycombe Village Rd, Exmouth, Devon, EX8 3AE	01395 270206
St John in the Wilderness		St John's Road, Exmouth, Devon, EX8 5EG	01395 270094
St Margarets & St Andrews		Littleham Road, Exmouth, Devon, EX8 2RF	
Community Church Exmouth		7-9 Market Street, Exmouth, Devon, EX8 1HP	01395 222654
Jewsons (Builders Merchants)		Withycombe Village Rd, Exmouth, EX8 3BE	01395 264671
Bradfords (Builders Merchants)		Liverton Business Park, Exmouth, Devon, EX8 2NU	01395 200 840
RGB Building supplies		4 Pankhurst Cl, Exmouth EX8 2RN	01395 265663

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 LERT 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 (registration form below)
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(s)	<ul style="list-style-type: none">• Provide snacks/meals
6	Volunteer evac. assistants	<ul style="list-style-type: none">• Assist evacuees• Issue blankets etc.

Names of community shelter volunteers to be added to the **Community Shelter Volunteer Register** found in **Annex E** above when it is agreed that a shelter will need to be set up.

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I1 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. **Your registration information is important to us as we may need to share this with the emergency services and principle authorities, but we will only use it for the purpose of this emergency only and it will not be shared with anyone else.**

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.

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Annex J - Community Flood Plan

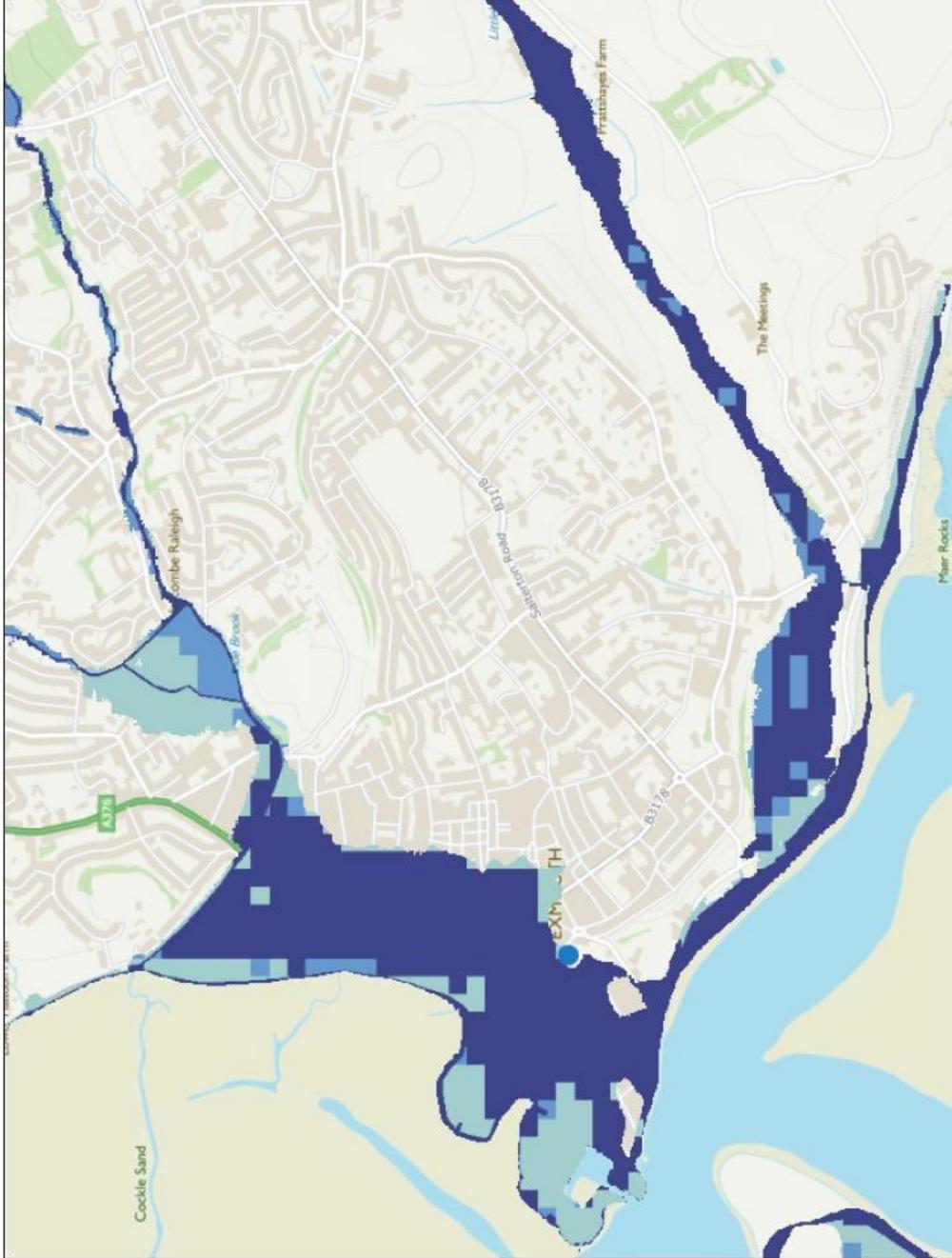
Contents of Community Flood Plan Annex:

- 1. Map showing flood risk areas and direction of flooding**
- 2. Actions to be taken before, during and after a flood**

Attached

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Risk of flooding from rivers and the sea



Legend

Risk of flooding from rivers and sea

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

0 159 318 477 Metres

N
W E
S

Risk of flooding from surface water



Legend

- Flood Extent 1 in 30
- Flood Extent 1 in 100
- Flood Extent 1 in 1000



Actions to be taken before, during and after a flood

<p>Before</p>	<ul style="list-style-type: none"> • Communication at an early stage is essential • Alert your Local Emergency Response Team to the rainfall forecast, especially if heavy rain has started
	<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 ○ Spray or wave overtopping on the coast
	<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 • Call 999 if there's a risk to life, or if you're trapped • 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
	<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"
	<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
	<ul style="list-style-type: none"> • When emergency services arrive <ul style="list-style-type: none"> ○ Local 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

	<p>place of safety e.g. temporary community shelter/official local authority rest centre</p> <ul style="list-style-type: none"> ▪ 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

Annex K – Plan Distribution

Organisation	Contact details	Number issued
DCC		1
EDDC		2
LRF	Devon Community Resilience Forum	3
POLICE		4
FIRE		5
AMBULANCE		6
RNLI		7
LERT member 1		8
LERT member 2		9
LERT member 3		10
LERT member 4		11
LERT member 5		12
ICP Lead 1		13
ICP Lead 2		14