

Community Emergency Plan

BISHOPSTEIGNTON

Adopted 18.01.2021 Version 2.0



DEVON COMMUNITY RESILIENCE FORUM



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Contents

1. Introduction	4
2. Community Response Team.....	5
2.1 Responsibilities.....	6
3. Related emergency planning	7
3.1 Arrangements between emergency services and local authorities	7
3.2 The Home Emergency Plan.....	7
4. Knowing the unknowns.....	8
4.1 Identifying and preparing for risks	8
5. Activating the emergency plan	9
5.1 Triggers.....	10
5.2 Notification.....	10
6. Taking control and managing the incident.....	12
6.1 Incident coordination.....	12
7. Skills and resources	12
7.1 Resources	12
7.2 Contacts lists	12
8. Key facilities	13
8.1 Community Shelter(s)	13
8.2 Establishing and operating a Community Shelter(s)	13
8.3 Helicopter Landing Sites	13
9 Keeping in touch	14
9.1 Communications	14
9.2 Warning and informing.....	14
10 Key information.....	14
11 Plan maintenance.....	15
Annex A - The Home Emergency Plan.....	16
Annex B – Community risk assessment.....	18
Annex C – Maps of the community	24
Annex D – Telephone tree notification system	29
Annex E – Activation procedure and logging sheet.....	30
Annex F - Community flood plan	36
Annex G – Situation report (SITREP).....	37
Annex H - Community resources	39
Annex I – Key contacts list (publicly available)	41
Annex J – Establishing and operating a Community Shelter(s)	44
Annex K – Communications, warning and informing.....	46
Annex L – Plan distribution	47
Annex M - Glossary	48
Annex R1 - Key contacts list (not for general distribution)	49
Annex R2 - Vulnerable people within the community	53

1. Introduction

Bishopsteignton Parish Council has developed this plan to provide community resilience in the pre-event phase or early stages of an emergency within the boundary of Bishopsteignton Parish.

The Bishopsteignton Emergency Resilience Team (BERT) 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 Bishopsteignton Emergency Resilience Team, community volunteers and resources, the emergency services and local authorities
- Provide information and assistance to the emergency services when they arrive and throughout the event



Bishopsteignton Emergency Resilience Team Members

A Community Response Team (CRT) - known as the Bishopsteignton Emergency Resilience Team (BERT) - has been set up to manage the community's response to an emergency and keep the plan up to date. Members of the BERT committee are listed below and each Zone is supported by a network of community volunteers listed in **Annex R1**.

Role	Name	Tel	Mobile	Address
Coordinator	Elaine Cawthraw	01626 777466	07850 289771	Barnwood 22 Murley Crescent TQ14 9SH
Deputy	Roger Gallagher	01626 870726	07450 406261	The Ring of Bells Fore Street TQ14 9QP
Team Co-ordinator Zone 1 / 1A	Eddy Stephenson	01626 773991	07939 913750	Little Acre, Teign Close TQ14 9SB
Team Co-ordinator Zone 2	Alan Gillespie	01626 774324	07799 087489	5 Murley Crescent TQ14 9SH
Team Co-ordinator Zone 3	Richard Moore	None	07825 084084	8 Bronescombe Avenue TQ14 9SR
Team Co-ordinator Zone 4	Nick Shaw	None	07846 690988	Chao Nan, Forder Lane TQ14 9SL
Team Co-ordinator Zone 5	Peter Head	01626 438500	07971 255376	14 Radway Hill TQ14 9QN
Team Co-ordinator Zone 6	Liz Kirkland	01626 777596	07853 675875	6 Lindridge Park TQ14 9TF

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.
- Report annually to the community telling them if the plan has been activated and if any members have changed
- Be a focal point for the community
- Maintain communication and be the main contact for local authorities and the emergency services
- Tell the appropriate authorities and individuals
- Communicate important messages to the community
- Involve all BERT members in the planning and response process, and give them tasks
- Activate resources when needed

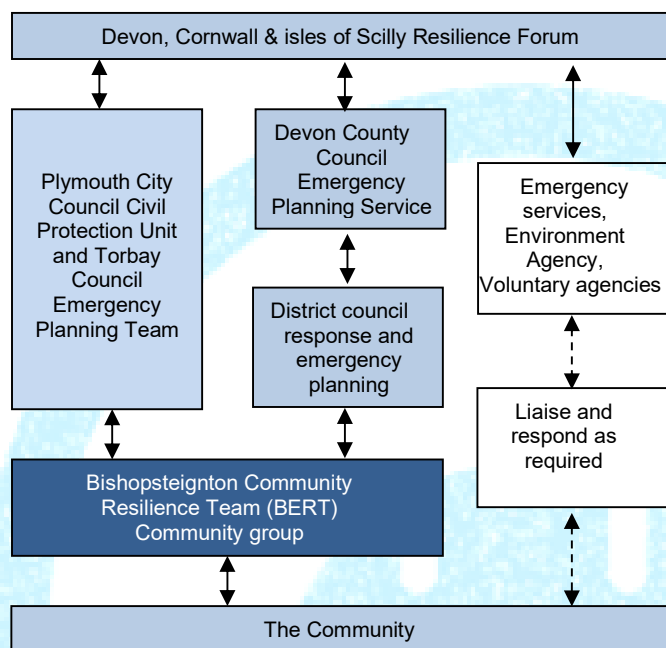
All members of the Community Response Team and Zone Co-ordinators should:

- Live in the community
- Have good local knowledge
- Have the support and speak on behalf of the community
- Provide vulnerable people with additional support **from the list of volunteers**
- **Where appropriate, support** communications within the community and with local authorities
- Check confidentiality is maintained where needed
- Maintain his/her own action log
- Create a 'grab bag' containing the plan and any suitable clothing/equipment which may be needed
- Have enough knowledge of the plan to act as coordinator
- Support the Coordinator in their tasks
- **Throughout the period of the emergency maintain regular communication with zone volunteers via G-mail and with vulnerable people via telephone as appropriate**

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 leaflet 'What will you do if this happens to you?' has been distributed to all households.

For a copy, see **Annex A**.

4. Knowing the unknowns

4.1 Identifying and preparing for risks

Risk assessments for Bishopsteignton are listed in **Annex B**.

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

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

Health and Safety

The Bishopsteignton Emergency Resilience Team will carry out a risk assessment for volunteers and their tasks, thinking about the health and safety of people during an incident (including people being helped and those helping).

Health and safety issues include:

- Safety officers: remaining vigilant and checking safe access in and out of any building providing shelter
- Dangerous materials: locking away anything that may be dangerous i.e. keeping cleaning fluids and tools away from children
- Spills and trip hazards: clearing spills immediately to prevent falls and putting a warning sign at the site of the spill. Checking trip hazards are visible and displaying trip signs
- Reporting: asking people to take responsibility for themselves and reporting anything hazardous
- Activities: checking lifting and handling of equipment is in line with HSE guidance
- Signs: displaying signs e.g. hazards, welfare facilities, assistance contact numbers, etc.
- Registration: registering anyone using a community shelter, including those helping
- Vulnerable people: taking particular care of young, unaccompanied children, vulnerable frail or disabled, or sensory impaired people. Checking there is always more than one person supervising
- Information: providing information to help people cope better
- Cleanliness: checking public health issues e.g. cleaning toilets and food handling
- Log: keeping a log of events and actions
- Risk assessments: updating risk assessments at regular intervals during an incident

A risk assessment form is included in **Annex E1**

5. Activating the emergency plan

Activation of the plan is based on 3 principles: -

Be Prepared

Where severe weather warnings, notice of essential services disruption etc. are given in advance allowing preparations to be made.

Respond

When the incident is taking place and immediate assistance is required as identified by the decision-making plan, BERT will respond from either a prepared course of action or from a dynamic response to the incident that has arisen.

Recover

Where the incident has ceased and imminent danger has passed, further help, support, diagnostic reviews and reporting can take place.

At the end of any incident, the BERT committee will hold an initial debrief meeting to discuss the event and implement any changes to any existing plan if required. The Chairman (or designated member) will convey the relevant information via a Bishopsteignton Parish Council members report, a description of the incident and BERT's response.

Bishopsteignton Emergency Resilience Team activation will be if the Chair or in absentia a nominated alternative in conjunction with other BERT members consider it necessary as conveyed through established communication channels.

BERT would go in to either a 'Be Prepared' or 'Respond' mode.

Activation may also come from the Emergency and statutory bodies when they are unable to attend an incident due to pressures on their services.

When the plan is activated, the Emergency Decision Flow Chart (EDFC) will be followed to determine action requirements and adapted for each individual response scenario. There will be regular communications and meetings of the BERT team, and contact points will be initiated.

5.1 Triggers

The following triggers will be used to alert BERT members to an emergency and help to decide when to activate this plan.

Any incident not listed below may also trigger a BERT response where it affects the safety or welfare of the Parish.

Potential Incident	Trigger(s)	Responsible person
Pandemic Illness	Local GP notification Public Health England Alert	BERT Coordinator
Space Weather	European Space Agency Alert	BERT Coordinator and nominated deputy
Surface Water Flooding	Volunteers notification Environment Agency Flood Alert	Zone co-ordinators and/or BERT Incident Commander
Animal Disease	DeFRA Animal Health and Welfare Alert Service	BERT Coordinator and nominated deputy
Earthquake	Google News Alert	BERT Coordinator and nominated deputy
Widespread Electricity Failure	Local volunteers or members of the public inform of local power outage	Zone co-ordinators and/or BERT Incident Commander
Transport Accidents	Phone notification to BERT Incident Commander	BERT Incident Commander
Cold and Snow	Met Office Weather Alerts Devon CC Snow Warden	BERT Snow Warden
Storms and Gales	Met Office Weather Alerts	BERT Team Coordinator and nominated deputy
System Failures	Local volunteers or members of the public inform of local service outage	Zone co-ordinators and/or BERT Incident Commander

5.2 Notification

Should the following thresholds be reached or exceeded, this Emergency Plan will be activated.

Potential Incident	Threshold requiring Plan Activation
Pandemic Illness	Provision of local services is being impacted / disrupted
Space Weather	Widespread disruption to vital electronic equipment
Surface Water Flooding	Access road(s) become impassable
Animal Disease	Restrictions on movement of animals and/or people
Earthquake	Property or residents adversely affected
Widespread Electricity Failure	When it has the potential to adversely affect vulnerable people listed in Annex R1
Transport Accidents	Assistance is requested by the Emergency Services
Cold and Snow	Met office adverse weather warning of conditions that could lead to endangerment of life and/or health
Storms and Gales	Met office adverse weather warning of conditions that could lead to endangerment of life and/or health
System Failures	When it has the potential to adversely affect vulnerable people listed in Annex R1

The Plan Co-ordinator or nominated deputy will pass on notification of an emergency to the Bishopsteignton Emergency Resilience Team, using a telephone tree notification system, see **Annex D**.

For a guide to the activation procedure, see **Annex E**. This procedure lists the call out order and logging of actions.



6. Taking control and managing the incident

6.1 Incident coordination

Incident Control Points (ICP) are:

Primary ICP: The Parish Council Office, The Community Centre, Shute Hill, Bishopsteignton TQ14 9QL - **grid reference SX 91092 73670**

Secondary ICP: The Village Hall, Fore Street, Bishopsteignton TQ14 9QZ - **grid reference SX 90770 73801**

ICP equipment: Shed at rear of the Community Centre, Shute Hill, Bishopsteignton TQ14 9QL - **grid reference SX 91092 73670**

When the emergency services arrive they may choose a different ICP. The BERT Coordinator should introduce themselves, give them a copy of the Community Emergency Plan, and provide local knowledge and a situation report, see **Annex G**.

7. Skills and resources

7.1 Resources

For community resources available during an emergency, see **Annex H**.

7.2 Contacts lists

For contact details of key organisations and groups which are publicly available e.g. emergency services, health organisations, town/parish councils, local authorities, utility companies, the Environment Agency, schools etc., see **Annex H**

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

8. Key facilities

8.1 Community Shelter(s)

If people need to leave their homes, the district council and/or county council or unitary authority, will open a rest centre.

If a local authority cannot provide immediate assistance, a Community Shelter will provide a short-term refuge.

Bishopsteignton Community Shelters:

- Bishopsteignton Primary School, Cockhaven Close, Bishopsteignton TQ14 9RJ - **grid reference SX 90577 73518**
- The Community Centre, Shute Hill, Bishopsteignton TQ14 9QL - **grid reference SX 91054 73685**
- The Village Hall, Fore Street, Bishopsteignton TQ14 9QZ - **grid reference SX 90814 73791**
- Methodist Church, Fore Street, Bishopsteignton TQ14 9QR – **grid reference SX 90860 73820**
- St Johns Church, Church Road, Bishopsteignton TQ14 9QH – **grid reference SX 91095 73500**
- Cockhaven Arms, Cockhaven Road, Bishopsteignton TQ14 9RF – **grid reference SX 90851 73520**
- Ring of Bells, Fore Street, Bishopsteignton, TQ14 9QP - **SX 90989 73791**
- Old Commercial Inn, Fore Street, Bishopsteignton, TQ14 9QS - **SX 90784 73826**

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

8.2 Establishing and operating a Community Shelter(s)

For instructions, see **Annex J**.

8.3 Helicopter Landing Sites

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

Identified HLS:

- a. Michaels Field, Bishopsteignton, TQ14 9PP - **grid reference SX 90532 73284**

9 Keeping in touch

9.1 Communications

The arrangements for internal and external communications are listed in **Annex K**

9.2 Warning and informing

- 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 K**

10 Key information

To record key information, see:

Annex A	Your home self-help plan
Annex B	Community risk assessment
Annex C	Maps of the community
Annex D	Telephone tree notification system
Annex E	Activation procedure and logging sheet
Annex F	Community flood plan
Annex G	Situation report
Annex H	Community resources
Annex I	Key contacts list (publicly available)
Annex J	Establishing and operating a Community Shelter(s)
Annex K	Communications, warning and informing
Annex L	Plan distribution
Annex M	Glossary
Restricted distribution:	
Annex R1	BERT Volunteers Contacts List (not for general distribution)
Annex R2	Vulnerable People within the Community (dependent upon emergency situation)

11 Plan maintenance

The BERT committee will meet every six months to discuss community resilience arrangements and every year to review the plan and check contact numbers are correct.

All amendments to the previous published version will be highlighted in red.

When sending out updated pages of the plan it is important to ensure the old pages are returned. For a distribution list see **Annex L**.



Annex A - The Home Emergency Plan



If the unexpected happens

You will manage better if you are prepared and have a CLEAR plan.

Events that could happen:

- **Weather related**
(flooding, storms, heavy snow, heatwave)
- **Public safety**
(fire, unexploded bomb, terrorism, explosion, chemical nuclear leak)
- **Disease**
(pandemic flu or animal disease)
- **Major transport incident**
(road, rail, air, sea)
- **Loss of essential services**
(electricity, gas, water)



Always **C**heck the radio, television, social media and internet for weather warnings and news.

Local radio and television

Local radio and television news are usually reliable sources of information. Find out which radio stations are the most relevant and reliable for your area and set them as preferences.

BBC Radio Devon	94.8	95.7	95.8	96	103.4	103.9
BBC Radio Cornwall	95.2	96	103.9			
Heart Cornwall	105.1	107				
Heart Devon	96.4	96.6	97	103		
Pirate	102.2	102.8				
Radio Scilly	107.9					

Internet
BBC News, BBC Weather, BBC News, BBC News, BBC News, BBC News



Make a **L**ist of any medication you take, important documents, insurance policy numbers, and carry this at all times.

Keep important documents like birth certificates and passports above flood levels in a fire proof box. Keep computer information on an external storage device. You might also want to take a list of this with you, so keep them in a safe place or in an emergency bag.

Save useful numbers in your mobile phone and keep a list in your wallet or purse.

For the emergency services dial **999** (SMS Text 999)
Non-emergency Police enquiries **101** (SMS Text 67)
NHS Direct (medical advice) **111**



An **E**mergency Bag can be useful especially if you or stay indoors without power for few days. It is

The bag should be small enough to carry. You should the bag regularly to make sure it has everything you need and that items like torches have batteries that work.

Your bag could contain:

- Copy of your household emergency plan if you have one
- National Health Service numbers (ask your doctor's surgery)
- Toiletries

Don't forget to take:

- Medication
- Important documents
- Essential keys
- Items such as glasses, children and other people you care for
- Mobile phone and charger



Taking the **CLEAR** steps in this guide will help you normal much quicker.

After major incidents like flooding, there may also be recovery services that will provide you with further advice. Look out for information from your council.

Useful Bishopsteignton contact information:

BERT

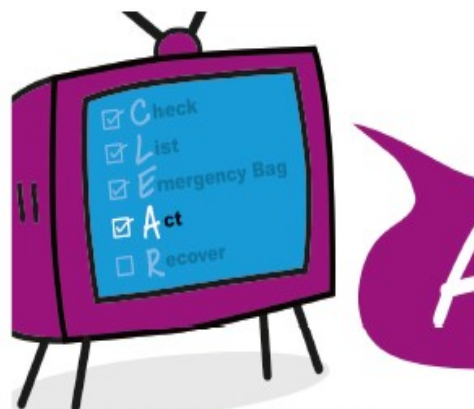
Tel: 07708 512906

Bishopsteignton Parish Council

Tel: 01626 870170

Email: clerk@bishopsteignton-pc.gov.uk

Website: www.bishopsteignton-pc.gov.uk



Should an emergency happen, **A**ct when you need to.

In an emergency dial 999. Do not put yourself or others at risk by using emergency services.

If the **danger is outside** – STAY IN: **Go In, Stay In**

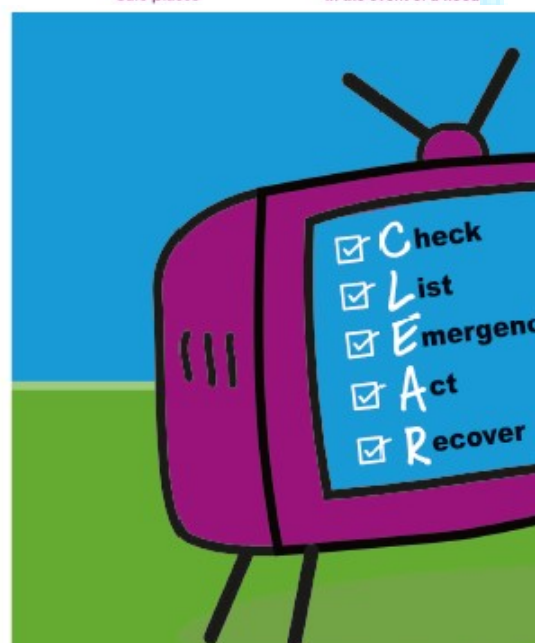
- Stay there until you are told that the emergency is over
- Listen to local radio or TV news for updates.

If the **danger is inside** (or you are told to evacuate) – If it is safe and you have time

- Take the items you need (including your emergency bag)
- Switch off power and lock doors and windows.
- Go to a safe place.

Safe places

In the event of a flood



Check information sources for weather warnings and news.

Make a **L**ist of important numbers and medication and

Your Local Resilience

This leaflet has been produced by Solihull Local Resilience Forum, Government, Health Services together to form the LRF. The

Annex B

Bishopsteignton Risk register

Impact Severity	5	Bishopsteignton Top Risks				
	4					
	3					
	2					
	1					
		1	2	3	4	5
Likelihood of occurring in the next 5 years						

KEY

Natural hazards

- Coastal flooding
- River flooding
- Surface water flooding
- Storms and gales
- Cold and snow
- Heatwave
- Drought
- Space weather
- Volcanic eruptions
- Poor air quality
- Earthquakes
- Wildfires

Major accidents

- Widespread electricity failure
- Transport accidents
- Industrial and urban accidents
- System failures

Diseases

- Pandemic influenza
- Emerging infectious disease
- Animal disease

Societal risks

- Industrial action
- Public disorder

Annex B – Community risk assessment

Risks (<i>Risk Score</i>)	Impact on community	What can Bishopsteignton Emergency Resilience Team do to prepare?
<p>Pandemic Influenza (16)</p> <p>A new strain of flu emerges meaning there is no natural immunity to the virus and it spreads easily from person to person.</p>	<ul style="list-style-type: none"> • Health care and Local Authorities' social care systems may become overloaded. • Normal life is likely to face wide disruption particularly due to staff shortages affecting the provision of essential services including production and transport of goods 	<ul style="list-style-type: none"> • Look out for and promote specific advice and guidance from the NHS alongside healthy lifestyle messages • Check that vulnerable residents have a 'flu friend' who is able to collect medicine, food and supplies if they are ill • Communicate arrangements for school attendance • Work with the Parish Council to disseminate details of local support organisations to vulnerable residents • Ensure that there are sufficient numbers of volunteers and / or active 'micro-communities' in each zone to support vulnerable residents if they are advised to self-isolate
<p>Space Weather (16)</p> <p>A collective term used to describe a series of phenomena originating from the Sun. Consequences of these events may include: electricity blackouts; loss / disruption of Global Navigation Satellite Systems (e.g. GPS); disruption to essential services, particularly air travel, energy and communications</p>	<ul style="list-style-type: none"> • Relevant, harmful effects caused by a severe space weather event will be similar to those that happen if the UK electricity supply experiences a failure • Particularly large-scale electricity failures may prevent landline telephones and mobile phone transmitters 	<p><i>See actions relating to "Widespread Electricity Failure" section below</i></p> <ul style="list-style-type: none"> • In the event of telecommunications failure information relevant to the situation will be placed on designated Notice Boards (e.g. school closures, how to manually contact support organisations, etc.) • In a prolonged outage, leaflets advising what action can be taken will be printed and distributed to vulnerable people • BERT volunteers and Team Co-ordinators will set up a suitable manual communications network for local information sharing (e.g. a post box for requests for specific support, notifications of changes to scheduled social club activities, offers of additional local assistance, etc.)

	<p>from working (which will also affect mobile internet). Regardless of the situation, Government, the National Grid and Distribution Network Operators will be working to restore power as soon as possible</p>	
<p>Surface Water Flooding (15)</p> <p>Intense rainfall events which cause rapid flooding. Surface water flooding is caused when existing drainage systems are unable to cope with the volume of rainwater. This can cause fast flowing water or ponding of water in low lying areas.</p>	<ul style="list-style-type: none"> Flash & surface water flooding incidents can be unpredictable and areas that have previously not flooded can be affected. Roads can become impassable Damage to property and disruption to services Environmental damage or contamination (particularly by sewage) 	<ul style="list-style-type: none"> Register for the Flood Warnings Direct (FWD) service that issues advanced warning of flooding via telephone or mobile 24/7 Report blocked gullies and culverts to ensure these are cleared, especially in the event of severe weather warnings. BERT volunteers and Team Co-ordinators will advise the Incident Commander of impassable roads and access routes Post warning signage where possible to advise motorists of flood water Pay attention to local media and look for warnings from the Environment Agency via TV and radio Follow advice of emergency services
<p>Animal Disease (12)</p> <p>Animal diseases pose a threat for two main reasons: firstly, because of the potential for some diseases to spread from animals to humans and cause illness or fatalities;</p>	<ul style="list-style-type: none"> Human fatalities and physical / psychological casualties Economic damage, particularly to the livestock industry and via lost trade; 	<ul style="list-style-type: none"> Ensure local livestock owners are signed up to the Alerts Service that is part of the Animal and Plant Health Agency (APHA) http://animalhealth.system-message.co.uk/AH_subscribe_index.php Where disease requires containment and movement controls, assist in the publicising of specific actions to be taken locally (in support of guidance issued by Public and Animal Health Organisations and local livestock owners).

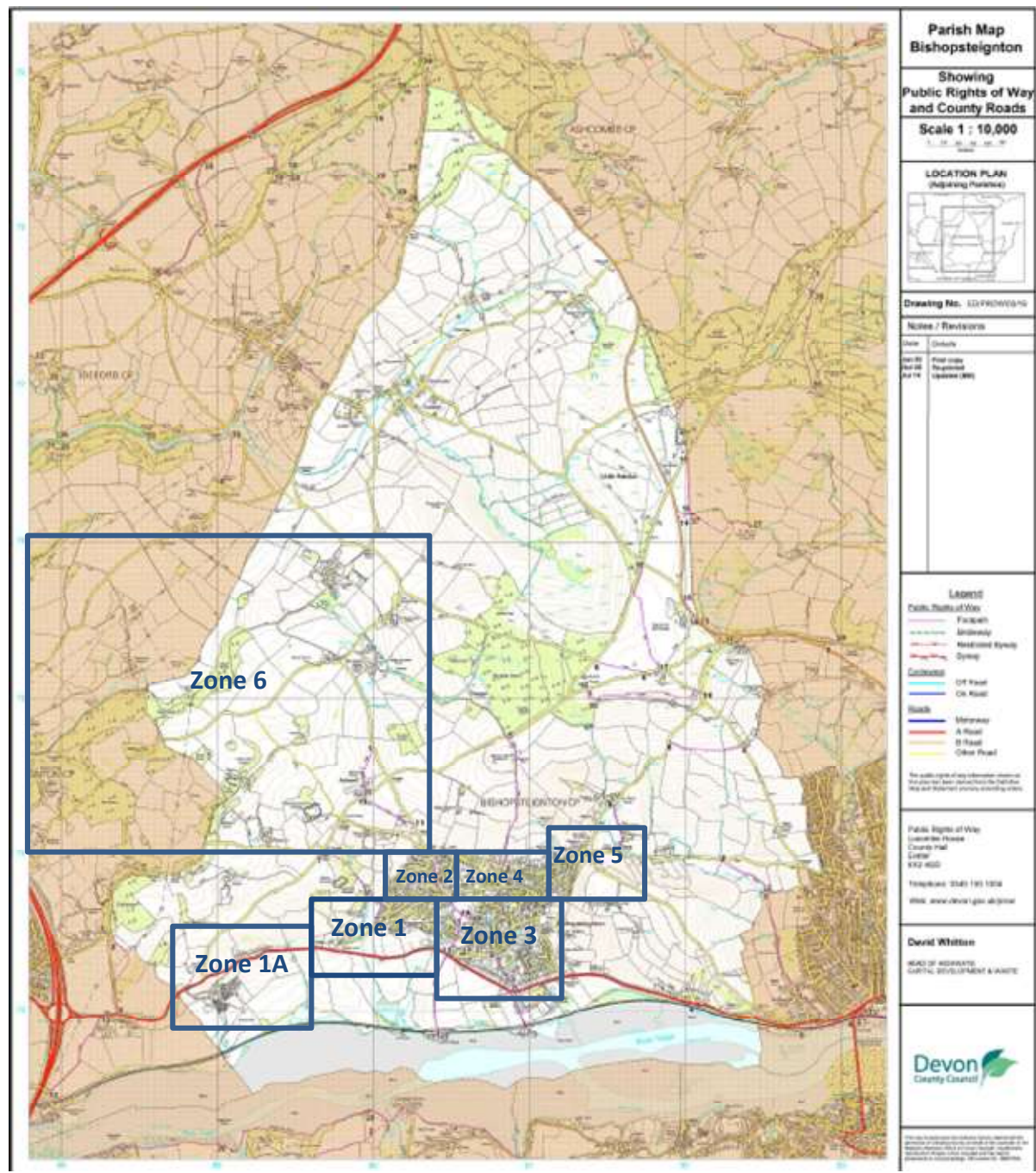
and secondly, because they affect the animals on which we rely for food, trade, or to maintain the ecosystem.	and <ul style="list-style-type: none"> • Disruption to tourism and rural communities. 	
Earthquakes (12) Earthquakes in the UK are moderately frequent but rarely result in large amounts of damage. Damage from UK earthquakes is likely to be greatest in historic buildings such as churches, monuments and Victorian or Edwardian terraced housing	<ul style="list-style-type: none"> • Damage to property and infrastructure, particularly to older buildings • Physical / psychological casualties • Disruption to essential services such as water or electricity 	<ul style="list-style-type: none"> • Assist with potential evacuation and shelter of affected individuals • Team co-ordinators and volunteers will identify any local disruption to services and report to the Incident Commander in order to liaise with Emergency Services and network service providers
Widespread Electricity Failure (12) Instances of electricity failure can be caused by a number of things such as severe weather (strong winds, flooding and lightning) that can damage the distribution network and technical failure.	<ul style="list-style-type: none"> • Individuals, households and businesses rely on electricity for essential services (lighting, heating, cooking, refrigeration, mains water, sewage systems, communications, fuel distribution, retail, health, schools etc.) 	<ul style="list-style-type: none"> • Encourage the elderly and vulnerable to register with public utility companies who will attempt to prioritise them if their services are affected • Encourage residents to keep an Emergency Bag with supplies of food, water and a torch (see Annex A) • Call the distribution network operator on 105 to report the power cut and get further information • Western Power Distribution Power Cut Reporter 'app' also provides support, assistance and interaction enabling customers to report power outages and seek assistance. <p>Further Information The following links below provide further information and advice on what you can do to prepare for a power outage and how to report them. Power Cut Preparation: www.powercut105.com Western Power - Info on Outages: www.westernpower.co.uk/Power-outages Energy Network Advice: www.energynetworks.org</p>

		<p>National Emergency Plan: www.gov.uk/government/publications/national-emergency-plan-downstream-gas-and-electricity-2016</p>
<p>Transport Accidents (9)</p> <p>Police take initial command of all land based major incidents (rail, road or land) but in reality it is a team effort</p>	<ul style="list-style-type: none"> • Police will need to know the exact location of the incident, information about local risks and resources (e.g. best access/egress for the scene; number of casualties, etc.) 	<ul style="list-style-type: none"> • Ensure that the Local Resilience Forum (LRF) Plan is up-to-date and published/shared with the Emergency Services • Ensure that the BERT Incident Commander and Team Co-ordinator are notified of the incident and are on hand to provide information to the Emergency Services and provide any requested assistance
<p>Cold and Snow (8)</p> <p>Ice and heavy snow causing snow drifts and build-up on road surfaces, strong winds and prolonged low temperatures</p>	<ul style="list-style-type: none"> • The community is cut off from outside help, and movement within the community may be difficult • Damage to electricity and telephone lines with possible power & water failure • Fatalities and casualties, particularly among vulnerable groups (e.g. the elderly) and those reliant on carers and meal or medical deliveries • Risk of road traffic 	<ul style="list-style-type: none"> • Access and monitor the latest weather forecasts (Met Office / News) • Follow instructions and advice given by authorities via local Snow Warden • Encourage the elderly and vulnerable to register with public utility companies who will attempt to prioritise them if their services are affected by the weather • Advise people only to travel where essential and to carry food, hot drinks, blankets and shovels etc. • BERT volunteers and Team Co-ordinators will advise the Incident Commander of impassable roads and access routes • Primary routes through the village will be gritted by Devon County Council (Church Road to the Ring of Bells) • Additional gritting equipment will be made available - where it is prudent and safe to do so, supplementary gritting will be undertaken by trained volunteers, co-ordinated by the Incident Commander and the relevant Team Co-ordinator. • Team Co-ordinators and volunteers will check elderly or vulnerable neighbours to make sure they are supported • Communicate arrangements for school

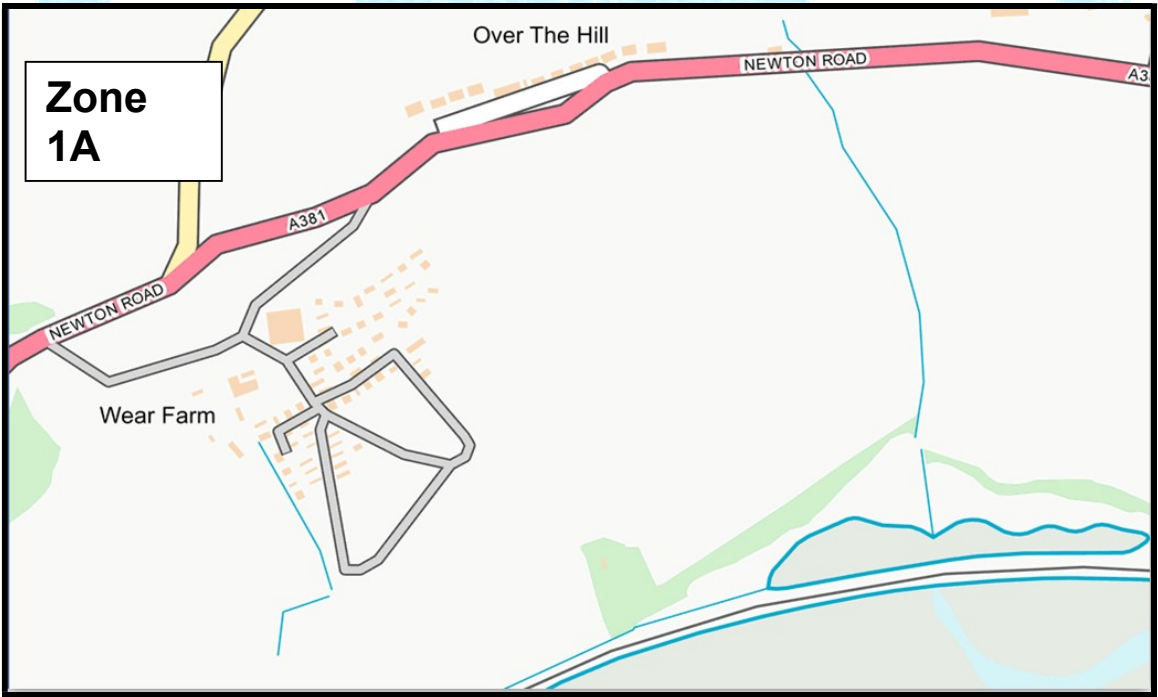
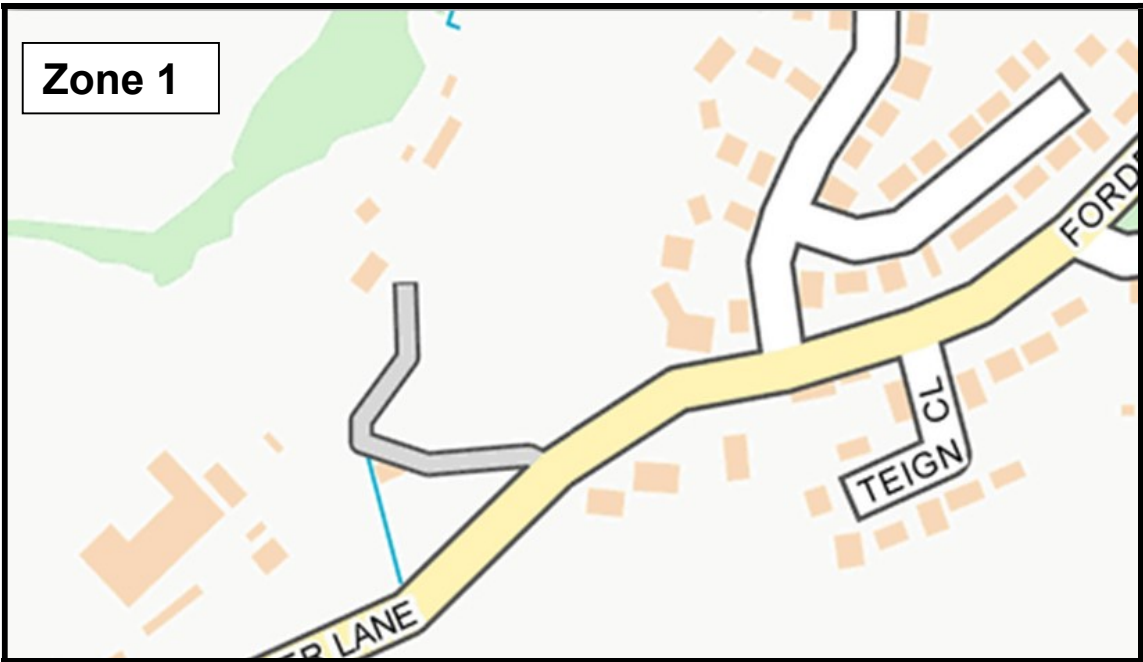
	<p>collisions / accidents</p> <ul style="list-style-type: none"> • Economic disruption to business such as food production and essential services • School closures 	<p>attendance</p> <ul style="list-style-type: none"> • Utilise Devon 4x4 network and local volunteers to support isolated vulnerable people with delivery of essential supplies and medicines • Utilise local volunteers with suitable vehicles to respond to reports of stranded drivers and/or pedestrians • Open emergency evacuation shelters if necessary
<p>Storms and gales (8)</p>	<ul style="list-style-type: none"> • Damage to properties and loss of electricity • Fallen trees pose a threat to vehicles and injuries to pedestrians • Road closures are likely to result from fallen trees and power lines 	<ul style="list-style-type: none"> • Volunteers and Team Co-ordinators to identify affected areas • Where appropriate, Incident Commander to liaise with Devon County Council's Neighbourhood Highways Officer, District Council's Emergency Planning Officer, Fire Station Commander & Neighbourhood Police Team, to report concerns: fallen trees, blocked roads to relevant authorities
<p>System Failures (6)</p> <p>System failures is a broad category of risk and includes:</p> <p>Utilities failures (including gas, localised electricity failure, fuel, water and sewerage);</p> <p>Telecommunications failures (fixed and mobile telephony and broadband).</p>	<ul style="list-style-type: none"> • Individuals, households and businesses rely on utilities for essential services (lighting, heating, cooking, refrigeration, mains water, sewage systems, communications, fuel distribution, retail, health, schools etc.) 	<ul style="list-style-type: none"> • <i>Also see Widespread Electricity Failure actions above</i> • Encourage the elderly and vulnerable to register with public utility companies who will attempt to prioritise them if their services are affected • Encourage residents to keep an Emergency Bag with supplies of food, water and a torch (see Annex A) • Team Co-ordinators and volunteers will check elderly or vulnerable neighbours to make sure they are supported • Communicate arrangements for school attendance

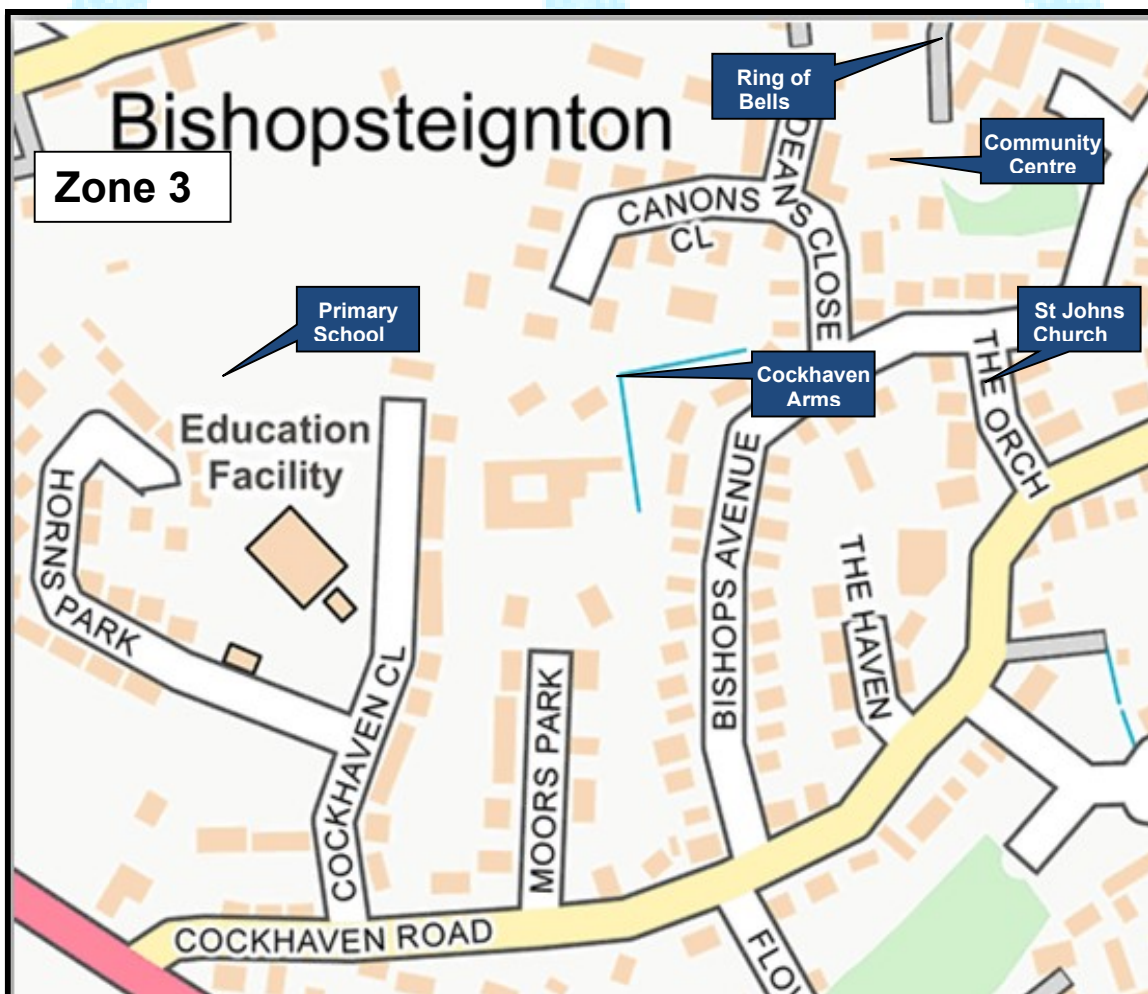
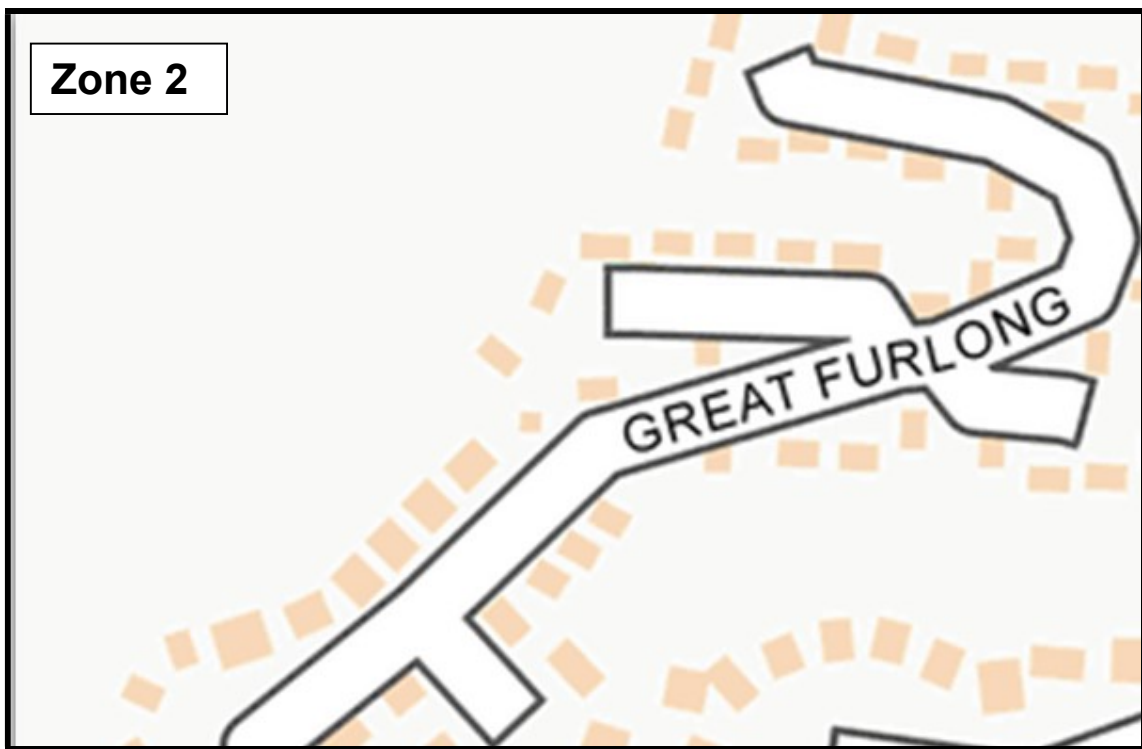
Annex C – Maps of the community

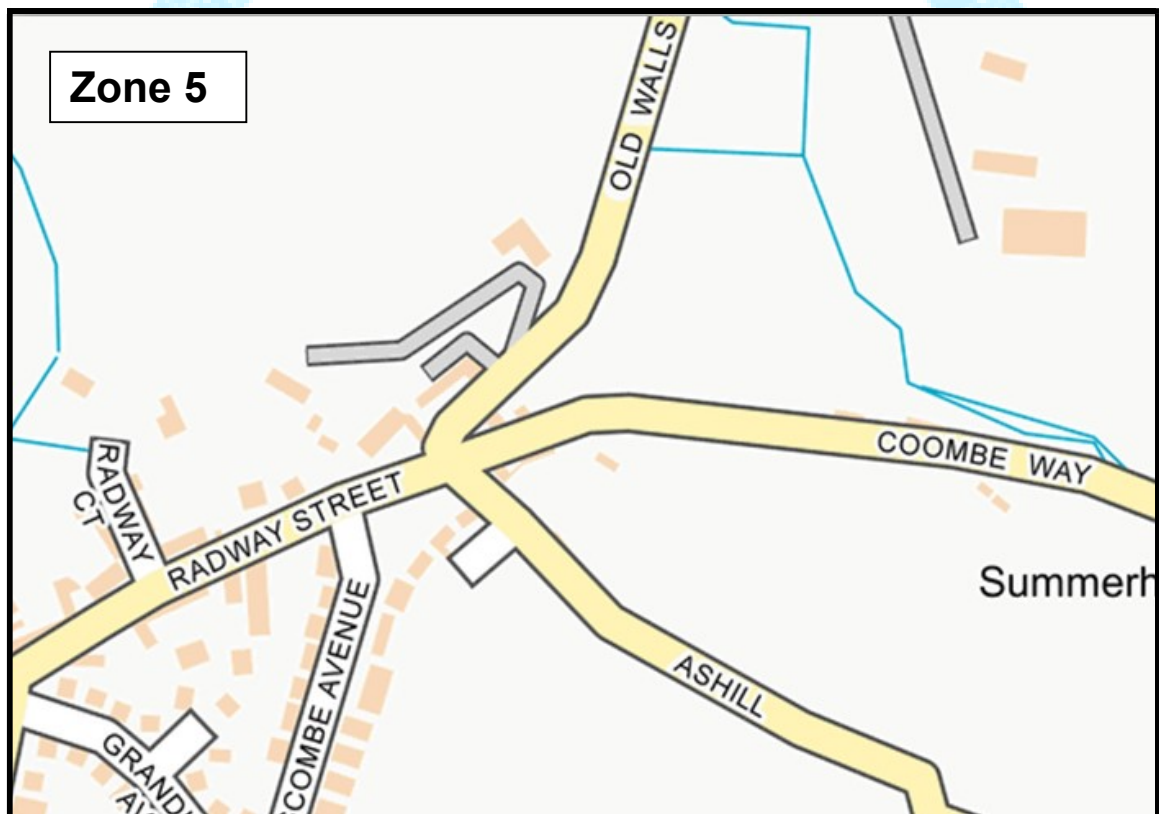
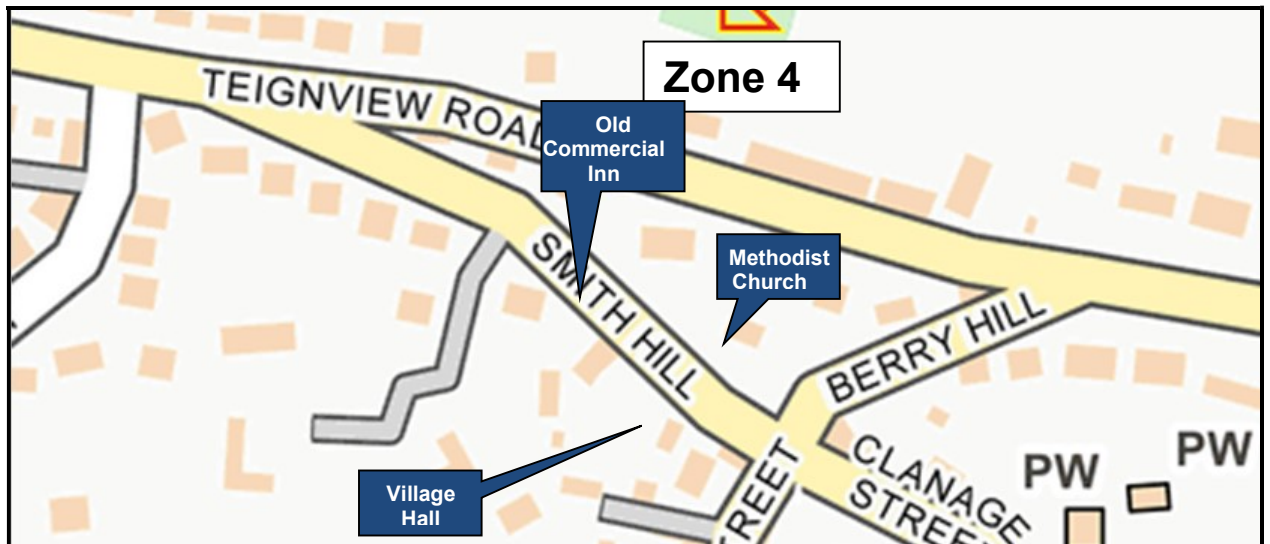
Figure C-1: Parish Map showing Volunteer Zones

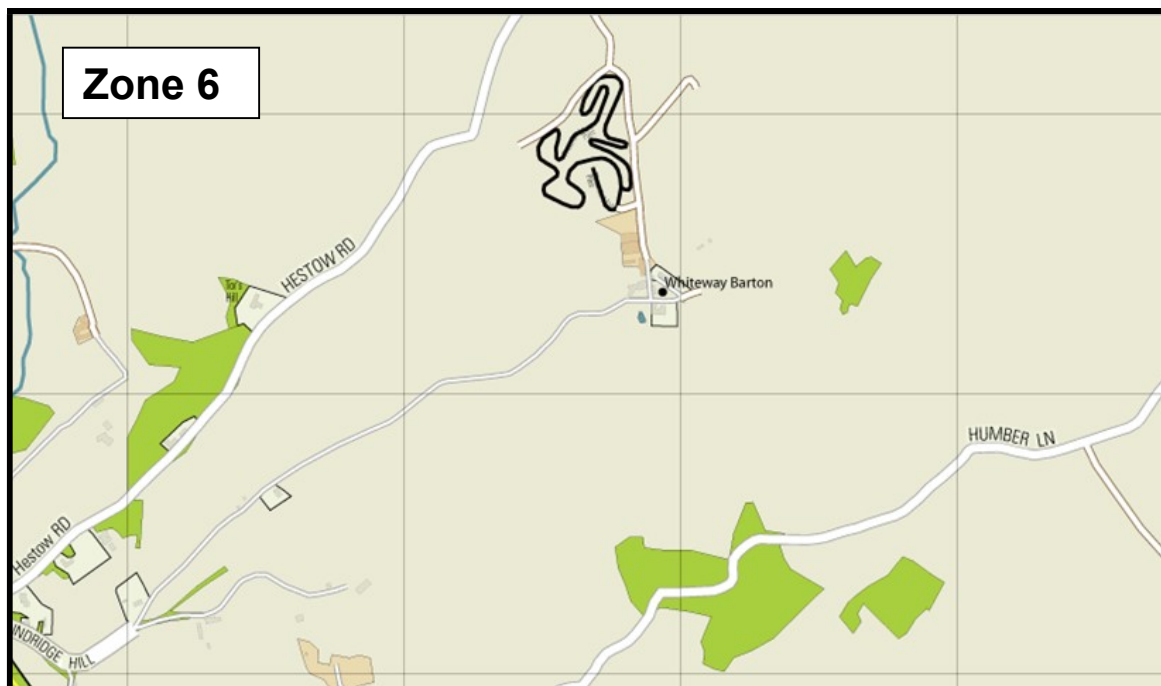


Figures C-2 to 8: Detailed Volunteer Zone Maps

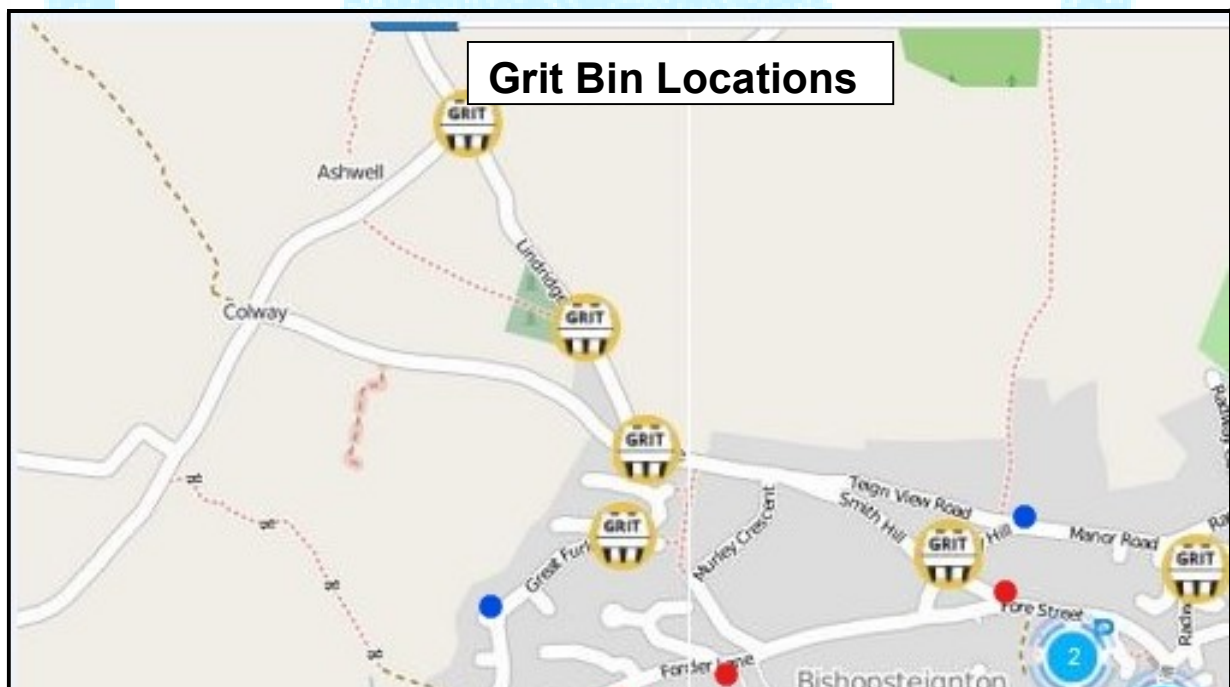






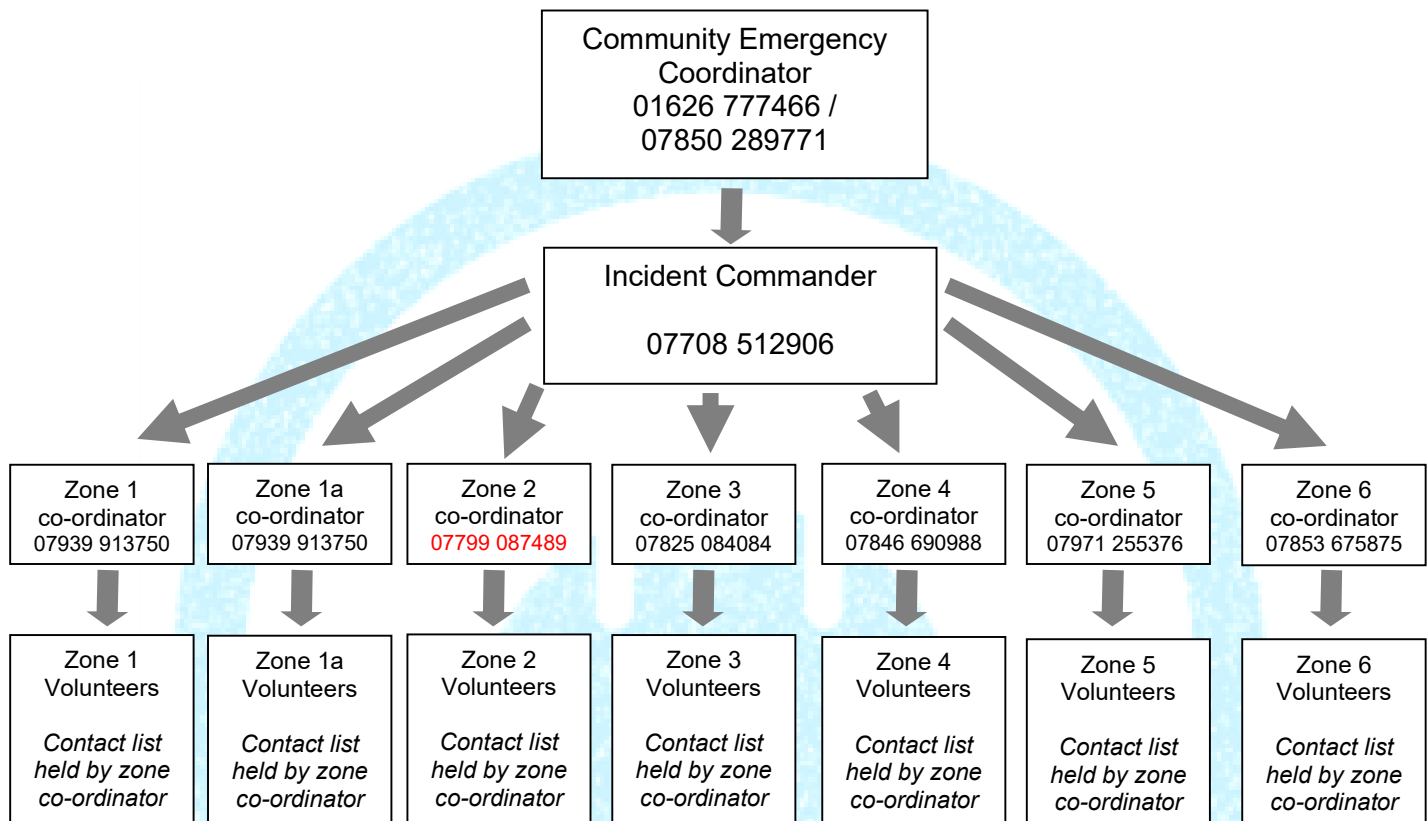


N.B. No specific flood risk has been identified for Bishopsteignton, however neighbouring areas of flood risk are shown in Annex F

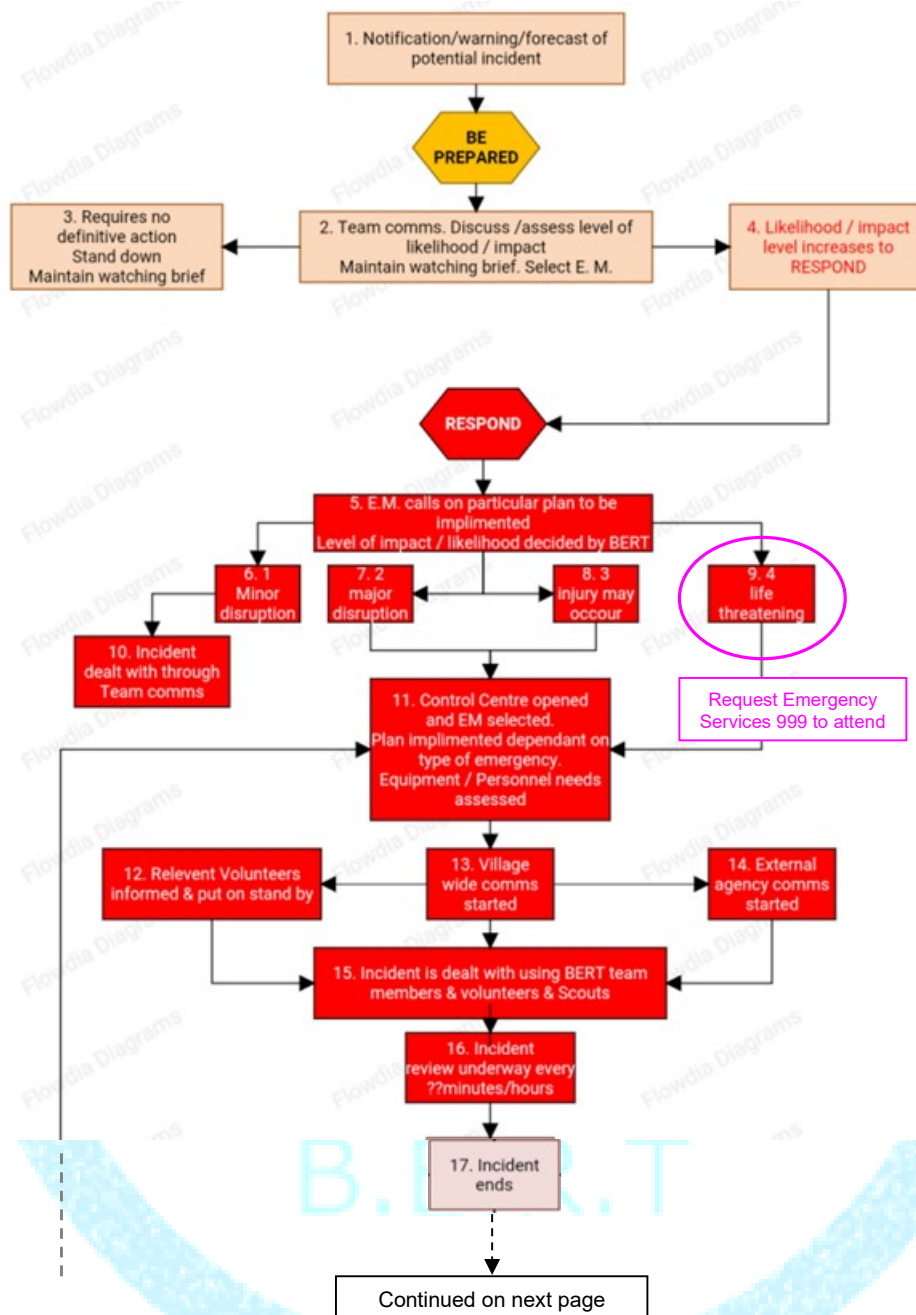


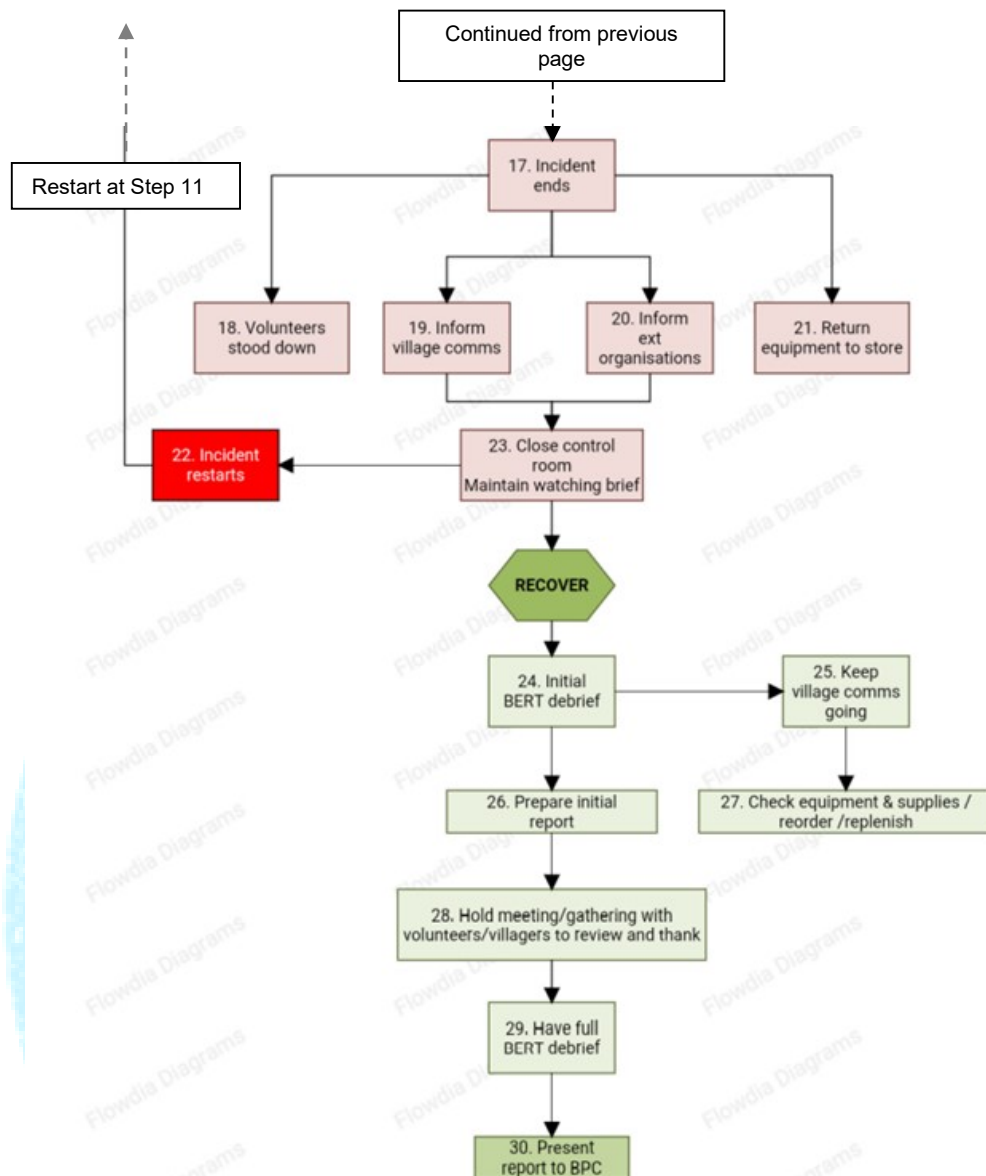
Annex D – Telephone tree notification system

A telephone tree is a group of people organised as a pyramid so that they can quickly and easily spread information. Each person in the tree calls the person in the level below until everyone in the list has been called. If someone is not available, the next person in the tree is called.



Annex E – Activation procedure and logging sheet





Supporting information / guidance for BERT Incident Commander:

Action		Complete
1	If an emergency is possible or anticipated, monitor the situation and contact BERT members and warn the community. Be prepared to respond urgently.	
2	Dial 999 and ensure the emergency services are aware of the emergency and follow any advice given.	
3	Contact and inform your district/borough council.	
4	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 	
5	Contact other BERT members and the community by agreed method. <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 BERT 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 (see Annex E1)

Log sheet (to be completed by BERT Incident Commander):

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 E1 Volunteer Health and Safety Risk Assessment:

To be completed by members of the BERT committee for incidents that require a response to be delegated to, or include, the use of volunteers.

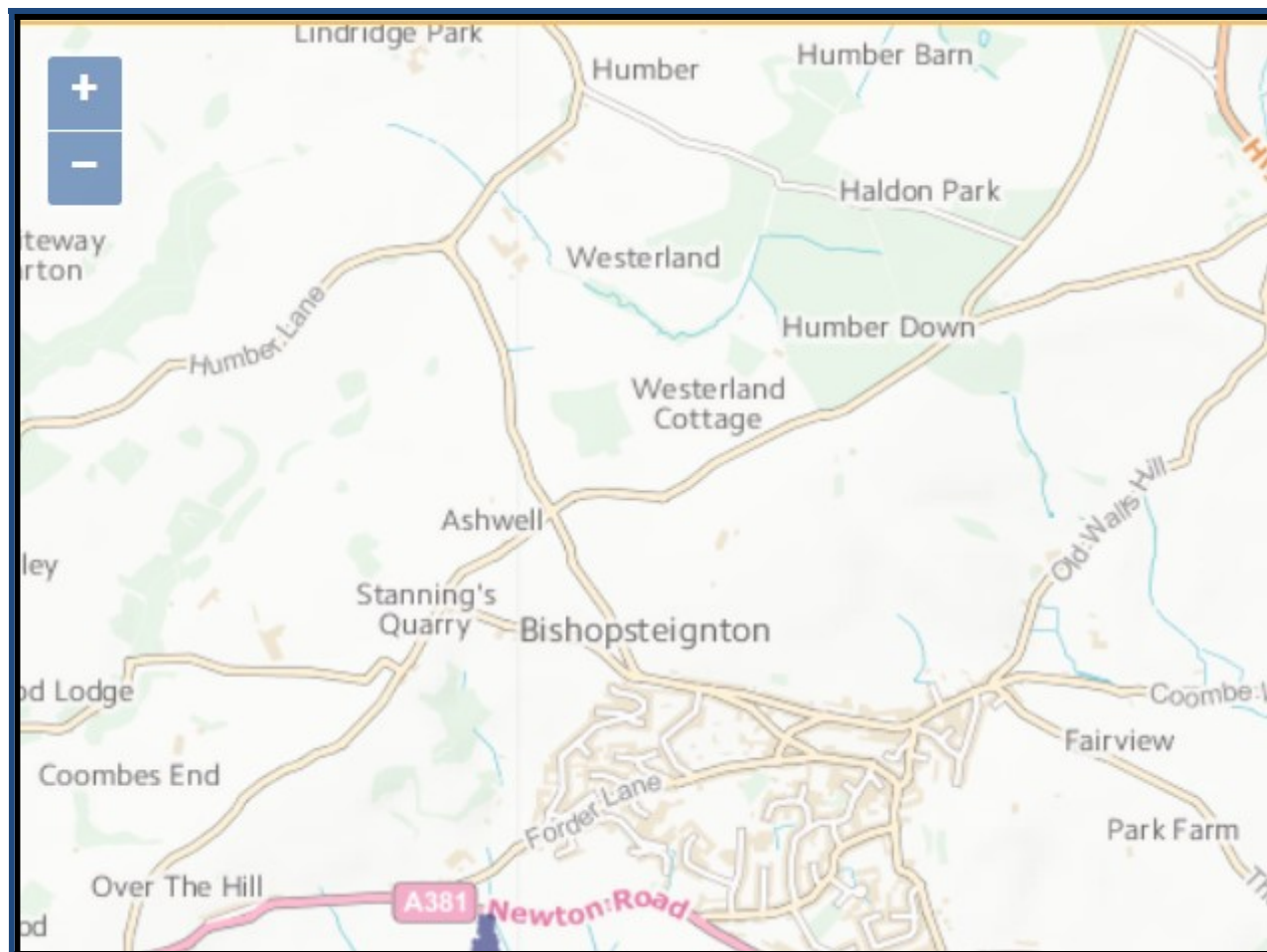
Incident:	Date:	BERT team members:

Description of Hazard	Risk Level (Low/Med/High)	Actions to control or reduce risk	New Risk Level (Low/Med/High)
Access/Egress to site of incident			
Slips/Trips/Falls (uneven/slippy ground etc.)			
Temperature (exposure to heat/cold etc.)			
Hand injuries (cuts, abrasions, crushing, etc.)			

Eye injuries			
Head injuries (from bumps to head or falling objects, etc).			
Manual Handling (Lifting, twisting, etc.)			
Exposure to chemicals/harmful substances			

Any actions identified above to control or reduce the risks identified MUST BE COMMUNICATED TO THE VOLUNTEERS PRIOR TO THE START OF THE ACTIVITY

Annex F – Map showing neighbouring areas of flood risk as identified by the Environment Agency



Annex G – Situation report (SITREP) to be completed by BERT Incident Commander

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 H - Community resources

Resource	Contact / Key holder	Conditions of use	Additional information
VHF Radio			Held in BERT storage facility located at the Community Centre (SHELF 1)
Personal Mobile Radios (x4 i.e. 2 sets)			BERT1 Eddy Stephenson BERT2 Alan Gillespie BERT3 Richard Moore BERT4 Nick Shaw
Yellow High Viz Tabards (x40)			Held in BERT storage facility located at the Community Centre (SHELF 3)
Chapter 8 Barriers (x6)		Trained personnel only to deploy	4 Held behind the Public Toilets in Fore Street.
First Aid Kit (x2) + Disposable Face Masks (x100)			Held in BERT storage facility located at the Community Centre (SHELF 3)
Head torches (x15)			Held in BERT storage facility located at the Community Centre (SHELF 2)
Tool Kit (x1)			Held in BERT storage facility located at the Community Centre (SHELF 1)
Emergency Shelter (x2)			Held in BERT storage facility located at the Community Centre (SHELF 2)
Spare batteries For torches (x60) For Megaphones (x20)			Held in BERT storage facility located at the Community Centre (SHELF 2)
Hand Held Megaphones (x2)			Held in BERT storage facility located at the Community Centre (SHELF 1)
Karrimats (x2)			Held in BERT storage facility located at the Community Centre (SHELF 1)
Small wheeled salt spreader (x12)			Deployed to identified Volunteers Stacked beside shelving to be assembled
Mobile Telephone	Incident Commander 07708 512906		This phone is held on a rotational basis by designated members of the BERT committee
Rucksacks (x 2)			Held in BERT storage facility located at the Community Centre (SHELF 2)
Gloves (x700)			Held in BERT storage facility located at the Community Centre (SHELF 3)
Sanitiser (x10)			Held in BERT storage facility located at the Community Centre (SHELF 3)

Safe Box containing master BERT Emergency Plan			Held in BERT storage facility located at the Community Centre (SHELF 1)
Snow Shovels: Telescopic (x10) Wooden handled (x10)			Held in BERT storage facility located at the Community Centre
Salt spreader and cover Earthway (x1)			(stored at Chao Nan, Forder Lane?)



Annex I – 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	Seek advice regarding flood warnings and what to do before/during/after a flood
	Flood Incident Line	0800 8070 60	Report flooding.
	Environment Agency	08708 506506	General enquiries
	Met Office	0870 900 0100	Meteorological forecasting
Utilities	South West Water	0800 169 1144	Non-domestic water leaks
	Western Power Distribution	Office: 0845 601 2989	Power cuts
	British Gas	0800 111999	Gas leaks
	National Gas	0800 169 1144	Gas leaks
	BT	0800 800150	Telecommunications
Healthcare	Local Doctors Surgery	01626 774656	Medical/Healthcare
	NHS Direct	111	Advice
	Torbay Hospital	01803 614567	Medical/Healthcare (including 24 hr Accident & Emergency Dept)
	Newton Abbot Hospital	01626 324500	Medical/Healthcare (including Minor Injuries Unit open 08:00-30:00)

	Teignmouth Hospital	01626 772161	Medical/Healthcare (No A&E or Minor Injuries clinics)
Highways	Devon County Council Highways	01392 383329	Highways management
	Highways Agency	08457 504030	Highways Information Line
Vehicle recovery	Devon Recovery Service	01392 435747 01392 434634	24/7 roadside assistance & recovery
Schools	Bishopsteignton Primary School	01626 775873	
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
Community Shelters & Emergency Accommodation	The Village Hall Fore Street	Carol Morgan 01626 775312	60/80 short term one hall/ toilets some cooking/hot drinks/cuppa soup
	Community Centre Shute Hill	Alison Prestt 01626 778263 (evenings & Sundays) 01626 775234 (business hours)	100+ short term 2 Halls + Room Professional kitchen fully equipped available
	Methodist Church Fore Street	Eddy Stephenson 773991 or 07939913750	50+ short term large hall small kitchen
	St Johns Church Church Road	Hilary Corlett 01626 774772 The Rev Jane Frost The Vicarage tel: 870288 Roger Avery 773167	80 short term hot drinks/ soups
	Bishopsteignton Primary School	School caretaker 0797 4010610 School 01626 775873	200 long term if school not required for education Hall & classrooms Professional kitchen
	Cockhaven Arms	Emma 01626 775252	150 potential for long term Professional kitchen

	Ring of Bells	Roger Gallagher 01626 870726	100 Potential for long term Professional kitchen
	Old Commercial Inn	Michael Smith 01626 775285	60 Potential for long term Professional kitchen



Annex J –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 BERT team 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
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 K – Communications, warning and informing

Method	Location (If applicable)	Contact / Responsibility	Additional information
Notice boards	<ul style="list-style-type: none"> Community Centre Village Hall Flow Lane Fore Street (opp. Central Garage) 	Parish Council	
Local meeting	Community Centre	CC Booking Clerk Alison Prestt	
Community leaflets	Community Centre	Parish Council	
telephone cascade system	See Annex D	BERT Incident Commander	
Door knocking	As required	BERT Co-ordinators & volunteers	
Use of megaphone	As required	BERT Incident Commander	
Information screens	<ul style="list-style-type: none"> Doctors surgery + <i>Village Pharmacy</i> + <i>Ring of Bells pub</i> 	As appropriate	
Parish Council Facebook page		PC Clerk	
Bishopsteignton Banter		Gemma Neale Richard Moore Roger Gallagher	
Village website and Village Facebook Page		Ben Northcott	
Residents Association e-mail		Elaine Cawthraw	

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

Station	Frequency	Website
BBC Radio Devon	MW: 801 & 990 kHz; DAB; Freeview	https://www.bbc.co.uk/radiodevon
Heart FM	96.4 MHz	https://www.heart.co.uk/torbay
Radio Exe	DAB digital Radio, 107.3 FM; UK RadioPlayer.	https://www.radioexe.co.uk

Annex L – Plan distribution

Organisation	Contact details	Issue Number
Plan Co-ordinator	See Section 1	1
Deputy	See Section 1	2
Zone 1 & 1A Co-ordinator	See Section 1	3
Zone 2 Co-ordinator	See Section 1	4
Zone 3 Co-ordinator	See Section 1	5
Zone 4 Co-ordinator	See Section 1	6
Zone 5 Co-ordinator	See Section 1	7
Zone 6 Co-ordinator	See Section 1	8
Parish Clerk	clerk@bishopsteignton-pc.gov.uk	9

Restricted (annex R1):

Organisation	Contact details	Issue Number
Plan Co-ordinator	See Section 1	1
Zone 1 & 1A Co-ordinator	See Section 1	3
Parish Clerk	clerk@bishopsteignton-pc.gov.uk	9

Annex M - Glossary

Acronym/Term Definition

Bronze Command	Operational Command
CEP	Community Emergency Plan
CERT	Community Emergency Response Team
CS	Community Shelter
DCC	Devon County Council
EA	Environment Agency
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
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
Teignbridge DC	Teignbridge District Council