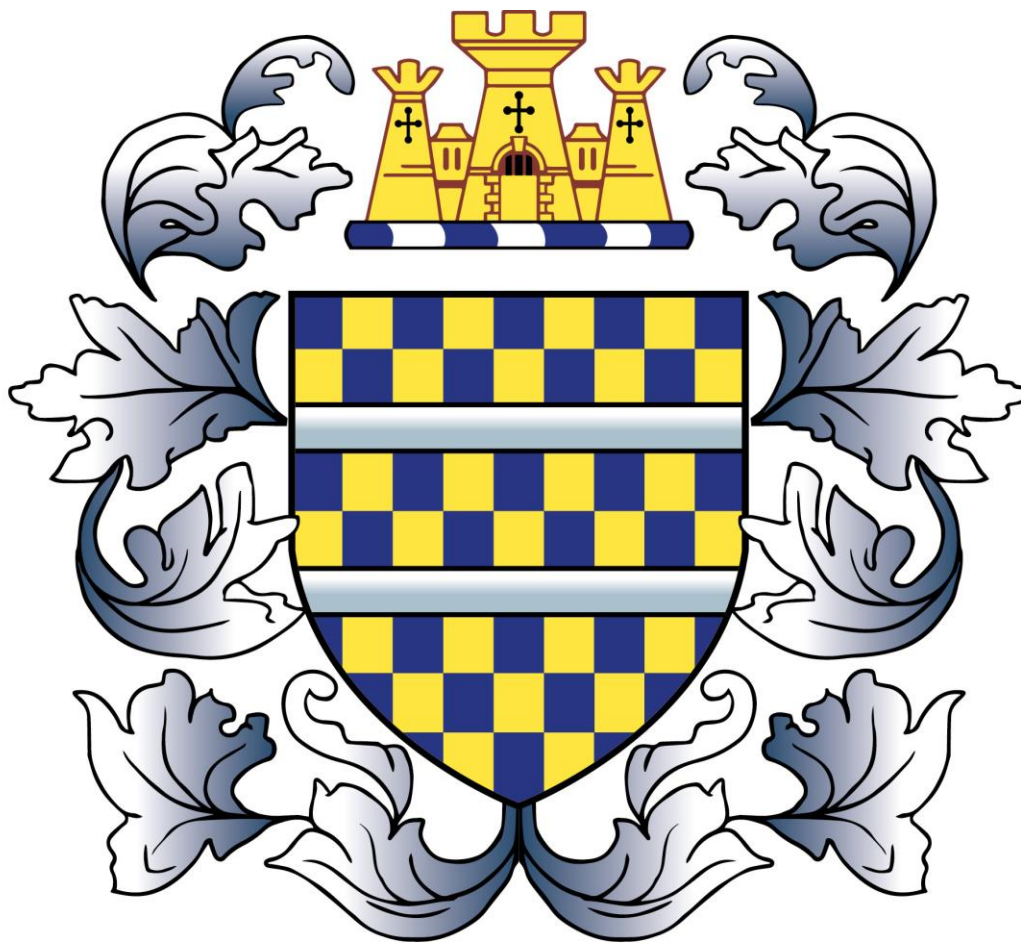


# Okehampton Community Emergency Plan



## Okehampton Town Council

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## **1.0 INTRODUCTION**

An emergency or 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 be dealt with by the emergency services, local authorities and other organisations as part of their normal day-to-day activities.

There is no statutory responsibility upon communities to plan for, respond to, or recover from emergencies, however it is the view of the Town Council that it is good practice to identify hazards and make simple plans on how they could respond to them.

Okehampton Town Council has therefore developed this plan to provide resilience for the community in the pre-event phase or early stages of an emergency. Dependent upon the type of emergency it is possible that support from outside sources may not be immediately available; in which case this plan will assume even greater significance. Okehampton Town Council would support the emergency services and other groups where possible.

### **1.1 AIM**

The aim of this plan is to increase resilience within the local community through developing a co-ordinated approach that compliments the plans of responding agencies.

### **1.2 OBJECTIVES**

- Identify the risks most likely to impact the community.
- Identify relevant steps to mitigate and respond to emergency situations, including warning the community as required. This may include notification on social media or knocking on residents and businesses doors to inform them of the situation.
- Identify community resources available to assist during the emergency.
- Provide key contact details for the Community Response Team, key Community Resources, the Emergency Services and Local Authorities.
- Provide information and assistance to the Emergency Services and as appropriate throughout the event at their direction.

### **1.3 METHODOLOGY**

In compiling this Plan the local knowledge of those involved, supplemented by such intelligence as could be garnered, has been utilised. It has been drawn up with an acceptance that no plan can ever cover all eventualities and, for it be of value, regular review of its contents will need to be made (see Section 7).

## **2.0 PRINCIPAL RISKS**

The foundation of this Emergency Plan is an assessment of the principal risks that have been judged to face the Town. These are judged to be:

- The enforced closure of the A30, probably as a result of extreme weather, e.g. heavy snowfall
- A night-time evacuation of occupied buildings. e.g. local hotels, possibly as a consequence of fire, etc

In both instances the principal aim will be to provide shelter for those stranded or evacuated.

We accept that other incidents, e.g. a major fire at one of the Town's petrol stations or residential nursing homes will be classified by the emergency services as a 'major incident' but believe the nature of the incident will be covered by the risk assessments and emergency planning of the appropriate serve and the proprietors of the premises concerned.

N.B. it is accepted that there may well be a role for the community to provide support to the emergency services if such instances do occur.

Recent history suggests that the geography of the Town is such that, whilst we are not immune from flooding, the risk is so remote that it is unnecessary to appoint flood wardens and create a specialised system to deal with this eventuality.

Government advice is that Emergency Plans should detail potential responses to major and lengthy disruption to the electricity supply. At this stage this issue has not been addresses in detail, but will no doubt have to be done in the future.

### **3.0 ACTIVATION PROCEDURE/TRIGGER AND ESCALATION**

A guideline activation procedure can be found in Annex A. This procedure details the call out order, communicating of information to the community and logging of actions.

### **4.0 INCIDENT CO-ORDINATION**

The community have identified their initial Incidental Control Points (ICP) as follows:

- The primary ICP will be at: Okehampton College
- The secondary ICP will be at: Charter Hall
- ICP equipment is located at: Okehampton College

### **5.0 KEY INFORMATION**

Annex A	Emergency Action Checklist
Annex B	Logging Sheet
Annex C	Situation Report (2 pages)
Annex D	Key Contacts
Annex E	Community Resources
Annex F	Risks & Hazards
Annex G	Local Accommodation
Annex H	Householder Self Help
Annex I	Plan Distribution

#### **Restricted Distribution**

Annex J	Restricted – Vulnerable Groups
Annex K	Restricted – Key Contacts
Annex L	Restricted – Community Organisations
Annex M	Restricted – Distribution

### **6.0 PLAN MAINTENANCE**

A full review of the plan by Okehampton Town Council should be carried out annually to ensure that the contact numbers are still correct.

## Annex A

### Emergency Action Checklist – to be completed by the first responder

Action		Complete
1	When an emergency is possible or anticipated monitor, the situation and warn the Council and the Community as appropriate. Be prepared to respond urgently.	
2	Dial 999/112 and ensure the emergency services are aware of the emergency and follow any advice given.	
3	Contact and inform West Devon Borough Council 01822 813600	
4	Record details on the log sheet. Include: <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>• Any Information received.</li></ul>	
5	Contact other members and the community by agreed method. <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 necessary, call a community meeting but ensure the venue is safe and people can get there safely.	
7	Make sure you take notes and record actions from the meeting. If a decision is reached to active an Emergency Plan remember to follow the appropriate check sheet.	
8	When the emergency services arrive, the coordinator should introduce themselves and give them a copy of the plan.	

**UNDER NO CIRCUMSTANCES SHOULD YOU PUT YOURSELF OR OTHERS AT RISK TO FULFIL THESE TASKS**

## Annex B Logging Sheet

It is important to record all information during an emergency. Completing a logging sheet is an easy way to ensure information is not lost. It can also help support/justify any decisions made or actions taken.

Date	Time	Information/Decision/Action	Initials

## Annex C Situation Report

<b>Situation Report</b>		
<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 route?

**Type of emergency:**

Is there threat to life?

Has electricity, gas or water been affected?

**Are there any vulnerable people involved?**

Elderly?

Families with children?

People with disabilities?

**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 D

### Key Contacts List

<b>Category</b>	<b>Service/ Name</b>	<b>Telephone Number</b>	<b>Additional Information</b>
<b>Emergency Services</b>	Police	Emergency: 999/112 Non-Emergency: 101	
	Fire	Emergency: 999/112 Enquiries: 01392 872200	Fire/flood Rescue, Support/Resources
	Ambulance	Emergency: 999/112 Non-Emergency: 101	
<b>Activation &amp; Emergency Planning</b>	Devon County Council	0845 1551020	General Enquiries
	WDBC	01822 813600	
<b>Animal Welfare</b>	RSPCA	0300 1234999 24-hour	
	North Park Veterinary	01837 658777	Emergency 01837 82327 or 01209 823257
	Devon County Council	01392 499499	Animal Welfare out of hours no
	Okeford Veterinary Centre	01837 52148	Emergency 01392 284217 (Evenings)
<b>Churches &amp; Places of Worship</b>	All Saints Parish Church	01837 659297 07947 604160	Rev S Cook Rectory Road, Okehampton EX20 1LW
	St James Chapel		St James Street, Okehampton EX20 1DW
	Fairplace Methodist Church	01837 52302	Rev Chris Jackson Fairplace Terrace, Okehampton EX20 1DT

	St Boniface Roman Catholic Church	01837 52229	Rev Anil Kumar Gundabathina 95 Station Road
	Okehampton Baptist Church	01837 55829	Fore Street, Okehampton EX20 1AN
	New Life Church		2 New Road, Okehampton EX20 1ET
<b>Emotional Support Services</b>	Samaritans 24 hrs	116 123	24 hr support
	Citizens Advice TNMWD	08082 787999 <a href="http://www.citizensadvice.tnmwd.org.uk">www.citizensadvice.tnmwd.org.uk</a>	
<b>Flooding &amp; Forecasting</b>	Environment Agency	0345 988 1188 24-hour service	Report flooding. Seek advice regarding flood warnings and what to do before/during and after a flood
	Southwest Water	0344 3462020	Flooding from sewers or pipes
	Highways	0300 1235000	Flooding on major trunk road (A30)
	Environment Agency	08708 506506	General Enquiries
	Met Office	0870 9000100	Forecasting
	Devon County Council	0345 15511004 01392 383329	Report flooding Out of hours no
<b>Halls &amp; Venues</b>	All Saints Church Hall		Market Street, Okehampton
	Ockment Centre	01837 53276	North Street, EX20 1AR
	Charter Hall	01837 53179	Okehampton Town Council, Market Street

<b>Healthcare</b>	Okehampton Medical Centre	01837 52233 Non-emergency: 111	Medical Advice/Healthcare
	Okehampton Hospital	01837 658000	Cavell Way, Okehampton EX20 1PN
<b>Highways</b>	Devon County Council Highways	0345 1551014 0845 1551014 Emergency: 0345 1551008	Highways management
	Highways Agency	Enquiries: 0300 1235000	General Enquiries
<b>Local Media</b>	Radio Devon	<a href="http://www.bbc.co.uk/radiodevon">www.bbc.co.uk/radiodevon</a> 01752 260323 01752 234511 96.0FM Okehampton	Main Switchboard News Desk
	Okehampton Times	01837 53640	
<b>Pharmacies</b>	Phama Derma	01837 847663	31-32 Fore Street Okehampton EX20 1HB
	Boots the Chemist	01837 543220	27-28 Fore Street Okehampton EX20 1HB
<b>Schools</b>	Okehampton Primary School	01837 52866	
	St James' CofE Primary School	01837 52341	
	Okehampton College	01837 650910	
	The Promise School	01837 510337	Office Manager
<b>Supermarkets</b>	Waitrose	01837 659008	School Way, Okehampton EX20 1WL

	Lidl	0870 4441234	School Way, Okehampton EX20 1EU
	Co-op	01837 53996	Market Street, Okehampton EX20 1HN
	Cost Cutter	01837 659376	57 Exeter Road, Okehampton EX20 1QF
<b>Utilities</b>	South-West Water	0800 1691144	Non-domestic water leaks
	Western Power Distribution	0800 6783 105 Emergency: 105	Electrical hazard or Power Cuts
	British Gas	Emergency: 0800 111999	Gas Leak
	BT	0800 800154	Report a telephone fault

## Annex E

### Community Resources

Resource	Contact/Key Holder	Conditions of use	Additional information

## Annex F Risks and Hazards

When assessing the risks in the community the likelihood and the impact of the event should be considered. Many of the risks will be planning at the national/region or county level. Therefore, the risk assessments should consider how the community could respond to ensure the community's safety/wellbeing. Below are some examples.

<b>Risk/Hazard</b>	<b>Possible Actions</b>
Sustained Power Failure	Loss of supply for a lengthy period to dwellings could lead to the need to provide shelter and warmth to affected people. Residential homes affected could result in an urgent need to supply heating equipment for the benefit of vulnerable residents.
Sustained Water Failure	Extended failure of supply – especially to residential homes – could necessitate the need to transport supplies into the affected areas. Use of farm equipment might become a necessity.
Heavy Snow	The possible closure of the A30 is one of the major risks facing the town. With 20 miles until the next sizable town, in either direction, the likely need is to provide shelter to those who have abandoned their vehicles.
Flash Flood	The Environmental Agency are responsible for measuring river levels and issuing flood warnings. If you are concerned with river levels, drains or surface water, please contact the Environment Agency on number 08705 506506, or Floodline 0845 988 1188 Individuals are responsible for sourcing sandbags and/or other equipment to protect their property. Individuals are urged to register to receive flood warnings. <a href="http://www.gov.uk/sign-up-fpr-flood-warnings">www.gov.uk/sign-up-fpr-flood-warnings</a>
Heat Wave	Remain indoors during the hottest hours, between 11am – 3pm. Keep hydrated. Close windows and curtains during the day. Keep an eye on children and pets and elderly neighbours.
Fire	Leave building and dial 999 or 112. Do not allow anyone to re-enter the building.
Terrorist Incident	Dial 999 or 112 and report incident. Wait for instruction from the services.
Pandemic	Wait for instructions from the World Health Organisation and local Government advisers.
Major Air Incident	Dial 999 or 112 and report incident. Wait for instruction from the services. If safe to do so, stay indoors with the windows and doors shut.

## Annex G

### Local Accommodation Providers

Name	Address	Telephone No
Ashbury Golf Hotel	Fowley Cross, Okehampton EX20 4NA	0800 458 3026
Bracken Tor YHA	Saxongate, Okehampton EX20 1QW	0345 2602863
Meadowlea Guest House	65 Station Road, Okehampton EX20 1EA	01837 53200
The Fountain	Fore Street, Okehampton EX20 1AP	01837 318601
The Manor House Hotel	Fowley Cross, Okehampton EX20 4NA	0800 458 3026
The White Hart	Fore Street, Okehampton EX20 1HD	01837 658 533
Travelodge	Sourton Cross, Okehampton EX20 4LY	08719 846047
YHA Okehampton	Klondyke Road, Okehampton EX20 1EW	0345 260 2791

## Annex H

### Householders Self Help

The following Householder Emergency Plan can be completed, copied and distributed to residents in the community.

#### Householder 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 always an emergency can affect our busy everyday lives. 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:

**GO IN, STAY IN, TUNE IN, LOG IN**

<b>Station</b>	<b>Frequency</b>	<b>Website</b>
BBC Radio Devon	96.0FM	<a href="http://www.bbc.co.uk/radiodevon">www.bbc.co.uk/radiodevon</a>

**INFORM THE REST OF YOUR FAMILY/HOUSEMATES**

**Householder Contact Details**

<b>Name</b>	<b>Mobile</b>	<b>Work</b>

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

Who is responsible for collecting the children from School? (if applicable)

How do you turn off the following? Who is responsible?

Electric	
Gas	
Water	



## Key Contact Numbers

### Emergency Telephone Numbers

Emergency Services	999 or 112	Doctor	
Okehampton Town Council (see also website for updates and councillor contact information)	01837 53179 <a href="http://www.okehampton.gov.uk">www.okehampton.gov.uk</a>	Devon County Council	0345 1551015
Local Police Station		Home Insurance	

## Create an Emergency Box

Be prepared. Creating an Emergency Box will help you locate essential items quickly in an emergency.

### Some suggested items are:

Torch & spare batteries	Toiletries
Battery	A copy of this plan
Candles & Matches	Bottled water
First Aid Kit	Foil Blanket
Bottle Opener/Tin Opener	

### In case you are stuck in your car, you should have:

Bottled Water	Blankets
Torch & spare batteries	

If you are in a position where you are able to offer help in your community, start by checking that your neighbours are alright.

## Annex I

### Plan Distribution (excluding restricted information)

Organisation	Contact Details	Email
Devon County Council	01392 499499	
West Devon Borough Council	01822 813600	
Okehampton Primary School	01837 52866	
St James' C of E Primary School	01837 52341	
Okehampton College	01837 650910	
The Promise School	01837 510337	

Boots the Chemist	01837 543220	
Phama Derma	01837 847663	
Castle Ham Lodge	0303 1231890	
Kent House Care Home	01837 52568	
Rivers Edge Court	0800 3100394	
Lillicrap Housing	0800 1313348	
Westbridge Close	0300 1238080	

**RESTRICTED INFORMATION**