

# **LYDFORD COMMUNITY EMERGENCY RESPONSE PLAN**

**Version 3 : JULY 2023**



**NOTE: IF ACTIVATION OF THE EMERGENCY RESPONSE PLAN HAS BEEN TRIGGERED GO STRAIGHT TO SECTION 12 - EMERGENCY RESPONSE.**

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## **1.0 Introduction**

Lydford Community Emergency Response Team (CERT) have developed this plan to provide resilience for the parish community in the early stages of an emergency incident.

Lydford Community Emergency Response Team has been formed to activate this plan and to assist the emergency services wherever possible, prior to, during and after an emergency event.

The objectives of the plan are to:

- a) Identify major hazards and potential risks that may impact the community
- b) Identify any mitigating action that would reduce that risk
- c) Identify vulnerable people and households within the community
- d) Identify community resources available or required for use during an emergency
- e) Provide key contact details for the CERT, community resources, emergency services and local authorities
- f) Provide information and assistance to the emergency services upon their arrival, throughout and after the event.

## **2.0 Community Emergency Response Team**

The Community Emergency Response Team are volunteers from the community who will take action in the event of a trigger of the Community Emergency Response Plan.

| Role              | Name            | Contact details |
|-------------------|-----------------|-----------------|
| Team Co-ordinator | Steve Hulett    | 07484 611597    |
| Deputy            | Katie Lenton    | 07702 703308    |
| Deputy            | Rob Butler      | 07540 080082    |
| Team Member       | Jonathan Gilpin | 07900 584576    |
| Team Member       | Anthony Purnell | 07490 7344448   |
| Team Member       |                 |                 |
| Team Member       |                 |                 |

### **2.1 Community Emergency Response Team Responsibilities**

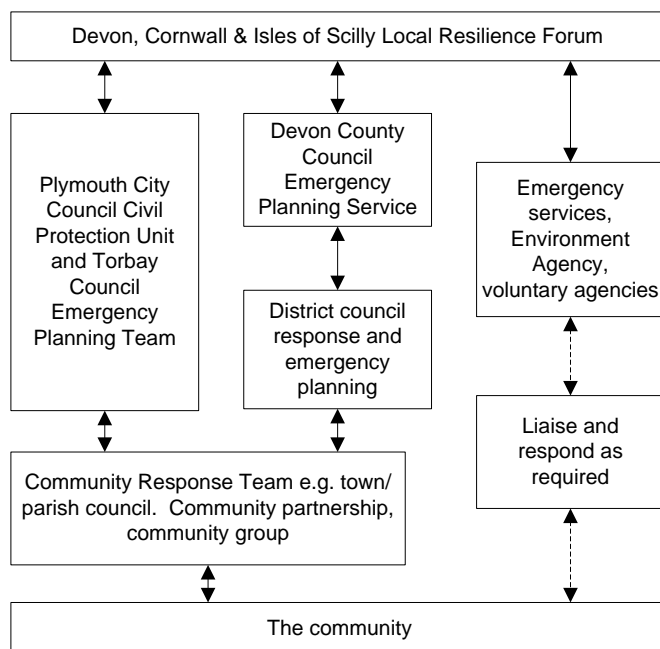
The Team Co-ordinator is responsible for:

- a) The Community Emergency Response Plan
- b) Ensuring that the CERP is reviewed annually and updated where and when necessary
- c) Reporting annually to the community any activations of the plan and any changes in the team membership
- d) Acting as a focal point for the community in the response to an emergency
- e) Acting as the main contact for emergency services and local authorities ensuring two - way communication
- f) Ensuring the appropriate authorities are informed
- g) Communicating important messages to the community
- h) Delegation of specific roles to other members of the CERT
- i) Deploying resources as required

All members of the Community Emergency Response Team shall:

- a) Reside in the community
- b) Have good local knowledge
- c) Be able to activate the support of the community and speak on behalf of the community
- d) Ensure that vulnerable sections of the community are provided with additional assurance during an emergency
- e) Ensure that communications are maintained within the community and local authorities
- f) Ensure confidentiality is maintained where necessary
- g) Maintain their own 'action' log during an emergency
- h) Have a 'grab-bag' containing the Community Emergency Response Plan and any appropriate equipment they may require
- i) Have sufficient knowledge to act as Co-ordinator in their absence

### **3.0 Arrangements between Emergency Services and Local Authorities**



#### **4.0 Identifying and Preparing for Potential Hazards**

##### Hazards Identified

- a) Prolonged mains electricity failure
- b) Prolonged water supply failure
- c) Road traffic accident blocking the main road through the village
- d) Fallen tree blocking the main road through the village
- e) Fallen tree across a property or dwelling
- f) Blocked drainage
  - i) sewers
  - ii) surface water road drains
- g) Severe weather conditions
  - i) high winds
  - ii) heavy rain
  - iii) heavy snow
  - iv) extreme cold temperatures
  - v) extreme high temperatures
  - or any combinations of the above.
- h) Moorland fire
- i) Property/Dwelling fire

**CAUTION : THE LIST OF HAZARDS IDENTIFIED ABOVE IS NOT EXHAUSTIVE THEREFORE UNFORESEEN HAZARDS, AND THEREFORE RISKS, MAY OCCUR**

#### **4.1 Risk Assessment for Identified Potential Hazards**

A risk assessment has been carried out for each of the major hazards identified in the previous section.

Each hazard has been considered in turn and the likely impact on the community assessed. Any mitigating measures that are already in place are recorded and any further measures that the Community Emergency Response Team can action are listed.

Response to take in the event of an emergency are in section 12 of this plan.

The Risk Assessment shall be reviewed annually or following an incident.



| Hazard   | Hazard Potential   | Mitigation in Place  | Further Measures Required                                  | Action   |
|--|--|--|--|--|
| Prolonged mains electricity failure (greater than 8hrs). | Loss of lighting/heating/cooking facility, power for medical devices.          | Parishioners are able to register with service providers if classed as vulnerable. | Advise parishioners of this facility. Home Emergency Plan. | Communicate with parishioners and try to meet any needs they have until power supply re-established.                                     |
| Prolonged water supply failure (greater than 8hrs).      | Loss of heating/cooking/drinking water.  | Parishioners are able to register with service providers if classed as vulnerable. | Advise parishioners of this facility. Home Emergency Plan. | Communicate with parishioners and try to meet any needs they have until water supply is re-established.                                  |
| Road Traffic Accident.                                   | Road through village blocked. Casualties.                                      |  | Signage.   | Close road and redirect traffic. Check and care for any casualties.  |
| Fallen tree across road.                                 | Road through village blocked. Power cables on ground.                          |  | Signage.   | Close road and redirect traffic.   |
| Fallen tree across a property or dwelling.               | Property damage/unsafe structure. Power cables on ground. Personal injury.     |  | Signage.   | Account for occupants. Cordon area off.  |
| Blocked drainage – Sewer.                                | Contaminated water running down the road and into properties.                  |  | Supply sandbags.   | Divert water course away from property with use of sandbags.   |
| Blocked drainage – Surface water road drains.            | Water lifting manhole covers. Water running down the road and into properties. |  | Supply sandbags. Signage.                                  | Identify lifted manhole covers with signage. Closing road may be necessary. Divert water course away from property with use of sandbags. |

| Hazard                            | Hazard Potential  | Mitigation in Place                                    | Further Measures Required   | Action  |
|-----------------------------------|---|--|---|---|
| <u>Severe Weather Conditions:</u> |   |  |   |   |
| High winds.                       | Structural damage to buildings. Wind born projectiles. Fallen trees/branches. Power cables on ground. |  | Advise parishioners to stay indoors. Home emergency Plan.             |   |
| Heavy rain.                       | Flooding. Flash floods.   |  | Highways/Lengthsman to keep drain gulleys and covers clear of debris. | Divert water course with sandbags.                                      |
| Heavy snow.                       | Blocked roads.  | Grit boxes in place by War Memorial and on Gorge Hill. |   | Provide snow shovels for road clearing.                                 |
| Extreme cold temperatures.        | Icy conditions. Frozen water pipes. Hyperthermia.   | Grit boxes in place by War Memorial and on Gorge Hill. | Home Emergency Plan.  | Check on vulnerable people regularly.                                   |
| Extreme hot temperatures.         | Heat exhaustion.  |  | Home Emergency Plan.  | Check on vulnerable people regularly.                                   |
| Moorland fire.                    | Damage to property. Loss of life or livestock.  |  |   | May have to close roads. Possible assistance with livestock relocation. |
| Property/dwelling fire.           | Damage to property and adjacent properties. Loss of life.   |  |   | Care for affected parishioners and neighbouring properties.             |

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## 5.0 Activating the Community Emergency Response Plan

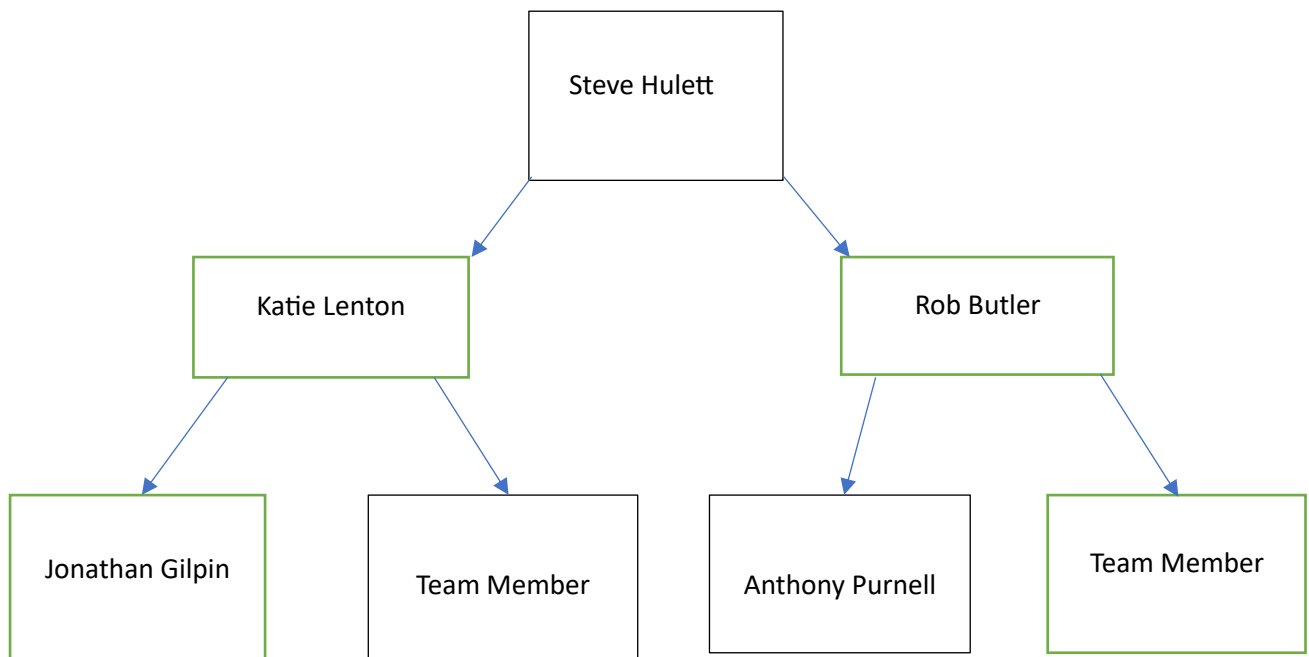
The Community Emergency Response Team Co-ordinator is registered to receive the triggers listed below and is responsible for monitoring them.

### Triggers

- Met Office National Severe Weather Warning Service e-mail alerts for South West England (by email)
- Environment Agency Flood Alerts
- Environment Agency Flood Warning
- Devon and Cornwall Police Community Messaging System (by phone, text and email)
- Local observations reported via members of the community or local media
- British Red Cross Emergency Alerts App
- Any other National emergency announced by HM Government

The Co-ordinator is responsible for passing the notification of the emergency to the Community Emergency Response Team using the 'tree' notification system below in the first instance by Whatsapp, then by phone if necessary.

### Telephone 'tree' notification system



## **6.0 Taking Control and Managing the Incident**

The Community Emergency Response Team have identified an **Initial Control Point (ICP) as The Nicholls Hall.**

An **alternative ICP is the Sports Field Pavilion** which shall be used if the Nicholls Hall is inaccessible.

ICP equipment shall be divided equally and kept in the storage facilities outside the Nicholls Hall and the Sports Field Pavilion.

The Team Co-ordinator shall assume control of the incident and deploy team members and any equipment they may need in response to the incident. Two-way radios will be used by the team to keep in communication with each other at all times.

**UNDER NO CIRCUMSTANCES SHALL THE CO-ORDINATOR PUT ANY TEAM MEMBER OR OTHERS AT RISK TO FULFIL THESE TASKS**

When the emergency services arrive they will assume command and control. They may decide to set up an ICP in an alternative location. The CERT will assist the emergency services by handing them a copy of the Community Emergency Response Plan and being at their disposal.

## **7.0 Resources**

ICP equipment is listed below. ICP equipment shall be checked each month to ensure a) it's there and b) it's functionality. Any issues shall be remedied as soon as possible.

### **ICP Equipment**

Each team member will have a personal 'grab bag' to be kept at their home containing the following items and will bring it with them when responding to an emergency.

A copy of the CERP

A log sheet and pen(s)

A safety helmet

A Hi-Viz vest

A pair of gloves

A First Aid kit

A torch

### **ICP Equipment to be kept at the ICP's**

6 two-way radios

2 loud hailers

Spare batteries for torches

Space blankets

Road closed signage

Sand-bags

Road cones

2 shovels

2 snow shovels

2 brooms

Road salt/grit

## 8.0 Contact lists

### 8.1 Key Contacts (publicly available)

| Category                          | Service/Name                | Telephone Number   | Additional Information     |
|-----------------------------------|-----------------------------|--|----------------------------|
| Emergency Services                | Police                      | Emergency: 999<br>Non-Emergency: 101<br>Online reporting<br><a href="http://www.devon-cornwall.police.uk/">www.devon-cornwall.police.uk/</a> |                            |
|                                   | Fire                        | Emergency: 999<br>Home safety visit: 0800 05 02 999<br><a href="http://www.dsfire.gov.uk">www.dsfire.gov.uk</a>                              |                            |
|                                   | Ambulance                   | Emergency: 999   |                            |
|                                   | Coastguard                  | Emergency: 999   |                            |
| Activation and Emergency Planning | Devon County Council        | <a href="https://www.devon.gov.uk/emergencies/">https://www.devon.gov.uk/emergencies/</a><br>01392 382680                                    | Emergency Planning         |
| Flooding and Forecasting          | Environment Agency Flooding | Reporting / Advice<br><a href="https://www.gov.uk/check-flood-risk">https://www.gov.uk/check-flood-risk</a>                                  |                            |
|                                   | Met Office                  | <a href="https://www.metoffice.gov.uk/">https://www.metoffice.gov.uk/</a>  | Meteorological forecasting |
| Utilities                         | South West Water            | Operational queries helpline 0344 346 2020* (24 hours)   | Water and Sewage           |

|                                  |                                  |   |  |
|----------------------------------|----------------------------------|---|--|
|                                  |                                  | <p>Freephone leak reporting helpline<br/>0800 230 0561 (24 hr)</p> <p>For blockages on a public sewer,<br/>please contact us on 0344 346 2020<br/>so that we can confirm<br/>responsibility.</p> <p><a href="https://www.southwestwater.co.uk/">https://www.southwestwater.co.uk/</a></p> |  |
|                                  | Western<br>Power<br>Distribution | <p>Power cut call 105 or 0800 6783 105</p> <p><a href="https://www.westernpower.co.uk/">https://www.westernpower.co.uk/</a></p>   | Power cuts   |
| Healthcare                       | NHS Direct                       | <p>111</p> <p>Add local surgery numbers</p>   | Advice   |
| Highways                         | Devon<br>County<br>Council       | <p>Report a problem – including<br/>hazards</p> <p>Emergency call 0345 155 1004</p> <p><a href="https://www.devon.gov.uk/roadsandtransport/report-a-problem/">https://www.devon.gov.uk/roadsandtransport/report-a-problem/</a></p>  | Highways<br>management                             |
| Local<br>Media                   | BBC Radio<br>Devon               | <p>Main switchboard: 01752 260323</p> <p>News desk: 01752 234511</p> <p>Travel: 0345 300 2829</p>   |  |
| Animal<br>Welfare                | RSPCA                            | <p>24 hours: 0300 1234 999 for cruelty<br/>and neglect reporting</p> <p><a href="https://www.rspca.org.uk/utilities/contactus/reportcruelty">https://www.rspca.org.uk/utilities/contactus/reportcruelty</a></p>   |  |
| Emotional<br>Support<br>Services | Samaritans                       | <p>116 123 (24 hours)</p> <p><a href="https://www.samaritans.org/">https://www.samaritans.org/</a></p>  | To talk about<br>anything that is<br>upsetting you |
|                                  | Victim<br>Support                | <p>08 08 16 89 111 (24 hours)</p> <p><a href="https://www.victimsupport.org.uk/">https://www.victimsupport.org.uk/</a></p>  | Victims of<br>crime                                |



|         |                 |  |   |
|---------|-----------------|--|---|
|         | SANEline        | 0300 304 7000 (4.30pm–10.30pm every day).<br><a href="http://www.sane.org.uk/what_we_do/support/helpline">http://www.sane.org.uk/what we do/support/helpline</a>                       | experiencing a mental health problem or supporting someone else |
| General | Other helplines | Locating other helplines for terminal illness support, families and carers and many other items see<br><a href="https://helplines.org/helplines/">https://helplines.org/helplines/</a> |   |

## 8.2 Restricted List (vulnerable people, households)

This list is not publicly available and is held securely by the Parish Council.

## **9.0 Community Shelters**

If an evacuation is deemed necessary people will need a safe place to gather to receive vital information about the emergency. This 'safe place' is a Community Shelter. The CERT have identified two Community Shelters should the need arise as it may be necessary to provide this facility before emergency services arrive. The Co-ordinator shall select the most appropriate CS at the time.

**CS 1 is the Nicholls Hall**

**CS 2 is the Sports Field Pavilion**

In addition to the CERT further volunteers will be required to staff and run the CS.

**Parish Shelter Co-ordinator** – to manage the shelter and provide feedback to the Incident co-ordinator

**Receptionist 1** – to staff the reception desk and maintain a register of those entering

**Receptionist 2** – as above

**Volunteer first aider** – to provide basic first aid as required

**Volunteer cook** – to provide drinks, snacks as required

**Volunteer Evacuee Assistants** – to issue blankets etc and assist evacuees as required

## **10 Communication**

Lydford parish community notice boards, Parish Website and the Parish Magazine shall be used to keep the community informed as to where they can seek advice and support in the event of an emergency.

Community leaflets will be printed and delivered to each household within the community with advice on how to respond to an emergency incident and will include a 'Home Emergency Plan'.

How to contact a Community Emergency Response Team member will be published monthly in the Lydford parish magazine.

### **Vulnerable people within the parish**

Vulnerable people will be encouraged to register with major service providers for priority services.

Emergencies can also make people vulnerable who would not normally be so therefore any details should be collated following an incident.

Information should be provided to the emergency services and welfare agencies as a priority. The parish community list should be secondary.

## **11.0 Community Emergency Response Plan Distribution**

Each member of the Community Emergency Response Team shall hold a copy of the Plan.

Other copies will be distributed as below,

Lydford Parish Council

West Devon Borough Council

Devon County Council

Devon Community Resilience forum to share with the Emergency services via the 'Resilience Direct' web portal.

## **12.0 EMERGENCY RESPONSE TO:**

12.1 Prolonged mains electricity failure

12.2 Prolonged mains water supply loss

12.3 Fallen tree blocking the main road through the village

12.4 Fallen tree across a property

12.5 Blocked drainage

a) sewers

b) road surface water drains

12.6 Severe weather conditions

a) high winds

b) heavy rain

c) heavy snow

d) extreme cold temperatures

e) extreme high temperatures

or any combination of the above

12.7 Moorland fire

12.8 Property fire

## 12.1 CERT RESPONSE TO:

### **Prolonged Mains Electricity Supply Failure**

Liaise with National Grid and keep parishioners informed of developments by making door to door calls if necessary.

Make contact with any self-nominated vulnerable parishioners and offer help, advice and assistance if called for.

Record events as they happen on the Emergency Log Sheet.

## **12.2 CERT RESPONSE TO:**

### **Prolonged Water Supply Failure**

Liaise with South West Water and keep parishioners informed of developments by making door to door calls if necessary.

Make contact with any self-nominated vulnerable parishioners and offer help, advice and assistance if called for.

Help with distribution of bottled water.

Record events as they happen on the Emergency Log Sheet.

### **12.3 CERT RESPONSE TO:**

## **Road Traffic Accident**

If you arrive at the scene before the emergency services,

- 1 - ensure that the emergency services have been called,
- 2 – care for any casualties and administer first aid if trained to do so,
- 3 - secure the scene by closing the road and restricting public access.

Once emergency services arrive assist as directed by the Senior Police Officer.

Record events as they happen on the Emergency Log Sheet.

## **12.4 CERT RESPONSE TO:**

### **Fallen Tree Blocking Road**

If you arrive at the scene before the emergency services,

- 1 - ensure that the emergency services have been called,
- 2 – care for any casualties and administer first aid if trained to do so,
- 3 - secure the scene by closing the road. Install signage and cones where necessary.

**CAUTION : THE FALLEN TREE MAY HAVE BROUGHT DOWN MAINS ELECTRICITY CABLES. APPROACH WITH CARE.**

Once emergency services arrive assist as directed by the Senior Police Officer.

Record events as they happen on the Emergency Log Sheet.



## **12.5 CERT RESPONSE TO:**

### **Fallen Tree Across a Property or Dwelling**

If you arrive at the scene before the emergency services,

- 1 - ensure that the emergency services have been called,
- 2 – care for any casualties and administer first aid if trained to do so,
- 3 - secure the scene. Install signage and cones where necessary.

**CAUTION : THE FALLEN TREE MAY HAVE BROUGHT DOWN MAINS ELECTRICITY CABLES. APPROACH WITH CARE.**

Once emergency services arrive assist as directed by the Senior Police Officer.

Record events as they happen on the Emergency Log Sheet.

## 12.6 CERT RESPONSE TO:

### **Blocked Drainage – Sewer**

Ensure a call has been made to the South West Water.

Install signage and cones where necessary.

Limit the polluting effect of the sewage by containing or directing the flow using sandbags.

Limit the spread of pollution by restricting access to public and traffic.

Record events as they happen on the Emergency Log Sheet.

## 12.7 CERT RESPONSE TO:

### **Blocked Drainage -Surface Water Road Drains**

Ensure a call has been made to the Devon County Council Highways Department.

Install signage and cones where necessary.

Limit the flooding effect of the surface water by containing or directing the flow using sandbags.

Limit access to the area by restricting public and traffic. (maybe manhole covers missing, hidden by the surface water).

Record events as they happen on the Emergency Log Sheet.

## 12.8 CERT RESPONSE TO:

### **Severe Weather Conditions – High Winds**

Monitor the weather conditions and be ready to respond to any call for help taking care not to put yourself or other members of the team at risk.

Be ready to respond to property damage or fallen trees.

**CAUTION : THE HIGH WINDS/FALLEN TREE MAY HAVE BROUGHT DOWN MAINS ELECTRICTY CABLES. APPROACH WITH CARE.**

Make contact with any self-nominated vulnerable parishioners and offer help, advice and assistance if called for.

Record events as they happen on the Emergency Log Sheet.

## 12.9 CERT RESPONSE TO:

### **Severe Weather Conditions – Heavy Rain**

Monitor the weather conditions and be ready to respond to any call for help taking care not to put yourself or other members of the team at risk.

Be ready to respond to surface water flooding.

Make contact with any self-nominated vulnerable parishioners and offer help, advice and assistance if called for.

Record events as they happen on the Emergency Log Sheet.

## **12.10 CERT RESPONSE TO:**

### **Severe Weather Conditions – Heavy Snow**

Monitor the weather conditions and be ready to respond to any call for help taking care not to put yourself or other members of the team at risk.

Make contact with any self-nominated vulnerable parishioners and offer help, advice and assistance if called for.

Record events as they happen on the Emergency Log Sheet.

## 12.11 CERT RESPONSE TO:

### **Severe Weather Conditions – Extreme Cold Temperatures**

Monitor the weather conditions and be ready to respond to any call for help taking care not to put yourself or other members of the team at risk.

Make contact with any self-nominated vulnerable parishioners and offer help, advice and assistance if called for.

Record events as they happen on the Emergency Log Sheet.

**12.12 CERT RESPONSE TO:**

**Severe Weather Conditions – Extreme High  
Temperatures**

Monitor the weather conditions and be ready to respond to any call for help taking care not to put yourself or other members of the team at risk.

Make contact with any self-nominated vulnerable parishioners and offer help, advice and assistance if called for.

Record events as they happen on the Emergency Log Sheet.



## **12.13 CERT RESPONSE TO:**

### **Moorland Fire**

Ensure the emergency services have been contacted.

Do not get involved unless life is at risk and do not endanger yourself or any member of the team.

Be ready to help evacuate parishioners or livestock to a safe place.

Assist as directed by the Emergency Services Senior Officer.

Record events as they happen on the Emergency Log Sheet.

## **12.14 CERT RESPONSE TO:**

### **PROPERTY FIRE**

Ensure the emergency services have been contacted.

Do not get involved unless life is at risk and do not endanger yourself or any member of the team.

Be ready to help evacuate affected parishioners to a safe place.

May be necessary to secure area and display signage.

Assist as directed by the Emergency Services Senior Officer.

Record events as they happen on the Emergency Log Sheet.



