

Community Emergency Plan for Colaton Raleigh

Tactical Response to the Parish Emergency Plan Risk Assessment

This plan is a guide to enable users to safeguard the Community by suggesting possible actions.

The principles are:

to keep people safe and secure at all times

establish the facts of the extent of the situation and who may need support

communication with the services involved and keep the community informed

Version 5.0 - May 2024

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Current Emergency Team

Co-ordinator: Rob Clay, The Fold, Shepherds Lane, Colaton Raleigh 01395 567746

Janice Papworth, Pheasants Cry, Church Road, Colaton Raleigh, 07843 136278

Responders

Spencer Giles, Old School House Church Road, 01395 562958

Kevin Bond, Swallowfield Shepherds Lane, 01395 568620

Andy Rouse, Exmouth Road, 01395 567643

Doug Miller, 1 Brookside Cottage, Church Road, 01395 568730

Mark Drinkwater, Brookdale, Church Road, 01395 567677

Barrie Papworth, Pheasants Cry, Church Road, 01395 568176

Dave Merrifield, Meadow Way 01395 567311

Flood Wardens

Church Road - Janice Papworth 07843 136278

Hawkerland Road – Viv Hitchings 07498 964256

1. Plan Activation

This plan should be activated when any incident happens that requires a co-ordinated community response. Any member of the Parish Community Emergency Team (See Section 1.1) may be notified of such an incident, by the local authority or residents. The first point of contact should in turn contact members of the emergency team who are authorised to activate the community emergency plan and lead the initial incident response.

1.1. Emergency Response Team

In the event of the plan being triggered a team of Parish Councillors and members of the community have agreed to form part of the Emergency Team. All members of this team have internal contact with each other. Details of contacts are in appendix J:

Members of the Emergency Response Team should:

- Reside in the community
- Have good local knowledge
- Understand the possible risks to the Community.
- Be familiar with the Community's emergency plans. In case of an actual or potential flood refer early to Appendix A.
- Have sufficient knowledge of the plan to act as Co-ordinator in their absence
- Understand the importance of acting Safely
- Be able to activate the support of the community and speak on behalf of the community
- Ensure that the vulnerable are provided with additional assurance during an emergency
- Maintain communications within the community and with District Council
- Ensure that Confidentiality is maintained where necessary
- Maintain his / her own action log in the event of an emergency
- Create a 'grab bag' containing the plan. When attending please either wear the hi-vis clothing provided or bring it and other equipment. Please wear appropriate footwear.

The other team members should support the Co-ordinator in carrying out his duties.

1.2. Aim and Objectives of the Community's Emergency Response

1.2.1 Aim

To protect life and then lessen the effects of the emergency

1.2.2 Objectives

To work effectively with multi agency responders:

1. To use community resources to limit the impact of the emergency on:
 - People
 - Property
 - Local Businesses
 - Environment
 - Heritage
2. To help vulnerable members of the community
3. To engage the resources available from parish councils, the community and voluntary sector and businesses
4. Where practical and/or possible provide residents with warnings and messages throughout the emergency
5. To communicate effectively with all Parish Councillors and Ward Councillors during the emergency
6. To ensure health and safety of Parish Council personnel and community responders
7. To keep records of the actions taken and decision made during the emergency
8. To support residents and businesses to recovery from the emergency

2. Response

2.1 Initial Response.

Emergency team action checklist:

1. Use the standard meeting agenda to meet initiate response (Appendix B). Circulate the Response Aim and Objectives so people know what you are trying to achieve. Include reference to briefing practice outlined in Section 2.4.1 (A village map is currently being prepared showing road names and key points within the village, so that in an emergency responders should be able to identify the location of the incident promptly.)
2. IN AN EMERGENCY DIAL 999. Always follow the Emergency Services advice.
3. Always be aware of your own safety and the safety of those around you.

4. If the response is to flood, please refer to the Community Flood Plan for additional information (copy in Emergency Box). There are specific initial actions to follow for incidents involving flooding and severe weather. Please use the Appendices and in the meanwhile. Gather as much information about the situation as possible – i.e.:
 - The location of the emergency.
 - Type of incident.
 - Number of people and/or properties involved.
 - The type of support that might be needed (eg moving items upstairs, providing immediate shelter, basic household tasks).
5. Tune into your local radio station for updates.
6. Contact the representatives of any responding organisations at the scene.
7. Consider whether you can work effectively from your current location, or whether you need to move to the Incident Co-ordination Room at the Village Hall or other suitable location.
8. Notify the emergency team and request they meet at the nominated location.
9. Decide which local resources should be mobilised initially to support the community:
 - Community Emergency Response team
 - Flood Wardens
 - Neighbourhood Watch Groups
 - Any other Groups pre-agreed locally
10. Arrange for community resources/organisations identified in Appendix D to be made available as necessary. You might want to give this task to one person within the emergency team to co-ordinate.
11. If there is a representative from the Emergency Services, Council or other responder working in your community, please go and introduce yourself and tell them you have activated your community emergency plan.
12. Consider asking Responders (see Appendix J) Or other members of the community (volunteers) to help with the response. You might want to give this task to one person within the emergency team to co-ordinate. The type of support that would be welcomed changes from emergency to emergency but might include:

- Helping people move valuable and sentimental items upstairs.
 - Helping deploy any flood protection products they might have.
 - Providing some immediate shelter if people have had to leave their homes.
 - Looking after pets.
 - Providing lifts to family and friends.
 - Doing basic household tasks such as shopping.
13. The Council may be sending update emails to the Emergency Team members. Agree who is going to keep checking their email account and keep monitoring the Council's website.
 14. Tell your community that your emergency team is functioning and if appropriate maintain a presence in the area(s) affected.
 15. Help communicate any warning information messages and recommend that people tune into the local radio station. Radio Devon 103.4 MHz
 16. Decide whether you will offer residents a key number to contact during the emergency. The Village Hall telephone number is 01395 562987.
 17. Establish contact with neighbouring Parish/Town Councils and ask for/offer support if appropriate
 18. Ensure that any members of your community engaged in the response are not putting themselves at risk. Make sure they are acting lawfully (e.g., not speeding), carefully and are not carrying out tasks and activities that they are not qualified to do.
 19. When the immediate risk of the emergency has passed consider what role the Parish Council can play in helping the community recovery. Continue the meetings of the Community Emergency Team, using the Recovery Aim and Objective.

2.2 Subsequent Response.

It may be necessary to convene additional meetings of the Emergency Response Team. In such an event the Subsequent Meeting Agenda should be used (Appendix B)

2.3. Aim and Objectives of the Community's Recovery Response

2.3.1 Aim

To help people help themselves to recover from an emergency

2.3.2 Objectives

1. People:
 - are protected from immediate risks to health and safety and have access to appropriate shelter, basic resources and essential services.
 - feel that their home and property are safe and secure during recovery
 - have access to the information they need to make their own decisions about how they react to the situation
 - know how to access the services that are available to them.
2. Essential services, infrastructure and transport networks are brought back into use as soon as practicable.
3. Communities are fully involved in the recovery process and can take decisions on issues that affect them.
4. Businesses have access to their premises and know how to access support available to them.
5. Community resources and organisations are providing practical support as appropriate.
6. Recovery is well co-ordinated between all responding organisations.
7. Ensure any senior handover of roles addresses the points in Section 2.4.1 on 'Handovers'.

2.4 Communications.

The Parish Council will provide updates to the public during an emergency, including passing on messages received by other organisations. The following information channels can be used:

Parish Council Website

Parish Emergency WhatsApp Group

Village Facebook Page

Parish Council Noticeboards:

- Notice Board 1) Village Hall
- Notice Board 2) Bus shelter at Exmouth Road
- Notice Board 3) Green at Hawkerland

2.4.1 Briefing, Handover and Debriefing.

Briefing, debriefing and handovers in emergencies Briefings, debriefings and handovers are a critical component of the communication process and critical to information flow during an emergency event.

- Briefings ensure all personnel involved, including contractors, understand the objectives, strategies, safety issues, roles and responsibilities and reporting relationships.
- Handovers are briefings at a changeover of personnel in the same role.
- Debriefing is a feedback process that provides information on the event against the Emergency Response Plan.

2.4.1.1 Briefing

- The Incident Controller must ensure briefings occur at all levels of the incident management structure.
- All personnel must be briefed before attending the emergency, before being deployed at the emergency (e.g. induction), at regular intervals during the emergency and when circumstances have changed (e.g. safety, tasks).

2.4.1.2 Handovers

Handovers relay current situation information in a briefing format to the next person filling the same role.

- The person currently in the role compiles a summary of actions (completed and outstanding) and any information relevant to the role.
- Replacement personnel should make themselves familiar with emergency information prior to the handover.
- Handovers are conducted after the replacement has been inducted into the emergency and according to circumstance.
- A record of the handover must be retained in the emergency registry system.

2.4.1.3 Debriefing

At the soonest practicable time after the event a formal debrief meeting should be convened to ensure lessons are learnt and embedded in revised future plans.

1. Debriefings identify the organisational strength that can be built on.
2. identify areas for improvements
3. validate the participation of the teams and individuals.

The person conducting the debriefing should ensure:

1. Provision of prompt feedback and guidance for organisational improvement to debrief participants by providing reinforcement of successful practices or alternate 'best practice' treatment options.
2. Report of debriefing outcomes – the detail required, and format will vary with the debrief complexity.

Appendix A - Action for a flood event

There is a detailed Community Flood Plan that provides additional details of how to respond and a paper copy can be located in the Emergency Box.

Early warning response:

On receipt of advice of possible overtopping of Colaton Raleigh Brook

- Check level at shop
- Consider co-ordinating from Village Bus stop/shelter or nearby in Exmouth Road (eg. emergency shed by telephone exchange)
- Call Village Flood Wardens: Viv Hitchings 07498 964256 (Hawkerland Road), Janice Papworth 07843 136278 (Church Road)
- Call sufficient of Emergency Team members (WhatsApp group)
- Wear hi-vis jacket and trousers together with suitable footwear (e.g. boots)
- Alert house holders likely to be affected
- Ask householders who are at risk if they have sufficient of the earlier issued sandbags
- Open up access to sand and bags: (emergency shed by telephone exchange opposite the Blue Ball Dairy)

Keys are held by Emergency Team members and at the village shop.

Some Responders are also key holders.

- Flood Wardens get sandbags out and prepare to issue
- Mobilise sufficient staff to fill and deploy sandbags
- Consider placing signs to warn traffic (road closure signs and bollards are available in the shed). There are also some large traffic cones located in the top left-hand corner of the BT car park by the conifer trees,
- Consider warning traffic via media to avoid the main road and village
- Start log of actions

End of Appendix A

Appendix B – Meeting Venues and Agendas

The Emergency Management Team will usually need to meet during an emergency and agree what is to be done. The following meeting locations have been identified:

Village Hall

Bus Stop/Emergency Shed (flooding event)

The Otter Public House

Initial Meeting Agenda

- 1) Introduction of Attendees
- 2) Nominate Lead
- 3) Situation Report
- 4) Aim and Objectives of Response
- 5) Actions Required – Include initiation of Action Log – Appendix I
- 6) Time of Next Meeting

.

Subsequent Meeting Agenda

- 1) Any Items Requiring Urgent Attention
BREAK OUT TIME TO ACTION URGENT ITEMS AS AGREED ABOVE
- 2) Update on Situation
- 3) Review Aim and Objectives
- 4) Review Outstanding Actions
- 5) Actions Required
- 6) Time of Next Meeting

End of Appendix B

Appendix C - Emergency Plan Action Check List for Village Hall

The **Village Hall** is the designated location for co-ordination of activities:

Open up Village Hall – (Hall may already be in use. Liaise with user)

Key with Lorraine Taylor, 4 Meadow Way, or Stella Stoye at 10 Meadow Way.

If Village Hall out of action **find alternative** co-ordination point such as Otter P.H.

IF ALTERNATIVE AGREED PUT NOTICE ADVISING VILLAGE at ENTRANCE TO VILLAGE HALL and VILLAGE SHOP.

In the Village Hall an Emergency box is in boiler room off back passage. (Key over door).

Telephone in downstairs kitchen is portable IP model - 01395 562987

Wireless broadband in hall, (code on notice board in entrance hall)

Kitchen on ground floor, also toilets and showers

Upstairs rooms suitable for offices.

Downstairs hall and rooms suitable for emergency shelter.

Whiteboard available at hall, marker in emergency box.

Defibrillator on outside wall of hall, near main entrance.

End of Appendix C

Appendix D - Actions Check List.

In event of emergency call as appropriate:

- Emergency services: Ambulance, Fire Service, Police on 999
- Members of Emergency Team (Appendix J)
- Electricity – Western Power Distribution 0800 365900
- Gas Board – SW Gas tel no; 0800 111 999
- Environment Agency – Flooding tel no; 0800 807060
- East Devon District Council – 01404 515616 out of hours 0330 6782382
- Floodline – 0345 9881188
- Environment Agency – 03708 506506
- Devon County Council – 0345 155 1015 – Out of Hours 0345 1551008 (Highways)
0345 6000388 (Social Services)
- Doctor Sally Eade – 01395 567863
- First aider Aaran Eade – 07876 777 816
- Met Office Weather Call – 0370 900 0100
- Environment Agency Flooding & Forecasting – 0345 988 1188
- Southwest Water – 0344 346 1010
- Western Power – Emergencies 105 or General 0800 096 3080
- BT – Incident Response 01525 290 647 or General 0800 800 150
- Otter Farm - 01395 568363
- Clinton Devon Estates HQ 01395 443881
- Village Hall 01395 562 987

Contact volunteers to gather information and check on location and extent of emergency

Find out how many people affected

Appendix D continued

Check on immediate needs of people affected.

Are they safe to stay where they are?

Consider use of young people as dispatch riders on foot or bicycles **(only if safe)**

Start log of messages and actions See Appendix I.

Identify resources needed.

The Village Hall telephone number is 01395 562987

Create an addition to the list of important telephone contact numbers or locations

Erect black board /white boards for display of essential information

Consult maps of the area.

If power still on consider use of Broadband to access email

If likely to be a long power outage start to check on elderly and vulnerable residents.

Obtain emergency lighting for use after night fall

Check where power is on and off

Check access by roads to:

- Newton Poppleford-main road and Shepherd's Lane, Dotton Lane
- Bicton and East Budleigh

Check mobile telephone cover Vodafone and O2 at Village Hall (upstairs should be best) and around Village.

Contact Clinton Devon Estates via farm to see what plan they are using, and if mobile telephones not useable, then ask for access to their radio scheme.

Check availability of emergency feeding and accommodation locations at:

Otter Inn (01395 568 443)

White Horse PH (01395 232244)

Village Hall (01395 562987)

End of Appendix D

Appendix E – Emergency Box location and contents.

The Parish Council has prepared an emergency box to help the Emergency Management Team function in an emergency.

Location: Rear ground floor boiler room at Village Hall in Church Road
Keys with Members of the Emergency Team

Contents:

- Clip board
- Spare Grab Bags – Hi vis clothing
- Hard cover log of actions taken and time
- Pencils, pens, whiteboard marker

End of Appendix E

Appendix F - Emergency Shelters

Sometimes people will need to evacuate their homes in an emergency. The following facilities have been identified where people can shelter for a few hours until they can return home or make alternative arrangements.

Location: Village Hall, Church Road, telephone number 01395 562987

Capacity: 50-60

Location: Otter PH, Exmouth Road, telephone number 01395 568 443

Capacity: 70

Location White Horse (A3052) Sidmouth Road telephone number 01395 232244

Location: Private House (to be found by enquiry)

Location: Parish Church

End of Appendix F

Appendix G – Advice for householders in the event of being evacuated

Turn off electricity, gas and water supplies and unplug appliances.

Take your mobile phone and charger.

Take some spare clothes.

Take prescribed medication with them.

Take cash and credit cards.

Lock all doors and windows.

If possible, take your pets with you. Otherwise, make sure they are somewhere safe with food & water.

If you leave by car, take bottled water, a duvet or blankets and tune into the local radio for emergency advice and instructions. Radio Devon 103.4 MHz

End of Appendix G

Appendix H – Public Information

Defibrillator location(s)

The community's defibrillators can be found at these locations. Access to the defibrillator is often given by the 999-operator following a 999 call, rather than being mobilised by the Community Emergency Team.

Location Outside Village shop and the 2nd defibrillator is outside the Village Hall No Access Code required.

Emergency equipment shed – Exmouth Road (by Bus stop opposite shop)

Large scale catering

Village Hall kitchen (Church Rd)

Otter PH (Exmouth Road)

White Horse PH (Sidmouth Road)

Bicton College (Exmouth Road)

End of Appendix H

Appendix I – Action Log
Emergency Plan Action Log

Event:

Date:

End of Appendix J

Appendix J Restricted circulation (for responders only)

Responders

Spencer Giles, Old School House Church Road, 01395 562958

Kevin Bond, Swallowfield Shepherds Lane, 01395 568620

Andy Rouse, Exmouth Road, 01395 567643

Doug Miller, 1 Brookside Cottage, Church Road, 01395 568730

Mark Drinkwater, Brookdale, Church Road, 01395 567677

Barrie Papworth, Pheasants Cry, Church Road, 01395 568176

Dave Merrifield, Meadow Way 01395 567311

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