

Community Emergency Plan

Ivybridge

March 2022 / Public Version 1



DEVON COMMUNITY RESILIENCE FORUM



Amendments

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1. Introduction

Ivybridge Town Council has developed this plan to provide community resilience in the pre-event phase or early stages of an emergency.

The Ivybridge 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) should be set up to manage the community's response to an emergency and keep the plan up to date.

Role	Name	Tel	Mobile	Address
Joint Coordinator	Jonathan Parsons	01752 893815		
Joint Coordinator	Julie Gilbert	01752 893815		
Team member	Cllr Sara Hladkij			
Team member	Community Connector			
Team member	Shirley Weeks			
Team member	Cllr x 2			
Parks Team members	Louise Firth Rick Green			

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
- Contact 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

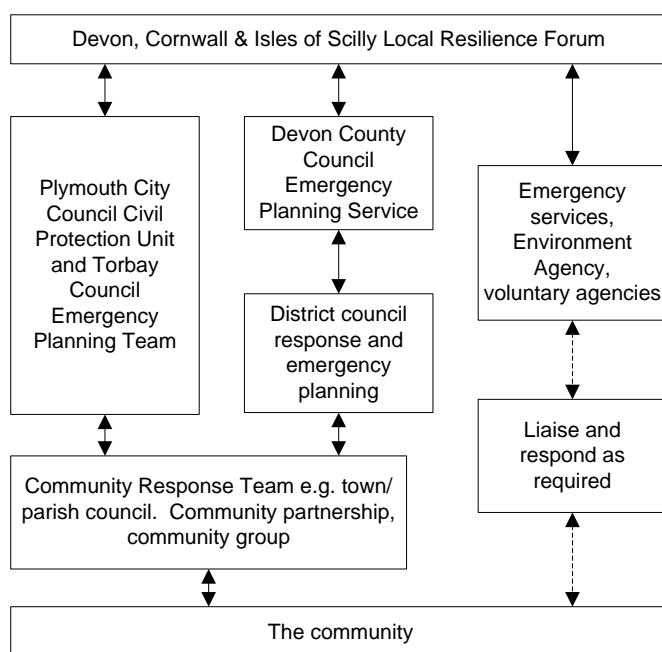
All members of the Community Response Team should:

- Live in the community
- Have good local knowledge
- Have the support and speak on behalf of the community
- Provide vulnerable people with additional support
- Maintain 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

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 can be copied and distributed to the community to help them prepare for an emergency. For a copy, see [Annex A](#).

4. Knowing the unknowns

4.1 Identifying and preparing for risks

Risk assessments for Ivybridge are listed in [Annex B](#).

Maps of the community, including key buildings etc. are listed in [Annex C](#).

Vulnerable contacts are listed in [Annex R2](#).

5. Activating the emergency plan

5.1 Triggers

- Heavy rain / flooding
- Heavy snow / ice
- Severe weather / strong winds
- Drought / heat
- Sustained power failure
- Sustained water failure
- Landslip
- Major traffic incident
- Train crash / derailment
- Structure failure
- Aircraft incident
- Chemical / nuclear leak / explosion
- Gas leak / explosion
- Fire / smoke
- Terrorist Attack
- Dangerous Animal
- Disease / Pandemic
- Strike Action

5.2 Notification

The Joint Coordinators will pass on notification of an emergency to the Community Response Team, using a telephone tree notification system, see [Annex D](#).

For a guide activation procedure, see [Annex E](#). This procedure lists the call out order and logging of actions.

For specific flood triggers and escalation procedures, see [Annex F](#).

6. Taking control and managing the incident

6.1 Incident coordination

Incident Control Points (ICP) are:

Primary ICP:

- Ivybridge Town Hall SX636561
- The Watermark SX636561

Secondary ICP

- Ivybridge Tennis Centre SX632555

ICP equipment:

- ICP grab bag
- Communication apparatus
- Torches
- High vis
- Survival blankets
- First aid kit
- Large high resolution map
- Access to Foodbank
- Access to non-electrical hot water

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 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 I](#).

For restricted contact details e.g. volunteers, vulnerable people, see [Annex R1](#) and [Annex R2](#).

8. Key facilities

8.1 Community Shelter(s) (CS)

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.

- The Watermark, Erme Court, Leonards Road, Ivybridge, PL21 0SZ - SX636561
- Ivybridge Town Hall, Erme Court, Leonards Road, Ivybridge, PL21 0SZ - SX636561
- Ivybridge Leisure Centre, Leonards Rd, Ivybridge, PL21 0SL - SX635560
- Ivybridge Community College, Harford Rd, Ivybridge PL21 0JA - SX638565
- Ivybridge Methodist Church, Fore Street, Ivybridge, PL21 9AB - SX634560
- St John The Evangelist Church, Blachford Rd, Ivybridge PL21 0AD – SX634563
- Chapel Place, Fore Street, Ivybridge, PL21 9AF - SX635562
- South Devon Tennis Centre, Erme Playing Fields, Ermington Road, Ivybridge, PL21 9ES - SX632555 (issue of indemnifying carpets worth over £150k – to be used as a last resort)

For key holder contact details, see [Annex H](#).

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 rescue phase of an emergency.

Areas for suitable HLS:

- Ivybridge Rugby Club - SX647560
- Ivybridge Community College - SX638565

9. Keeping in touch

9.1 Communications

- Investigate with other groups
- If landline and mobile networks don't work, use hand-held battery operated 2-way radios to communicate with CRT members

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.
- BBC Radio Devon – Presenter David Fitzgerald is a resident of Ivybridge

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	Key contacts list (not for general distribution)
Annex R2	Vulnerable people within the community

11. 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. For a distribution list, see [Annex L](#).

Annex A - The Home Emergency Plan

The following Home Emergency Plan can be copied and distributed to the community.

Home 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 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 doctor's 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	South Hams 104.3FM	https://www.bbc.co.uk/sounds/play/live:bbc_radio_devon

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	Western Power
Gas	
Water	

KEY CONTACT NUMBERS

Emergency Telephone Numbers			
Emergency Services	999	Doctor	
NHS Direct	111	School	
Local Police Station	101	Home Insurance	
Local Authority	Devon County Council 0345 155 1078		
	South Hams District Council 01803 861234		
	Ivybridge Town Council 01752 893815		

Useful Websites	
Devon County Council	https://www.devon.gov.uk/emergencies/
Link to Environment Agency information on flooding	https://www.devon.gov.uk/emergencies/severe-weather/flooding/
BBC Devon	https://www.bbc.co.uk/news/england/devon
BBC Radio Devon	https://www.bbc.co.uk/sounds/play/live:bbc_radio_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 https://www.gov.uk/check-flood-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</p>
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	<p>there is a flood risk by telephone, mobile, email, SMS text message, fax, or via a relative/friend) https://www.gov.uk/sign-up-for-flood-warnings</p> <p>You can also sign up by calling Floodline on Telephone: 0345 988 1188</p> <p>Type talk: 0345 602 6340 (for the hard of hearing).</p> <p>If you are in an area that may flood, have sandbags and boards ready to help stop water entering through doors or air bricks.</p> <p>Hessian sandbags can be purchased from the local Builders Merchant, Palladium in the town, and unfilled are priced at £1.01 each. A bag of sand is priced at £3.35 and would fill approximately two hessian bags, therefore the total cost of two bags is £5.37 (£2.68 each). A 20kg bag of sand can be purchased from Lawsons priced at £3.11</p> <p><i>All prices correct at February 2022</i></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>
	<p>Notes:</p>
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/Town Council have a support scheme in place and are vulnerable neighbours aware of it?</p>
	<p>Notes:</p>

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> <p>Notes:</p>
Q7	<p>ICE Contact Number</p> <p>The emergency services are trained to check for a person's ICE contact number which stands for 'In Case of Emergency'.</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> <p>Notes:</p>
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> <p>Notes:</p>

Q9	Do you have emergency supplies (ideally in an 'emergency bag') that you can grab quickly? Where are they kept?
	Notes:
Q10	How do you switch off water, gas and electric supplies in your home? Draw a plan if helpful.
	Notes:
Q11	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.
	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	<p>Have you installed smoke detectors and a carbon monoxide detector? When did you last check them?</p> <p>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.</p>
	Notes:
Q14	<p>Have you got adequate home insurance? Who is your insurance provider and what is your insurance policy number?</p>
	Notes:

Q15	<p>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.</p> <p>Notes:</p>
Q16	<p>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.</p> <p>*If you have a ‘smart’ mobile phone, you could download the NHS Direct App form.</p> <p>Notes:</p>
	<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).</p> <p>Special daily items (for example, glasses / contact lenses / medication / aids).</p> <p>List of medication. This is essential, please make a list!</p> <p>Cash / debit / credit cards.</p> <p>Essential items for babies, children and people you care for.</p> <p>Mobile phone and charger.</p> <p>Antibacterial hand gel and mini first aid kit.</p> <p>Water and snacks.</p> <p>Warm layers and waterproof clothing, suitable hats and footwear.</p> <p>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</p>	<p>First Aid Kit Shovel and de-icer in winter conditions. Warning triangle and fire extinguisher (recommended).</p>
	<p>Notes:</p>	

Annex B - Community risk assessment

When assessing risks to the community, the likelihood and the impact of the event should be considered. Many of the risks will be planned for at a national/regional/county or district level. Therefore the risk assessments should consider how the community could respond to ensure its safety / wellbeing.

Risks	Impact on community	What can the Community Response Team do to prepare?
Heavy rain/flooding	Ivybridge more likely to be subject to localised flooding Flooding of local streets Damage to buildings, property and infrastructure Affecting movement of vehicles pedestrians	Monitor Met Office warnings Ivybridge CRT to meet and identify if any locations at risk of flooding, https://www.gov.uk/check-flood-risk Refer to https://www.devon.gov.uk/floodriskmanagement/who-to-contact-if-you-experience-flooding/ If it is an emergency and there is a danger to life call emergency services Work with local volunteers to see if they can help with distribution of flood warnings Consider checking on known vulnerable persons Consider evacuation of dwellings and deployment of Community Shelter (note sandbags are not supplied by authorities any longer, it is up to households to stock these – details are given in Annex A of the Home Emergency plan under Flooding)

Risks	Impact on community	What can the Community Response Team do to prepare?
		<p>After a flood</p> <p>Trapped flood water may require pumping away</p> <p>Repair flood defences and structures if damaged</p> <p>Monitor impact of an incident on the environment e.g. by recording the extent of flooding and the damage to the built and natural environment</p> <p>Investigate the cause of the flood</p> <p>Re-stock resources</p> <p>Remember that everything that has come into contact with flood water is contaminated</p> <p>Details of flooded properties to be reported to the Flood Risk Management Team at DCC (copied to Environment Agency)</p> <p>Request evidence of flooding from victims e.g. video/photos</p> <p>Produce an incident report for each flood event flow for DCC, EA and SHDC to include timing of onset of flooding, duration and direction of flow</p> <p>Encourage residents to improve home flood defences</p>
Heavy snow/ice	Affects movement of pedestrians and vehicle traffic (including public transport)	In advance of weather warnings snow wardens to check grit bins are stocked. If not report to Devon County Council.

Risks	Impact on community	What can the Community Response Team do to prepare?
	with increased likelihood of accidents and injuries	<p>Monitor Met Office warnings</p> <p>Ivybridge CRT to meet</p> <p>Snow Wardens to obtain additional salt from Watermark store for distribution</p> <p>Liaison with relevant authorities</p> <p>Report impassable footways and roads</p> <p>Consider checking on known vulnerable persons</p> <p>Use online tools to disseminate information</p> <p>(Identify use of additional 4 x 4's?)</p>
Severe weather/Strong Winds	<p>Injuries</p> <p>Damage to buildings, property and infrastructure</p> <p>Affecting movement of vehicles pedestrians</p>	<p>Monitor Met Office warnings</p> <p>Ivybridge CRT to meet</p> <p>Report concerns - fallen trees, blocked roads to relevant authorities</p> <p>Consider checking on known vulnerable persons</p> <p>Consider evacuation of dwellings and deployment of Community Shelter</p> <p>Use online tools to disseminate information</p>

Risks	Impact on community	What can the Community Response Team do to prepare?
Drought/Heat	Dehydration/ Heat exhaustion	<p>Encourage residents to keep Home Emergency Plan Annex A</p> <p>Monitor Met Office warnings</p> <p>Ivybridge CRT to meet</p> <p>Engage with community via social media and website to encourage householders to monitor the water conditions prior to this becoming a major issue and can stock up on bottled water.</p> <p>In heat waves drink more water, keep in shade and watch for signs of dehydration</p> <p>Vulnerable groups should be identified in advance</p> <p>Assist Environment Agency to get out message out not to waste water. Turn off taps when brushing teeth, taking showers instead of baths, using a bucket to wash the car or a watering can in the garden instead of a hose</p>
Sustained power failure	Affects residential properties and public/commercial services	<p>Encourage residents to have a Home Emergency Plan (Annex A)</p> <p>Ivybridge CRT to meet</p> <p>Identify affected areas</p> <p>Liaison with Western Power Distribution (contact details Annex I)</p> <p>Consider checking on known vulnerable persons</p>

Risks	Impact on community	What can the Community Response Team do to prepare?
		Consider deployment of Community Shelter
Sustained water failure	Affects residential properties and public/commercial services	<p>Encourage residents to keep Home Emergency Plan Annex A</p> <p>Ivybridge CRT to meet</p> <p>Identify affected areas</p> <p>Liaison with South West Water – identify water bowser locations (contact details Annex I)</p> <p>Consider checking on known vulnerable persons and delivery of water</p> <p>Consider deployment of Community Shelter</p> <p>Use online tools to disseminate information</p>
Landslip	<p>Injuries</p> <p>Damage to buildings, property and infrastructure</p> <p>Affecting movement of vehicles pedestrians</p>	<p>Monitor potential landslip threats and inform local authorities.</p> <p>Ivybridge CRT to meet</p> <p>Identify if emergency services are required</p> <p>If required, offer assistance</p> <p>Put out temporary warning signs if necessary</p> <p>Check for vulnerable individuals in area</p>

Risks	Impact on community	What can the Community Response Team do to prepare?
		Consider deployment of Community Shelter
Major traffic incident	<p>Injuries</p> <p>Damage to buildings, property and infrastructure</p> <p>Affecting movement of vehicles pedestrians</p>	<p>Emergency services responsibility</p> <p>Ivybridge CRT to meet and offer assistance</p> <p>Check for vulnerable individuals in area</p> <p>Consider deployment of Community Shelter</p>
Train crash/derailment	<p>Injuries</p> <p>Damage to buildings, property and infrastructure</p> <p>Affecting movement of vehicles pedestrians/Road closures</p>	<p>Emergency services responsibility</p> <p>Ivybridge CRT to meet and offer assistance</p> <p>Check for vulnerable individuals in area</p> <p>Consider deployment of Community Shelter</p> <p>Assist with alternative travel arrangements</p>
Structure failure	<p>Injuries</p> <p>Damage to buildings, property and infrastructure</p> <p>Affecting movement of vehicles pedestrians</p>	<p>Notify authorities if structural damage is identified</p> <p>Emergency services responsibility</p> <p>Ivybridge CRT to meet and offer assistance</p> <p>Check for vulnerable individuals in area</p> <p>Consider deployment of Community Shelter</p>

Risks	Impact on community	What can the Community Response Team do to prepare?
Aircraft incident	<p>Injuries</p> <p>Damage to buildings, property and infrastructure</p> <p>Affecting movement of vehicles pedestrians</p>	<p>Emergency services responsibility</p> <p>Ivybridge CRT to meet and offer assistance</p> <p>Check for vulnerable individuals in area</p> <p>Consider deployment of Community Shelter</p>
Chemical leak/explosion	<p>Injuries</p> <p>Damage to buildings, property and infrastructure</p> <p>Affecting movement of vehicles pedestrians</p>	<p>Emergency services responsibility</p> <p>Ivybridge CRT to meet and offer assistance</p> <p>Check for vulnerable individuals in area</p> <p>Consider deployment of Community Shelter</p>
Gas leak/explosion	<p>Injuries</p> <p>Damage to buildings, property and infrastructure</p> <p>Affecting movement of vehicles pedestrians</p>	<p>Notify National Grid when gas leak is suspected (contact details on Annex I)</p> <p>Emergency services responsibility</p> <p>Ivybridge CRT to meet and offer assistance</p> <p>Check for vulnerable individuals in area</p> <p>Consider deployment of Community Shelter</p>
Fire/smoke	<p>Injuries</p> <p>Damage to buildings,</p>	<p>Encourage residents to keep Home Emergency Plan Annex A</p> <p>Emergency services responsibility</p>

Risks	Impact on community	What can the Community Response Team do to prepare?
	property and infrastructure Affecting movement of vehicles pedestrians	Ivybridge CRT to meet and offer assistance Check for vulnerable individuals in area Consider deployment of Community Shelter
Chemical leak / explosion	Injuries Damage to buildings, property and infrastructure Affecting movement of vehicles pedestrians	Emergency services responsibility Ivybridge CRT to meet and offer assistance Check for vulnerable individuals in area Consider deployment of Community Shelter
Terrorist attack	Injuries Damage to buildings, property and infrastructure Affecting movement of vehicles pedestrians	Emergency services responsibility Ivybridge CRT to meet and offer assistance Check for vulnerable individuals in area Consider deployment of Community Shelter
Loose dangerous animal	Injuries Affecting movement of vehicles pedestrians	Emergency services responsibility Ivybridge CRT to meet and offer assistance Check for vulnerable individuals in area

Risks	Impact on community	What can the Community Response Team do to prepare?
Disease/Pandemic	Health implications	<p>Follow Government Guidance</p> <p>CRT to liaise</p> <p>Consider checking on known vulnerable persons</p> <p>Deploy volunteers to help with shopping and medication and other essentials.</p>
Strike Action	Health and welfare implications	<p>Follow Government Guidance</p> <p>CRT to liaise</p> <p>Consider checking on known vulnerable persons</p> <p>Deploy volunteers to help with shopping and medication and other essentials</p>

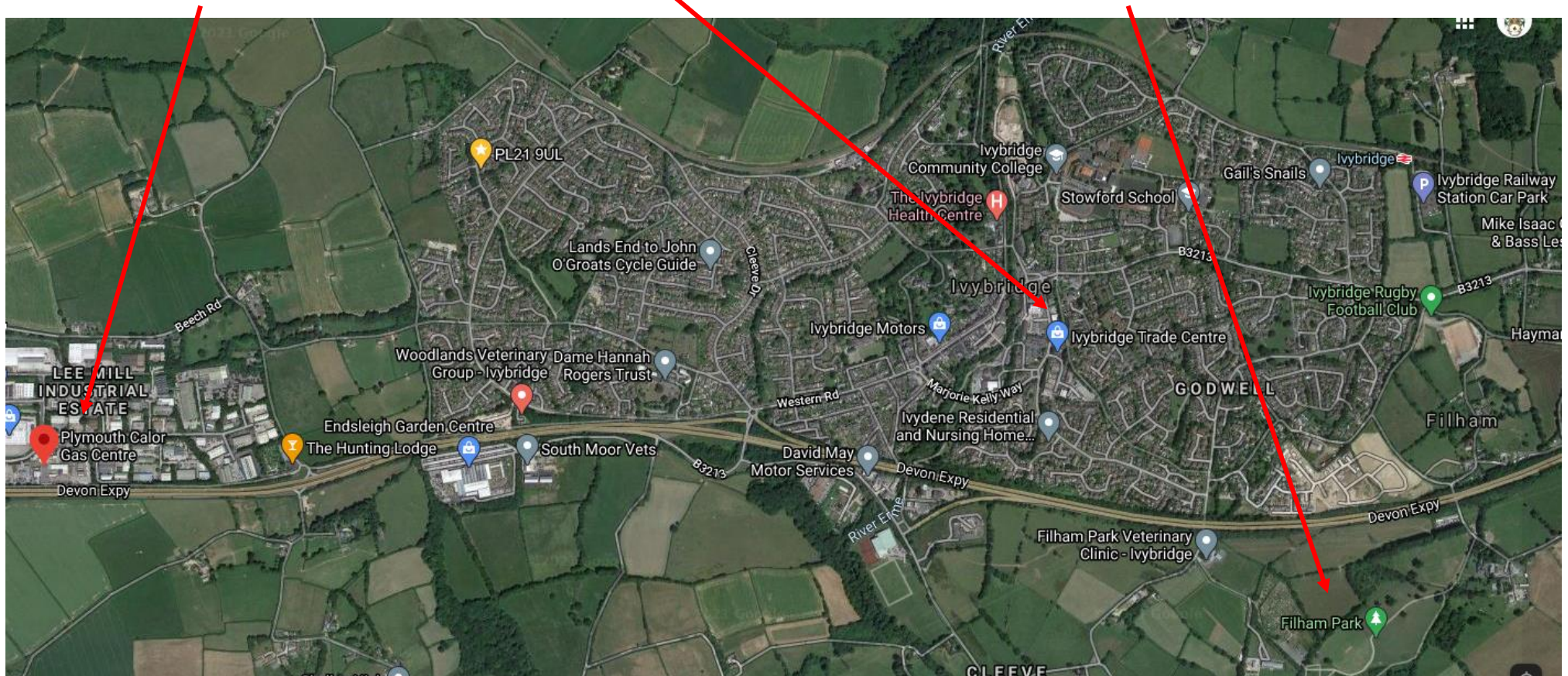
Annex C - Maps of the community

Potential chemical/gas hazards

Calor gas centre to west of Ivybridge
Lee Mill Industrial Estate, Lee Mill

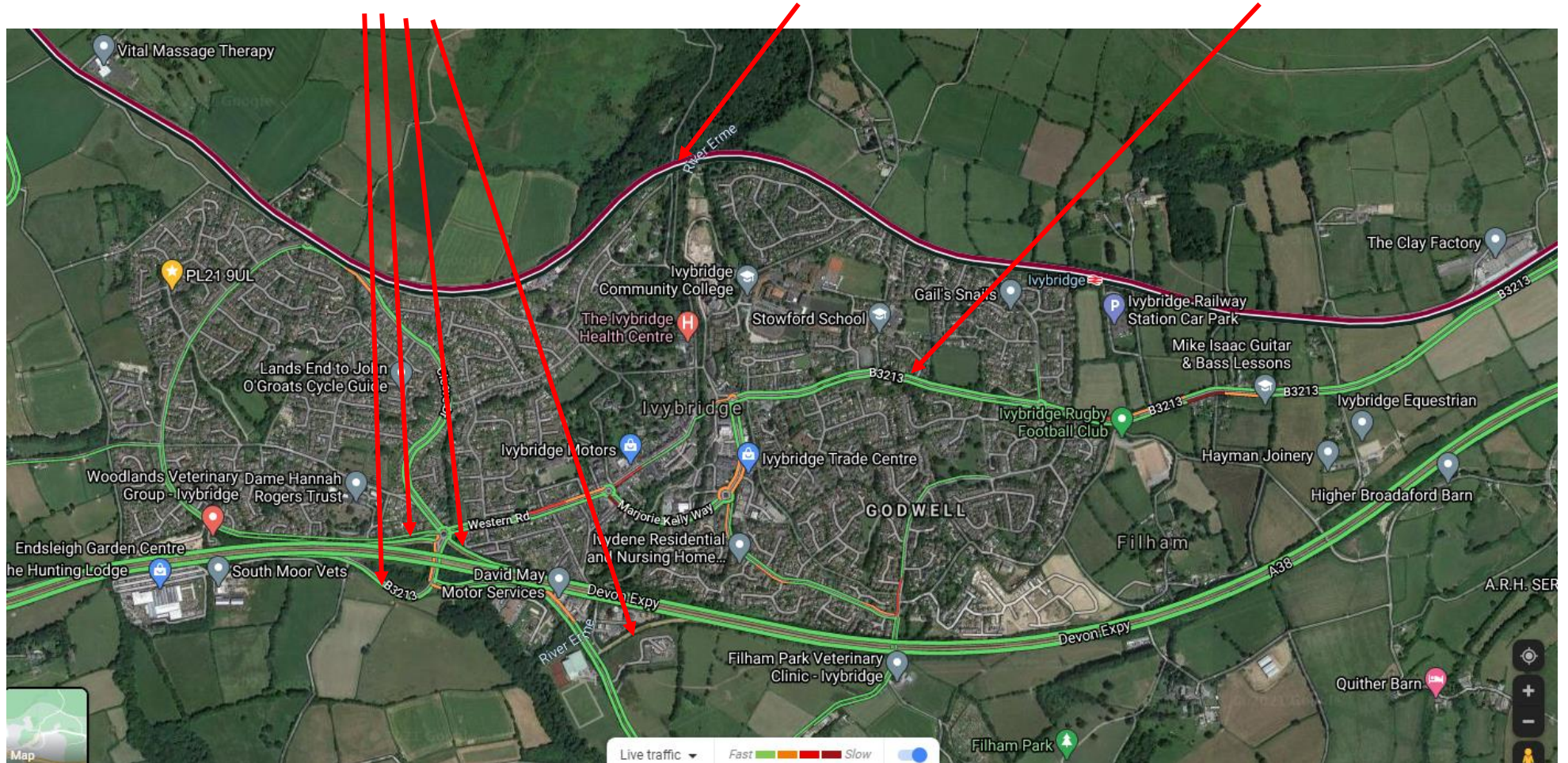
- BP Petrol Station
Leonards Road, Ivybridge

- Gas pipeline
Filham Park, Godwell Lane, Ivybridge



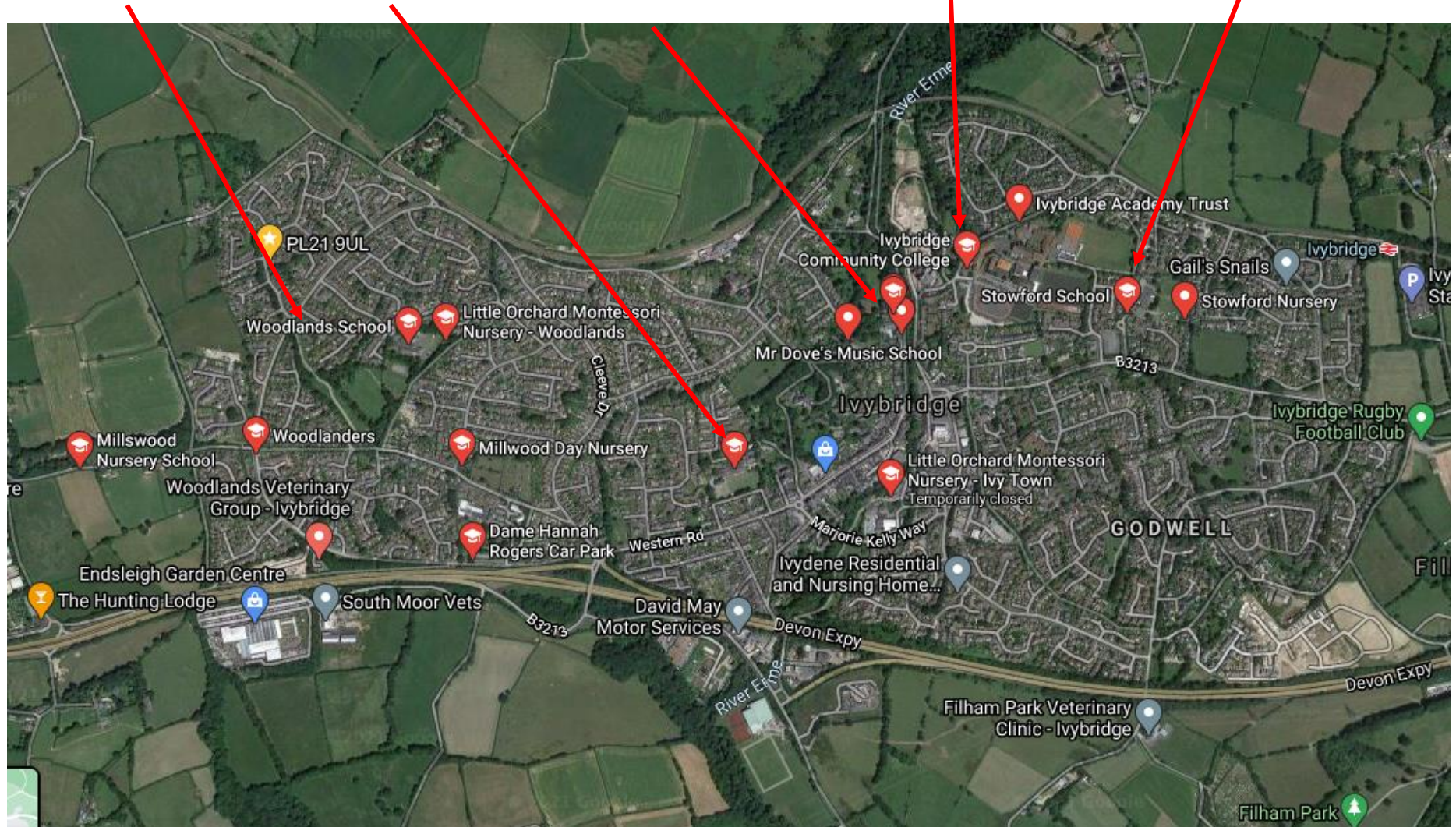
Transport Links

A38 slip roads and dual carriageway to the south - Railway viaduct and main west coast line to the north - B3213 going through the town

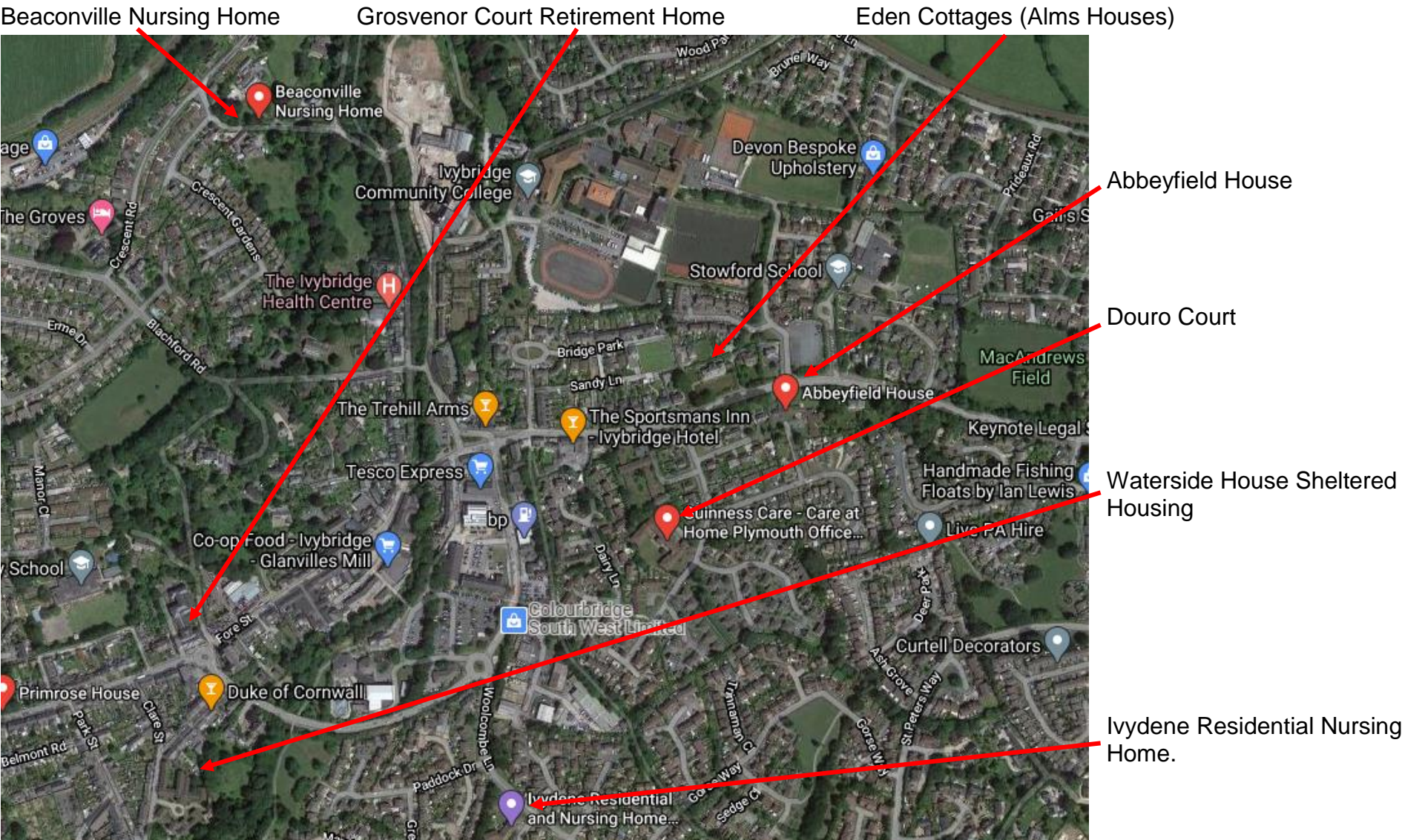


Main Schools

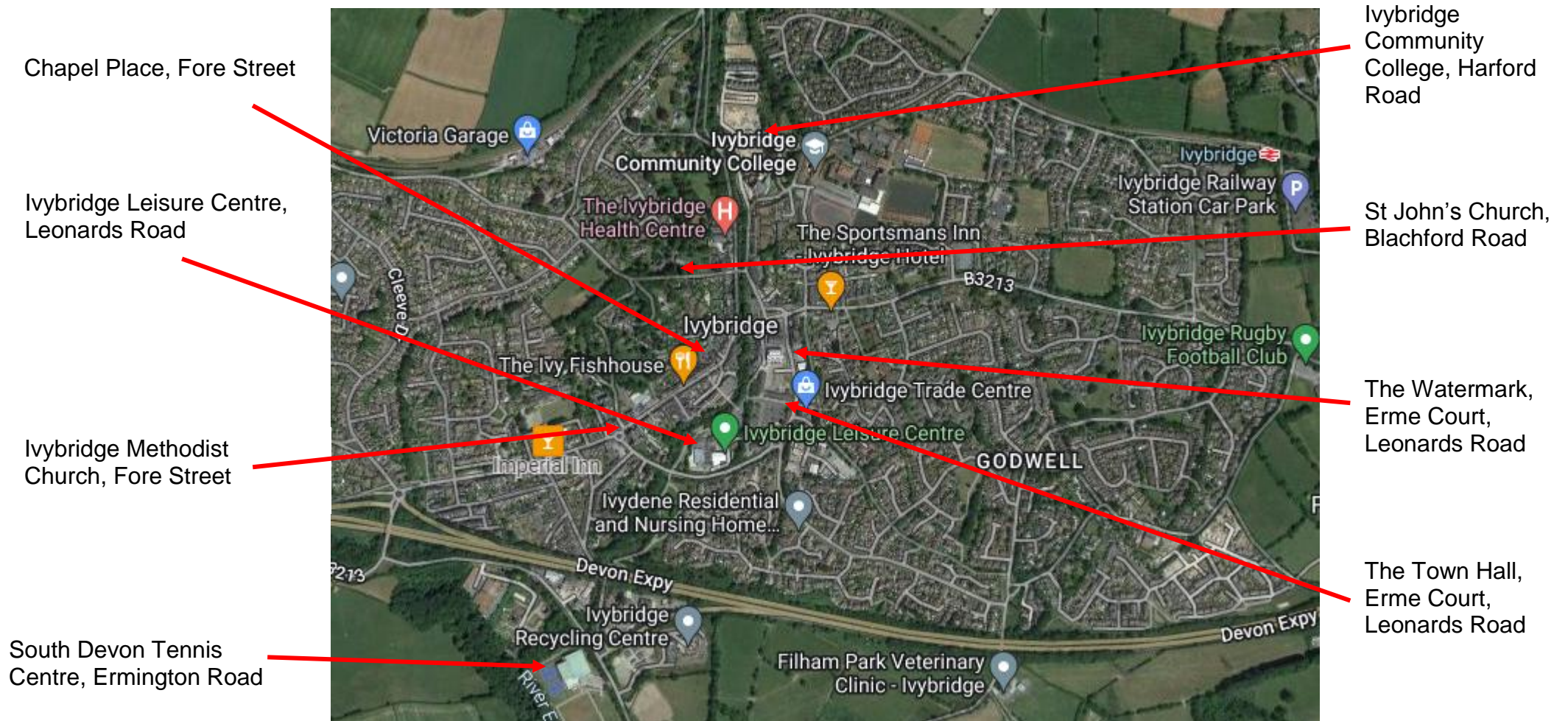
Woodland Primary School - Manor Primary School - Erme Primary School - Ivybridge Community College - Stowford Primary School



Care Homes/Retirement Homes



Community Shelters



Incident Control Points

Primary – Ivybridge Town Hall, Erme Court

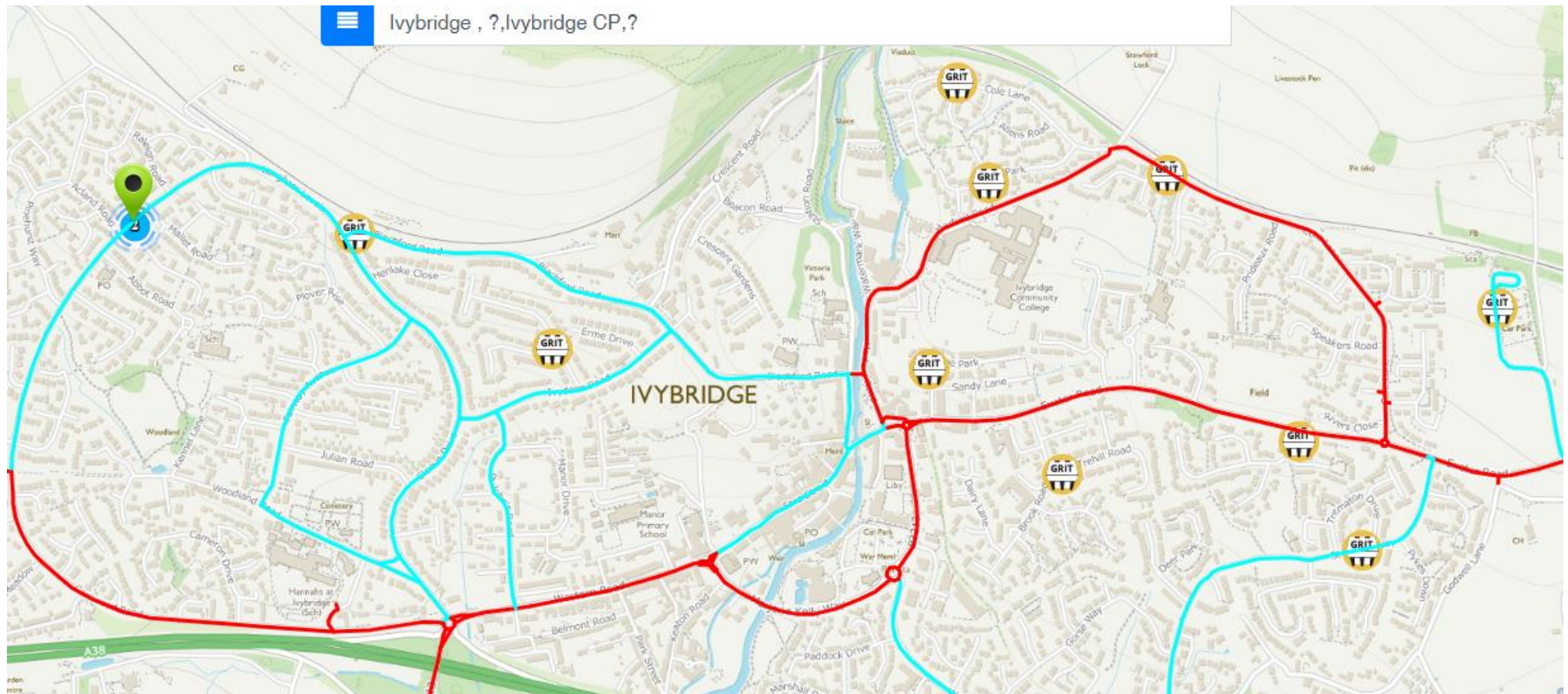
Primary – The Watermark, Erme Court

Secondary - South Devon Tennis Centre,
Ermington Road



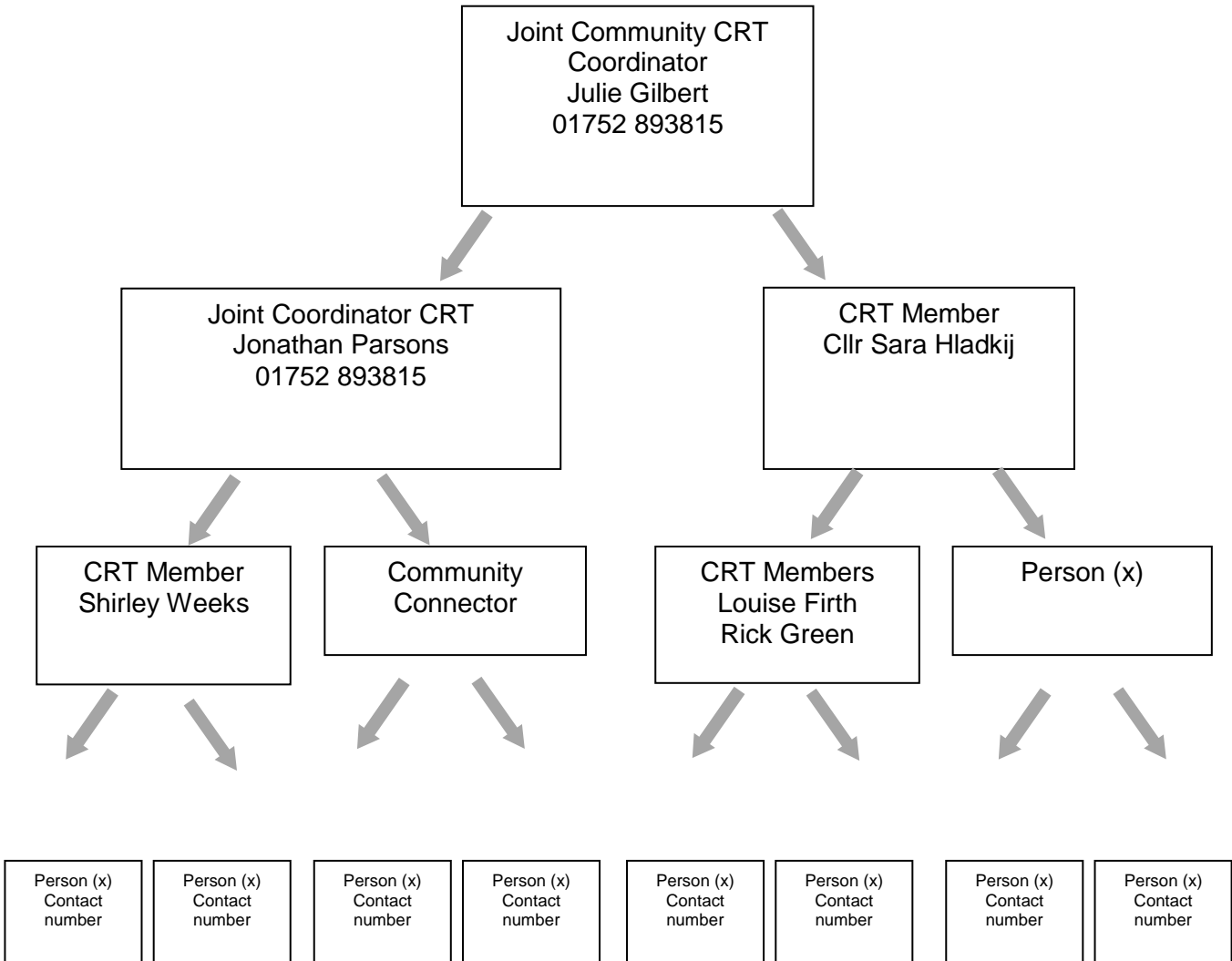
Primary (Red) and Secondary (blue) Salt Routes and Grit Bin Locations

2848 Cornwood Road, 2847 Summerfield Court, 2849 Blachford Road, No ? St Austin Close, 6250 Bridge Park, 2853 Trehill Road, 2852 Uphill Close, 2855 St Peter's Way (next to the green), 2850 Wood Park (outside Ashfield), No ? Carter Road, 2851 Cole Lane



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. The coordinator at the top calls two people, who each call two more people 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

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	Dial 999 and ensure the emergency services are aware of the emergency and follow any advice given.	
3	Contact and inform your county/district 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 CRT members and the community by agreed method. <ul style="list-style-type: none"> • Households affected • Town Council via the Town 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 F - Community flood plan

Community or group	
Address	

Floodline quickdial number	
-----------------------------------	--

Which Environment Agency Flood Warnings are you registered to receive?	<p>(You can sign up for flood warnings at https://www.gov.uk/sign-up-for-flood-warnings).</p> <p>You'll need to provide:</p> <ul style="list-style-type: none">• the address you're registering• a phone number you can be contacted on day or night• an email address <p>The service is free. You can get warnings by phone, email or text message.</p>
---	---

Local Flood Warning Triggers i.e. when flood water reaches bottom of the bridge, sound siren or other action

Contents of Community Flood Plan Annex:

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

1. Map showing flood risks areas and direction of flooding



2. Actions to be taken before and during a flood

Area number	Before a flood				During a flood		
	Location at risk	Source and direction of potential flooding	Triggers e.g. Met Office weather warnings or Environment Agency flood warnings	Local actions	Actions	Equipment required	Time required
Area 1							
Area 2							
Area 3							
Area 4							

3. After a flood – reputable contractors

List companies/reputable contractors whose help you may need after a flood. Encourage residents and businesses to

- 1) take photos before the clean up as they may need to rely on them for insurance claims, and
- 2) ask their insurer before discarding items that can't be cleaned, as they may want to make a claim for the items.

Get contracts in place, or know who to call for assistance. If help is not needed, you can leave this section blank.

Point affected residents and businesses to this information:

- Get help after a flood (Environment Agency): <https://www.gov.uk/prepare-for-a-flood/get-help-after-a-flood>
- Support for flood victims (British Disaster Management Association): <http://www.bdma.gov.uk/publications/flooddocs>

Company name	Business type	Telephone	Fax/other

Annex G - 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 H - Community resources

Resource	Contact / Key holder	Conditions of use	Additional information
Community Shelters			
Watermark Coffee Shop Stowford 1 Stowford 2 Beeson Suite	Town Clerk / Watermark Manager / Catering Manager		300 max; Seating Toilets Tea and coffee making facilities
Town Hall Committee Room St Pierre Room Mayor's Room	Town Clerk / Assistant Town Clerk		95 max Seating Toilets; Tea and coffee making facilities
Ivybridge Leisure Centre	General Manager		Awaiting information
Ivybridge Community College ICC Sports hall ICC Gym hall ICC Performance hall ICC Dining hall ICC Peveral hall	ICC Operations manager; ICC Premises manager; ICC Deputy Premises Manager	Stewarding will be required to guide and control access to welfare facilities	ICC Sports hall – 400 max ICC Gym hall – 160 max ICC Performance hall – 180 max ICC Dining hall – 320 max ICC Peveral hall - 120 Seating can be provided for all Toilet facilities available to the numbers supplied above Shower facilities also in situ Fully fitted kitchen facilities to cater for 2600 students 2x defibrillators Spinal injury board 2x wheel chairs Awaiting information from designated first

			<p>aid team to identify number of first aid kits</p> <p>Portable and fixed PA systems with monitors</p> <p>Private Wifi</p> <p>Field and hard surface areas large enough for helicopter landing</p> <p>Coach park</p> <p>2 x emergency grab bags</p>
Ivybridge Methodist Church	Property Chairman / Minister		<p>Hall and church building - so lots of space;</p> <p>Lots of seating available;</p> <p>Male and female toilets;</p> <p>Cooking facilities and eating equipment;</p> <p>Internet access;</p> <p>first aid equipment;</p> <p>food stocks as food bank "lives" here;</p> <p>no blankets</p>
St John's Church and hall	Church Warden		Awaiting information
Chapel Place Community Centre	Chair, Ivybridge Community Association		<p>50 people max</p> <p>Kitchen situated just off main hall and has a fridge, kettles, microwave, mugs, plates and cutlery</p> <p>Toilets</p>
South Devon Tennis Centre (listed as	Manager	Shelter to be used as a last resort – carpets	<p>Changing rooms</p> <p>Men/women and disabled facilities</p>

Community Shelter) 4 indoor tennis courts 1 studio room 1 large gantry		cost over £150k to replace but cannot be indemnified under insurance	Fully fitted café suitable for food prep/cooking
Other Requirements			
Grab bag	Town Clerk / Assistant Town Clerk		Communication apparatus, Torches, High vis, Survival blankets, First aid kit, Large high resolution map, Access to non-electrical hot water
High Vis Jacket	Town Clerk / Assistant Town Clerk		Located in Town Hall
Gritter	Snow Wardens		Located in Cemetery Store
Council truck 4 x 4	Snow Wardens (Parks Rangers) / Town Clerk		Located beside Watermark
2-way radios	Town Clerk / Assistant Town Clerk		Kit under Town Hall stairs (to be purchased)
Torches	Town Clerk / Assistant Town Clerk		Kit under Town Hall stairs (to be purchased) (could use mobile phones if plenty of battery)
Survival Blankets	Town Clerk / Assistant Town Clerk		Kit under Town Hall stairs (to be purchased)
Large High Resolution Map	Town Clerk / Assistant Town Clerk		Kit under Town Hall stairs (to be purchased)

Access to non-electrical hot water	Town Clerk / Assistant Town Clerk		
Access to Foodbank	Town Mayor / Town Clerk		

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 (not 24/7)	Fire/Flood Rescue, Support/Resources
	Ambulance	Emergency: 999 General: 111	
	Coastguard	Emergency: 999 Torbay Coastguard 023 9255 2100	Water Rescue/Support
Devon County Council	Customer Services	0345 155 1015	
	Flooding of highways	0345 155 1004	To report flooding of the highway and blocked drains
	Social Services	0345 600 0388	Out of hours emergencies
	Animal welfare, petrol and explosives:	01392 499499	Out of hours emergencies
Flooding and Forecasting	Environment Agency Flooding	0345 988 1188 Typetalk for hard of hearing 0345 602 6340	Report flooding. Seek advice regarding flood warnings and what to do before/during/after a flood
	Environment Agency	03708 506 506	General enquiries
	Met Office	0370 900 0100	Meteorological forecasting
	Weathercall Devon & Cornwall	09014 722054	
Utilities	South West Water	0344 346 2020	24 hour emergency helpline
	Western Power Distribution	0800 6783 105 or 105 0800 09 3080	Power cuts and emergencies General enquiries
	British Gas	0800 111 999	Gas leaks and emergencies

	BT	0800 023 2023	Damage to BT cables, poles, cabinets or manholes
Healthcare	Beacon Medical Group	Highlands 01752 897111 Station Road 01752 690777	Medical/Healthcare
	NHS Direct	111	Advice
	Derriford Hospital	01752 202082	Medical/Healthcare
Highways Emergencies	DCC Highways	0345 155 1008	Out of hours - emergencies
	DCC Highways	0345 155 1004	To report flooding of the highway and blocked drains
	DCC Highways out of hours	01392 383329	Out of hours - To report flooding of the highway and blocked drains
	Highways England	Emergencies 999 Incidents 0300 123 5000	24 hours
Vehicle recovery	Field Recovery 24 hours service Lee Mill	01752 330525	
	KD breakdown recovery 24 hours service Plymouth	07860315369	
	Plymouth Vehicle Recovery 24 hours service	07860 883299	
Schools	Ivybridge Community College	01752 691000	
	Stowford Primary School	01752 894163	
	Erme Primary School	01752 892247	

	Manor Primary School	01752 893182	
	Woodlands Park Primary School	01752 690046	
	Hannahs	01752 892461	
Local Media	BBC Radio Devon	0808 100 1034 Sms 81333, start your message with DEVON radio.devon@bbc.co.uk https://www.facebook.com/BBCRadioDevon/ Switchboard 01752 260323	Media, warning and informing
Animal Welfare	RSPCA	0300 1234 999	
Emotional Support Services	Samaritans 24hrs	116 123 jo@samaritans.org	
	Victim Support	08 08 16 89 111	
South Hams District Council		01803 861234 Emergency out of hours 01803 867034	

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 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:

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	<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	Town Hall	Joint Coordinator	
	Watermark	Joint Coordinator	
	Coop Woodlands	Joint Coordinator	
	Newsome Opticians window	Newsomes Opticians	
	Glanvilles Mill	Natures Larder	
	Tesco and Coop	Store Manager	
	Longtimber Wood entrance	Joint Coordinator	
	Leisure Centre	Leisure Centre Manager	
	Filham Park	Joint Coordinator	
	MacAndrews Field	Joint Coordinator	
	St Johns Play Park	SHDC (Joint Coordinator has key)	
	Woodlands Park	SHDC	
Local meeting	Could be streamed to Youtube		
Community leaflets			
Telephone cascade system			
Door knocking			

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

Station	Frequency	Website
BBC Radio Devon	FM: 103.4	https://www.bbc.co.uk/sounds/play/live:bbc_radio_devon

Annex L - Plan distribution (public version)

Organisation	Contact details	Number issued
Community Response Team Members		
Community Shelters		
Town Cllrs		
Town Council staff		
All Schools		
Churches		
Medical Centre/Social Prescriber		
Community Connector		
Dartmoor Rescue		
Foodbank		
Salvation Army		
Care Homes		
Alms Houses		
Coronavirus Emergency Response Group		
Ivybridge Caring		
Young Devon		
Dove Project		
Citizens Advice		

Also to be published on the Town Council website and linked to the Facebook page

Restricted

Organisation	Contact details	Number issued
South Hams DC		R1
Devon County		R2

Annex M - Glossary

Acronym/Term Definition

CRT	Community Response Team
CS	Community Shelter
DCC	Devon County Council
HLS	Helicopter Landing Site
ICC	Ivybridge Community College
ICP	Incident Control Point
SHDC	South Hams District Council
NHS	National Health Service

Annex R1 - Key contacts list (not for general distribution)

Service / Name	Telephone number	Website	Additional information

Annex R2 - Vulnerable people within the community

Name / Organisation	Telephone number	Address	Additional information

This list will constantly change and people thought vulnerable may become vulnerable during an emergency. Therefore, make a list following an emergency and give it to the emergency services and welfare agencies as soon as they arrive.