

Community Emergency Plan

Thorverton

Draft of 2 December 2022 (v.1.1)



DEVON COMMUNITY RESILIENCE FORUM

Amendments

Date	Page number	Reason for amendment	Changed by
11/8/19		First Draft	Neville Lane and John Hodge
24/8/19	Various	Minor amendments to first draft	Neville Lane
13/01/20	Various	Minor updates to reflect practicalities. Plan adopted by Council (v.0.3 becomes v.1.0)	Neville Lane and John Hodge
2/12/2022	Various	Up[dates to reflect experience and also advice given at Devon Communities Resilience Forum	Neville Lane

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1. Introduction

Thorverton Parish Council has developed this plan to provide community resilience in the early stages of an emergency and also to identify risks so that actions might be taken to reduce the likelihood or impact of an emergency. The Emergency Plan can help our community cope until the emergency responders arrive and it can also help with recovery in the longer term.

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

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

The objectives of this plan are to:

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

2. Community Response Team

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

Role	Name	Tel	Mobile	Address
Coordinator	John Hodge	01392 860088	07379 050447	10 Silver Street, Thorverton, Exeter, EX5 5LT
Deputy	Graham Sims	01392 860381		9 Cleaves Close, Thorverton, Exeter, EX5 5NN
Team member	David Waldron	01392 861185		Kibby Yew, School Lane, Thorverton, Exeter, EX5 5NR

2.1 Responsibilities

The role of the Community Response Team Coordinator is to:

- Write and organise the Community Emergency Plan
- Regularly review and update the plan
- Bring the presence of the Plan and its contents to the attention of the community
- 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
- Provide vulnerable people with additional support if necessary

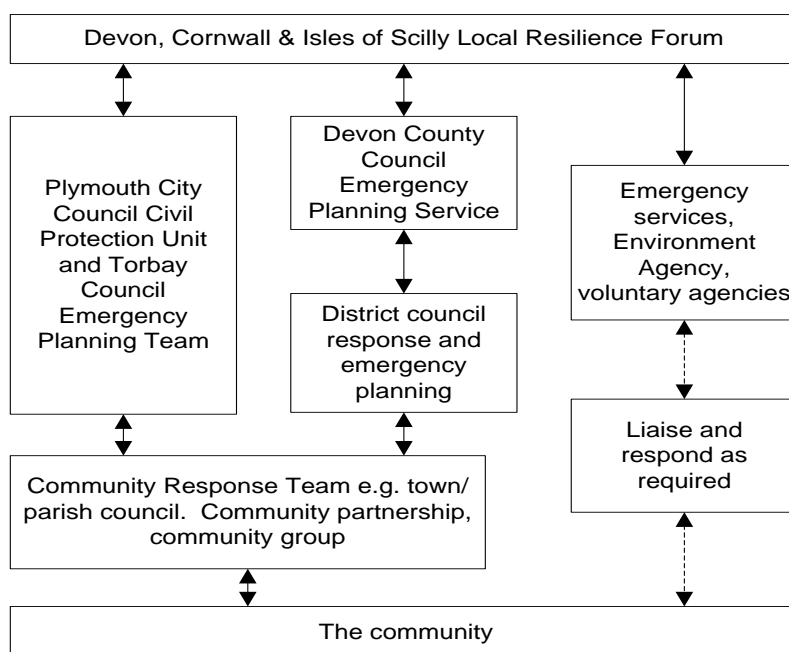
All members of the Community Response Team should:

- Live in the community and have good local knowledge
- Be able to speak on behalf of the community
- Ensure confidentiality is maintained where needed
- Maintain their own action log
- Create a 'grab bag' containing the plan and any suitable clothing/equipment which may be needed
- Support the coordinator in their tasks and have enough knowledge of the plan to act as coordinator if necessary

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 at **Annex A** is for use by individuals and households in Thorverton to help them prepare for an emergency.

4. Knowing the unknowns

4.1 Identifying and preparing for risks

Many risks, such as of a pandemic or series of terrorist attacks are planned for at a national/regional/county or district level. There are some risks though which could well have a more local impact and which the community can prepare for:

Risks	Impact on community	What can the Community Response Team do to prepare?
River through village can flood	Flooding of local streets preventing access to homes Damage to property	<ul style="list-style-type: none"> 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 Check that water can flow smoothly without blockage of its normal channels
Sustained power failure	Loss of heating, lighting and refrigeration Loss of cooking availability	<p>Encourage people to have torches available with spare batteries</p> <p>Encourage people to have emergency some lights</p> <p>Check whether vulnerable people need extra support</p> <p>Consider setting up a centre to keep vulnerable people warm</p>
Sustained water failure	Risk of dehydration	Encourage vulnerable people in particular to have stock of bottled water
Heavy snow	Unable to leave house or village	<p>Maintain the salt bins in near-full state</p> <p>Check whether vulnerable people need assistance, for example with shopping deliveries</p> <p>Encourage people to keep a shovel</p> <p>Encourage people to keep a small supply of tinned/dried foods</p>
Heavy winds	Damage to property, potentially also accidents	Check whether vulnerable people are affected and need help

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

Vulnerable buildings/people have not yet been identified, although we did invite people to come forward with names and will do so again upon publication of this plan.

5. Activating the emergency plan

5.1 Triggers

It would be impractical to define the exact criteria for activating the Plan against each of the risks identified above, however, the CRT will certainly need to take into account the likelihood of flooding or of heavy snowfall or strong gales, and the likely impact on the community.

5.2 Notification

The guide activation procedure in **Annex C** lists the call out order and logging of actions.

For specific flood triggers and escalation procedures, see the Plan at **Annex D**, and for specific responses to snow see the plan at **Annex E**.

6. Taking control and managing the incident

6.1 Incident coordination

Incident Control Points (ICP) are:

Primary ICP: Memorial Hall and its adjoining green and car park.

Secondary ICP: Thorverton Arms.

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

For 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 L**.

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.

Thorverton Community Shelters:

- Thorverton Memorial Hall GR 927023, Postcode EX5 5LT
- Thorverton Arms GR 926022, Postcode EX5 5LT

See also **Annex I**.

8.2 Helicopter Landing Sites

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

Areas for suitable HLSs:

- a. Recreation Ground (already equipped as a DAAT Night Landing site)
- b. Millennium Green may be an alternative site, although not suitable for night-time landing.

9 Keeping in touch

9.1 Communications

- Team members will keep in touch by mobile phone where possible.

9.2 Warning and informing

- Team members will alert potentially affected households by physical visit.
- 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.

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

10 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.

Annex A - The Home Emergency Plan

Emergencies can affect us with little or no notice. Being prepared can help reduce the effects on your family's 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 doctors' surgeries and chemists and give emergency services vital information such as medical conditions and repeat prescriptions.

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

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

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

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

Station	Frequency	Website
BBC Radio Devon	103.4	Bbc.co.uk/radiodevon
Heart	97.0 and 103.0	Heart.co.uk/Exeter
Radio Exe	107.3	Radioexe.co.uk

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 Direct	111	School	
Local Police Station	101	Home Insurance	
Local Authority	01884 255255		

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

Q1	<p>What are the risks to your home and the surrounding area? Are you at risk of flooding?</p> <p>To find out if you live in an area at risk from flooding, visit www.gov.uk/prepare-for-a-flood/find-out-if-youre-at-risk where you can find out if your home is at risk and sign-up to Flood Warnings Direct (a free service which sends you a message when there is a flood risk by telephone, mobile, email, SMS text message, fax, or via a relative/friend). You can also sign up by calling Floodline on 0345 988 1188 or Typetalk 0845 602 6340. 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/ District Council.</p> <p>Notes:</p>
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> <p>Notes:</p>
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> <p>Notes:</p>

Q4	<p>What are the emergency procedures at your children's schools? During an incident, it may not be safe to collect children from school. Schools have emergency plans so pupils will be cared for. If you are still worried during an incident, contact the school first.</p>
	Notes:
Q5	<p>Are there any elderly, disabled or vulnerable family members, friends and neighbours who might need your help, or additional help from the emergency services? Information may not reach some people as quickly. For example, Deaf and blind people and people who do not speak English or have other communication difficulties. How will you help them?</p> <p>Does your Parish/District 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>In Case of Emergency (ICE) Contact Number</p> <p>The emergency services are trained to check for a person's ICE contact number.</p> <p>Think carefully about who you choose as an ICE contact because that person may need to give consent for medical treatment. If you want more than one ICE contact, mark them as ICE1, ICE2 etc.</p> <p>Put ICE contacts in all mobile phones, or on a card in wallets / purses. If your phone is password protected then use the card method or make it visible on the 'start up' screen.</p>
	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>
	Notes:
Q10	<p>How do you switch off water, gas and electric supplies in your home? Draw a plan if helpful.</p>
	Notes:
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>
	Notes:

Q12	Does everyone in the household know how to make the home secure – locking doors and windows? Do you keep keys in the same places so they can be found easily if it is dark; where are keys kept?
	Notes:
Q13	Have you installed smoke detectors and a carbon monoxide detector? When did you last check them? If not, don't delay installing or checking them! They could save your life. If you need help or advice, or to find out if you qualify for a free home safety visit, contact your local Fire and Rescue Service.
	Notes:
Q14	Have you got adequate home insurance? Who is your insurance provider and what is your insurance policy number?
	Notes:
Q15	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.
	Notes:
Q16	Have you made a list of medication, insurance policy numbers and important phone numbers such as your doctor, insurance provider, Floodline, NHS Direct*, non-emergency number, gas and electric supplier, vet, school, work and close friends/relatives? Make sure you carry this list at all times, for example on a card in your purse or wallet, or mobile phone. *If you have a 'smart' mobile phone, you could download the NHS Direct App form.
	Notes:

	<p>Your emergency supplies</p> <p>It helps if you can grab these things quickly. Ideally make up an 'emergency bag'. Do not stop to collect things if it puts you in danger!</p> <p>These are things you probably carry at all times:</p> <p>Essential keys (house / car). Special daily items (for example, glasses / contact lenses / medication / aids). List of medication. This is essential, please make a list! Cash / debit / credit cards. Essential items for babies, children and people you care for. Mobile phone and charger. Antibacterial hand gel and mini first aid kit. Water and snacks. Warm layers and waterproof clothing, suitable hats and footwear. If you have to remain in your home or become isolated, make sure you have the following items:</p> <p>First Aid Kit including flu and cold medication. Wind up or battery radio including spare batteries. Wind up or battery torch with spare batteries/candles and matches. Enough toiletries such as soap, sanitary items and tissues or toilet roll. A three day food and water supply. Tinned and dried food such as beans and rice is good. Camping stove and fuel. Only use indoors in an emergency. Always place on a stable surface and use in a well ventilated area with a carbon monoxide detector.</p>
	<p>Keep important documents and computer information in ONE safe place and make sure you can grab these items quickly if you need to.</p> <p>Don't forget, does a friend or family member have spare keys should you lose yours?</p>
	<p>Items for pets and assistance animals</p> <p>Contents will depend on the type of pet, but you may need to grab:</p> <p>Water, food and bowls. Leash / muzzle / harness. Blanket, bed, pet carrier or cage. Photo of your pet in case it gets lost and is not 'identity chipped'. Plastic bags for waste. Medication and health records. Identity chip number (keep a record in your phone or wallet/purse).</p>
	<p>Items in the car</p> <p>In case of an emergency always carry in your car (in addition to the things you probably carry at all times):</p> <p>Blankets Torch Map First Aid Kit Shovel and de-icer in winter conditions. Warning triangle and fire extinguisher (recommended).</p> <p>Notes:</p>

Annex B – Map of Thorverton parish

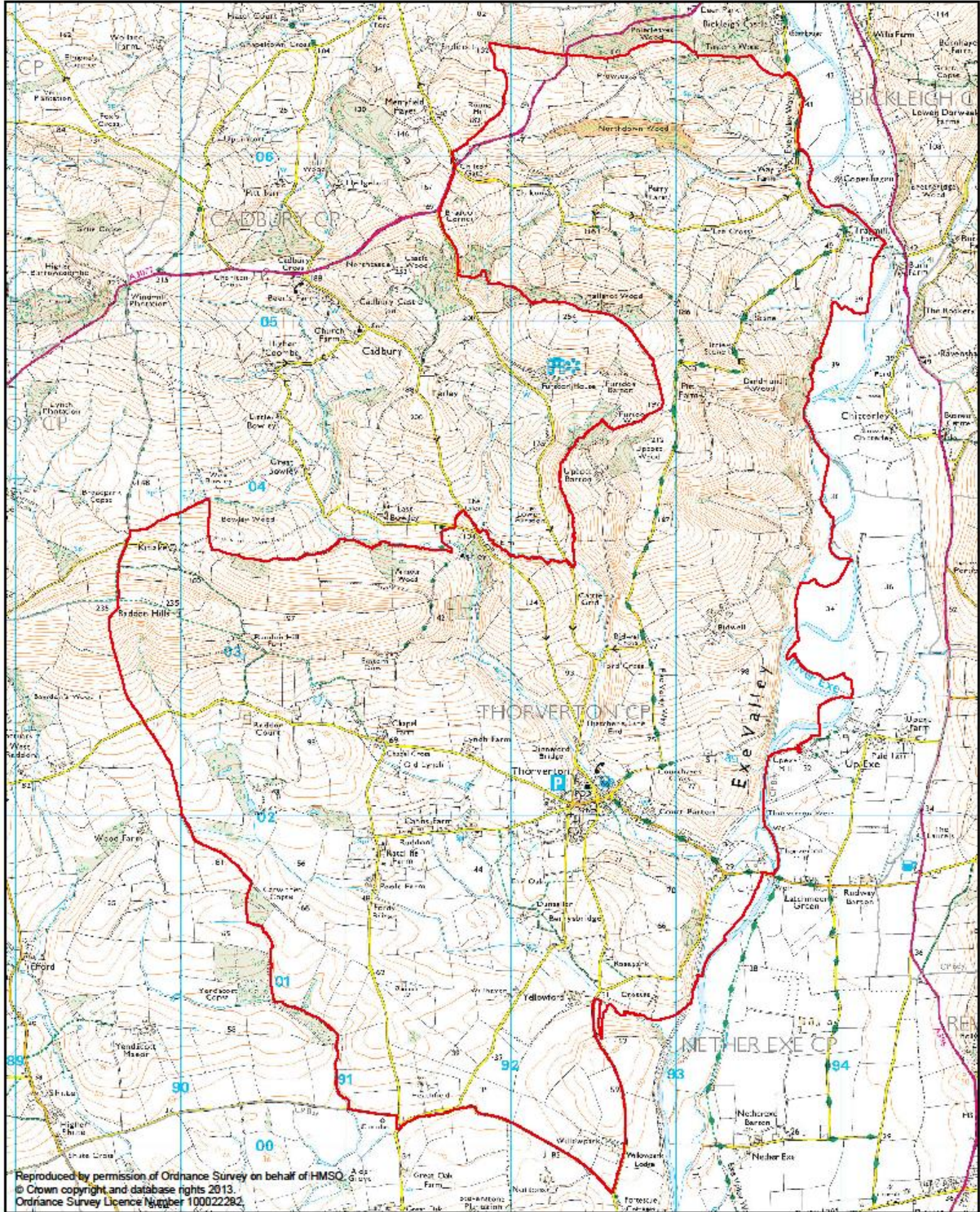


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Dwg. No.	Thorverton_A3	Produced by	J Ross		

Annex C – 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	If appropriate dial 999 and ensure the emergency services are aware of the emergency and follow any advice given.	
3	Contact and inform the district/borough council.	
4	<p>Record details on the log sheet on the other side of this page. Include:</p> <ul style="list-style-type: none"> • Decisions you have made and why • Actions taken • Who you spoke to and what you said (Include contact numbers) • Information received 	
5	<p>Contact other CRT members and the community by agreed method.</p> <ul style="list-style-type: none"> • Households affected • Parish council/ward via the parish clerk • Volunteers and key holders 	
6	If needed, call a community meeting. Ensure the venue is safe and people can get there safely	
7	Take notes and record actions. If you decide to activate a plan, remember to follow the check sheet.	
8	When the emergency services arrive, the CRT Coordinator should introduce themselves and give them a copy of the plan.	

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

Log sheet

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

Date	Time	Information / Decision / Action	Initials

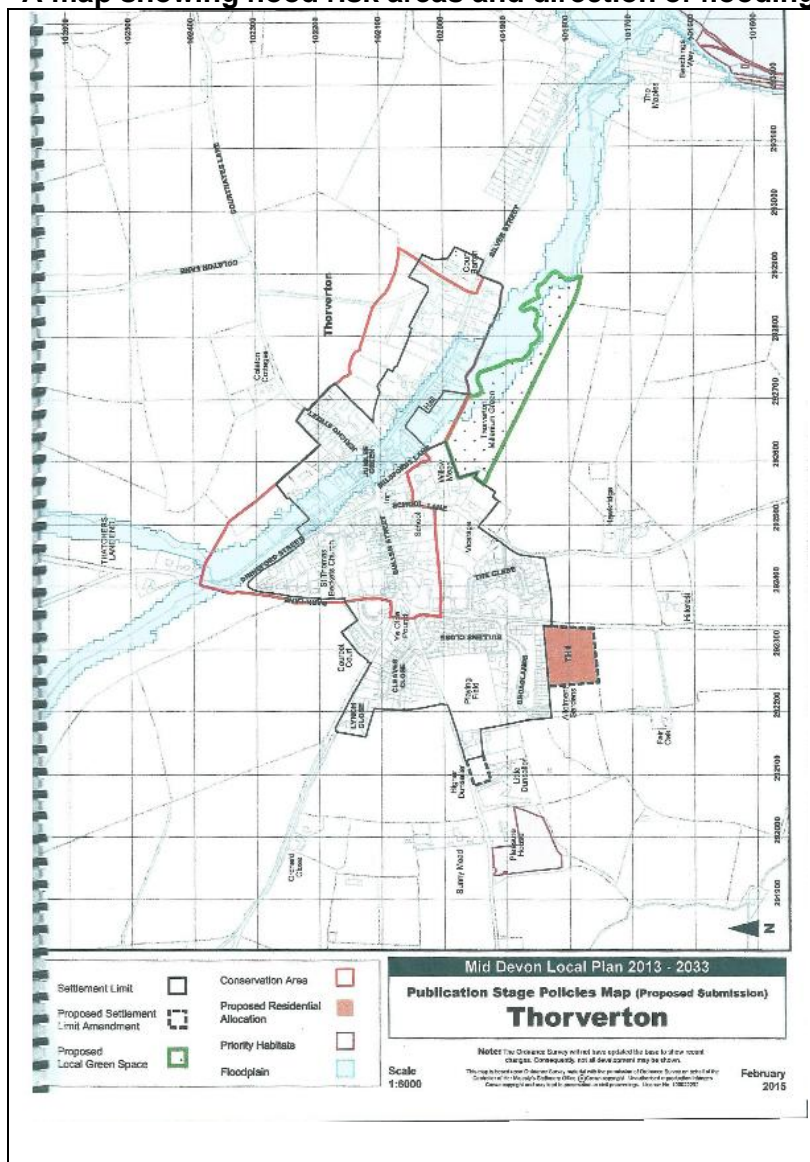
Annex D - Community flood plan

Our Team receives flood warnings at <https://www.gov.uk/sign-up-for-flood-warnings>).

The main area at risk is Silver Street and Dinneford Street:

Before a flood			During a flood	
Source and direction of potential flooding	Triggers	Local actions	Local actions	Equipment required
From North-west of village (near Sheep Dip/Dinneford Meadow)	Met Office and EA warnings, local knowledge	Warn people in potentially affected properties; Keep river clear at all times	Advise people in affected properties to move vehicles, furniture and other valuable items out of way; Keep cars off highway	High Visibility jackets Waterproof boots

A map showing flood risk areas and direction of flooding



Annex E - Snow Plan

Purpose

1. This document sets out the actions that Thorverton Parish Council intends to put in place for operation in the event of snow or ice. The actions are aimed at allowing traffic to come into and out of the village centre, in particular so that people may travel to and from work; to keep paths and roads to the school, shop and post office open; and to assist vulnerable people who are in need of help. The Council acknowledges that it would be unrealistic to aim to keep every road and path open, so some prioritisation will be necessary.

Responsibilities

2. The snow warden (currently Neville Matthews) is responsible for:
 - reviewing the stocks of salt in the salt bins and stored at Bidwell Barton and, if necessary, for ordering further supplies through the clerk;
 - ensuring that there are sufficient snow shovels, reflective jackets and head torches, and that these are easily accessible in the event of snow;
 - receiving and responding to weather alerts;
 - distributing salt to ensure as far as practicable that the priority routes are kept clear;
 - organising any helpers in clearing snow and ice, and ensuring that they are properly briefed.
3. Colin Marshall is also trained as a volunteer, including training which permits him to work on the highway if necessary. He would deputise for the snow warden should the snow warden be absent at the time of an incident.
4. The Parish Council is responsible for:
 - ensuring that a trained snow warden is in place and that there is someone who can deputise if necessary;
 - bringing the snow plan and the prioritisation within it to the attention of parishioners;
 - ensuring that stocks of salt are maintained;
 - obtaining further equipment as necessary to support the snow warden and any volunteers;
 - responding to any requests from vulnerable people for help, for example with delivery of urgent supplies;
 - ensuring that any messages about the situation are broadcast to the community;
 - periodically reviewing the snow plan and revising it as appropriate.
5. Devon County Council's Highways team is responsible for keeping main roads clear, as far as is reasonably practicable. We understand that in practice this will usually include gritting from the bus stop near Broadlands, down Bullen Street and Silver Street to the A396.

Location of salt bins

6. Salt bins are located at:

- Quarry Car Park
- Sheep Dip in Dinneford Street
- Top of Bullen Hill, at junction with Raddon Road
- Top of The Glebe
- Lynch Road
- Outside the Memorial Hall

Priority routes

7. For the Parish Council, under the snow warden’s leadership, priority routes to be cleared are as follows:

- Bullen Street hill can be treacherous when covered in snow or in particular by ice. If DCC Highways fails to keep this route clear, the snow warden should arrange clearance.
- The small section of School Lane between The Bury and the school should be kept clear unless it is known that school will be closed.
- The small section of Lynch Road from the top of Bullen Street into the car park and post office.

Keeping these routes clear will be a priority to be addressed by the snow warden and any volunteers (unless of course DCC Highways manages to keep them clear).

Action to assist vulnerable people

8. If a covering of snow or ice is only expected to last for a day or two it will usually be appropriate to advise vulnerable people to stay at home and not venture out. However, should the covering continue for a longer period some vulnerable people may run short of supplies of basic foodstuffs or medicines. In most circumstances we would expect a neighbour to be able to help the vulnerable person, however, if that is not feasible then the vulnerable person requiring help may call the snow warden to request assistance.

Contact numbers

Devon County Council Highways	0345 155104
Snow warden (Colin Marshall)	01392 861228
Clerk to the Parish Council (Jim Roberts)	07768 457590
Parish Council Emergency Plan Lead (John Hodge)	01392 860088
Parish Council Chairman (Andrew Foster)	01392 759560 or 07836 520560

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		
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 G - Community resources

Resource	Contact / Key holder	Conditions of use	Additional information
High Vis Jacket			
Salt bins			
Shovels			
Gloves			
Memorial Hall			

Annex H – Key contacts list (publicly available)

Category	Service/Name	Telephone Number	Additional Information
Emergency Services	Police	Emergency: 999 Non Emergency: 101	
	Fire	Emergency: 999 Office: 01392 872200	Fire/Flood Rescue, Support/Resources
	Ambulance	Emergency: 999 General: 01392 261621	
	Coastguard	Emergency: 999 General: 0870 600 6505	Water Rescue Resources/Support
Activation and Emergency Planning	Devon County Council	0845 155 1020	General enquiries
Flooding and Forecasting	Environment Agency Flooding	0345 988 1188	Report flooding. Seek advice regarding flood warnings and what to do before/during/after a flood
	Environment Agency	08708 506506	General enquiries
	Met Office	0870 900 0100	Meteorological forecasting
	Met Office Weathercall	09014 722054	
Utilities	South West Water	0800 169 1144	Non-domestic water leaks
	Western Power Distribution	Office: 0845 601 2989 Silent: 0800 365900	Power cuts
	British Gas	0800 111999	Gas leaks
	National Gas	0800 169 1144	Gas leaks
	BT	01525 290647 0800 800150	Telecommunications
Healthcare	Local Doctors Surgery		Medical/Healthcare
	NHS Direct	0845 4647 (until February 2014)	Advice
	Exeter Hospital Tiverton Hospital	01392 411611 01884 235400	Medical/Healthcare
Highways	Devon County Council Highways	01392 383329	Highways management
	Highways Agency	08457 504030	Highways Information Line

Schools			
Local Media	BBC Radio Devon	News: 01752 234511 Travel: 0845 300 2829 On air: 0845 301 1034 Plym'th: 01752 260323 Exeter: 01392 215651	Media, warning and informing
Animal Welfare	RSPCA	24 hour: 0300 123 4999 Office: 0300 123 4555	
Emotional Support Services	Samaritans 24hrs	0845 303 0900	24hr telephone support
	Victim Support 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. In practice we understand that the British Red Cross would take control of staffing:

Serial post responsibilities

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

Evacuee information sheet

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

Registration

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

Smoking and alcohol

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

Personal belongings and children

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

Medical and injuries

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

Pets

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

Bulletin boards

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

Volunteering and help

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

Telephones

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

Community Shelter(s) coordinator

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

Problems and complaints

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

News/media

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

Special needs/requirements

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

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

Annex J – Communications, warning and informing

Method	Location (If applicable)	Contact / Responsibility	Additional information
Notice boards	School Lane, Car Park and lamp-posts	Community Response Team	
Local meeting		Community Response Team	
Community leaflets		Community Response Team	
Door knocking		Community Response Team	
Nextdoor	Internet	Community Response Team	
Thorverton Community pages on Facebook	Internet	Community Response Team	

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

Station	Frequency	Website
BBC Radio Devon	103.4	Bbc.co.uk/radiodevon
Heart	97.0 and 103.0	Heart.co.uk/Exeter
Radio Exe	107.3	Radioexe.co.uk

Annex K - Glossary

Acronym/Term Definition

Bronze Command	Operational Command
CEP	Community Emergency Plan
CRT	Community Response Team
CS	Community Shelter
DCC	Devon County Council
EA	Environment Agency
CS	Evacuation Assembly Point
EBC	Evacuation Briefing Centre
EP	Emergency Plan
Evac	Evacuation
FAZ	Flood Action Zone
FCP	Forward Command Post
Gold Command	Strategic Command
GR	Grid Reference
HLS	Helicopter Landing Site
ICP	Incident Control Point
LHA	Local Health Authority
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

Annex L – Vulnerable people within the community

Note that this confidential list is not to be published, but will be safeguarded by the Community Response Team.

We have not yet been advised of vulnerable people who should be included in this list.

Name / Organisation	Telephone number	Address	Additional information

This list may well change and people may become vulnerable during an emergency. During an emergency a list will be given to the emergency services and welfare agencies as soon as they arrive.