



## **EMERGENCY PLAN**

### **Introduction**

An emergency can affect a community significantly in a number of ways, including:

- death or injury of people
- loss or damage to homes, businesses, community buildings
- disruption to road, rail, or air transport networks
- disruption to electricity, telephone, water or gas networks
- supply of goods and services
- isolation or evacuation of residents
- large-scale media focus
- future reputation

due to e.g. severe weather events, fire, building collapse, disease, animal health or other agricultural incidents, or aviation-related incidents.

Nearly all emergencies affecting the town will be dealt with routinely by a joint response from the emergency services, local authorities and utility companies. However, in extreme conditions such as heavy snow and flooding, there is a possibility that the emergency services may not be able to reach the scene immediately. In such circumstances, the initial response may rely entirely on local people. This Emergency Plan can help the town of Cranbrook prepare for an emergency and reduce its impact.

### **Aims and Objectives**

This Plan has been designed to enable the Council to identify the immediate actions they should consider during an emergency, particularly when outside assistance from the emergency services and local authorities is delayed. These actions may assist the community in reducing the severity of a situation until further assistance has been received.

### **Definition of Emergency**

The Civil Contingencies Act 2004 defines an emergency as:

1. an event or situation which threatens serious damage to human welfare if this involves, causes or may cause loss of human life, human illness or injury, homelessness, damage to property, disruption of a supply of money, food,

water, energy or fuel, disruption of a system of communication, disruption of facilities for transport or disruption of services relating to health;

2. an event or situation which threatens serious damage to the environment if this involves causes or may cause contamination of land, water or air with harmful biological, chemical or radioactive matter, or disruption or destruction of plant life or animal life;
3. war or terrorism which threatens serious damage to security.

## **Scope**

Devon County Council's Emergency Planning Service is responsible for ensuring that all agencies are adequately prepared for and able to respond to major emergencies or disasters which affect Devon. The County Council has a statutory responsibility under the Civil Contingencies Act 2004 to prepare plans for civil protection and respond to emergency situations, along with partner agencies. Detailed plans are available at [www.devon.gov.uk/emergencies](http://www.devon.gov.uk/emergencies).

Whilst town and parish councils have no statutory role in an emergency, they can provide an essential supporting role. Local information is vital for an effective response to an emergency.

## **Town Council's Role**

In the event of an emergency, the Town Council will provide a co-ordinated response from the local community, will act as a focal point within the community and will support and/or facilitate communications about the emergency as well as efforts by other agencies. This may include:

- providing local knowledge for the emergency services, including information about persons who may have special requirements during an emergency, e.g. the elderly, the infirm, babies, the disabled, those recently discharged from hospital or without transport etc.
- gathering information from the community on their needs, e.g. food, heat or accommodation
- establishing a co-ordinating link between the community and other agencies
- relaying information and instructions to the local community
- ensuring that any premises owned by the Council which may be required for emergency use are available
- assisting and organising local help if required to set up evacuation centres, feeding centres, information and enquiry points

## **Emergency Procedures**

The Town Council's first point of contact in an emergency is the Town Clerk who will make appropriate cover arrangements during any periods of absence. If the Clerk becomes incapacitated during an emergency, then the next senior officer will assume his/her responsibilities.

The Clerk should work in consultation with a lead councillor, normally the Chairman of the Council. The Clerk will determine and take whatever measures are necessary

to protect public health and Council property. The Clerk decides what information needs to be communicated to whom and when this should be done, including the production of any press releases. The Clerk must complete a report on the emergency which details any further actions required and must be reported to the next appropriate Council meeting. A log of key events and actions will be maintained for the duration of the emergency.

In event of an emergency, the Council will suspend the normal duties of its employees and the Town Clerk will direct employees and volunteers to assist its residents and other agencies working in the town. In doing so, the Council will pay proper regard to the health and safety of its employees.

The Council's emergency response team should be easily identifiable to both the public and emergency services.

Town Council employees will be directed to duties as appropriate, including:

- establishing whether vulnerable residents are safe and secure
- escorting resident to rest and recovery centres
- clearing snow
- gritting
- deploying sandbags
- clearing blocked areas
- assisting other organisations who are responding to the emergency

In the event of an emergency, the Council will aim to keep its office open to:

- provide information and assistance to the public
- update its website
- liaise with other statutory and voluntary agencies working in the town
- co-ordinate the activities of its employees

If Cranbrook should ever suffer from recurring incidents, the Town Council will consider how to prepare for such an incident.

## Local Resources

The Town Council's physical resources are limited. However, they could be of assistance as a first response or to deal with isolated incidents:

Resource	Location	Contact of Keyholder
Town Council premises / identify initial place(s) of safety if evacuation of properties is necessary		
Emergency rest centres	No fixed locations – set up as and where required	Contact via East Devon District Council on 01395 516854 (24 hours)
Emergency box		
Sand bags		
Contractors and CJL?		
Anything else, e.g.		
Gritting salt, hand gritter		

## Local Contacts

Organisation	Contact Details	Availability
Devon County Council	Social services: 0845 600 0388 or 0345 600 0388  Highways: 01392 383329  Animal welfare, petrol and explosives: 01392 499499  County Hall Topsham Road Exeter EX2 4QD	24 hours
East Devon District Council	Tel: 01395 516854  Knowle Sidmouth EX10 8HL	24 hours
Cranbrook Town Council	Tel: 07746 909933  Younghayes Centre 169 Younghayes Road Cranbrook EX5 7DR	24 hours
Devon & Cornwall <b>Police</b>	Tel: 999 or 101  Middlemoor HQ Exeter EX2 7HQ	24 hours
British Transport Police	Tel: 999 or 0800 40 50 40  St David's Railway Station Exeter EX4 4NT Tel: 01392 431 593	24 hours  Sun-Thu 7:00am-midnight Fri-Sat 7:00am-1:00am
Devon & Somerset <b>Fire &amp; Rescue Service</b>	Tel: 999 or 01392 872200  Service Headquarters Clyst St George Exeter EX3 0NW	24 hours
South Western <b>Ambulance Service</b> NHS Foundation Trust	Tel: 999 or 01392 261500  Abbey Court Eagle Way Exeter EX2 7HY	24 hours
Cranbrook Medical Centre	Tel: 01404 819207  Out of hours: 111 (Devon Doctors)  169 Younghayes Road Cranbrook EX5 7DR	Mon-Fri 8:30am-12:00noon and 2:00pm-6:00pm  24 hours
Royal Devon & Exeter NHS Foundation Trust (Wonford and Heavitree Hospitals)	Tel: 01392 411611  Barrack Road Exeter EX2 5DW	Office hours
Torbay and South Devon NHS Foundation Trust (Torbay Hospital)	Tel: 01803 614567  Lowes Bridge Torquay TQ2 7AA	Office hours

Organisation	Contact Details	Availability
Taunton and Somerset NHS Foundation Trust (Musgrove Park Hospital)	Tel: 01823 333444 Parkfield Drive Taunton, Somerset TA1 5DA	Office hours
NEW Devon Clinical Commissioning Group	Tel: 01392 267833 Topsham Road Exeter EX2 4QL	Office hours
NHS Non-Emergency	Tel: 111	
Public Health England	<i>Emergency contact via health professionals only</i>	
Environment Agency	Environmental incidents Tel: 0800 80 70 60  Flood line Tel: 0345 988 1188 Type talk: 0345 602 6340  Hazardous waste registration Tel: 03708 502 858	24 hours  24 hours  Monday-Friday 8:00am-6:00pm
E.ON	Tel: 0345 302 4312  Clyst Honiton Exeter EX5 2DX	24 hours
Western Power Distribution	Tel: 0800 6783 105  Avonbank Feeder Road Bristol BS2 0TB	24 hours
South West Water	Tel: 0344 346 2020  Peninsula House Rydon Lane Exeter EX2 7HR	24 hours
National Rail	Tel: 03457 114141  1 Eversholt Street London NW1 2DN	24 hours
South West Trains	No dedicated emergency number – dial 999  Overline House Southampton SO15 1GW	24 hours
Health & Safety Executive	Tel: 0151 922 9235  Redgrave Court Merton Road Bootle Merseyside L20 7HS	24 hours
BBC Devon	Main switchboard 01752 260323 News desk: 01752 234511 Studio: 0345 3011034 Travel: 0345 3002829 Email: radio.devon@bbc.co.uk	
Broadclyst Parish Council	Clerk Tel. 07532 286713 Chairman 01392 460032 (diverts to mobile)	24 hours

Organisation	Contact Details	Availability
Broadclyst Parish Council continued	Chairman of Community Emergency Plan Committee 07779 614436 Parish Road Warden and Handyman 07882 042047	
Clyst Honiton Parish Council	Cllr Lynne Askew, Chairman 01392 366977 Cllr Mike Muir 01392 446183	
Neighbouring Parish Councils		
Voluntary agencies		
St Johns Ambulance Sarah Gunn voluntary information		
Location of Vulnerable Individuals*		
St Martin's C of E Primary School	Tel: 01404 515409  Younghayes Road Cranbrook EX5 7DT	Term Time Monday-Friday 8:30am-3:30pm
Cranbrook Education Campus	Tel: 01404 823293  Tillhouse Road Cranbrook EX5 3EE	Term Time Monday-Friday 8:30am-3:30pm
* Vulnerable people are those who are less able to help themselves in the circumstances of an emergency.		
Local Hazards		
Exeter Airport		
E.ON Energy Centre?		
Local Volunteers		
Owners of specialist equipment/transport		
Volunteers/residents who own 4 x 4 vehicles		
Volunteers/residents who own generators		
Volunteers/residents who speak foreign languages		
Volunteers/residents with specialist skills		

For resources relating to coordinating the plan with other organisations and calling volunteers see [www.heps.gov.uk/lets-get-ready-community/town-and-parish-council/](http://www.heps.gov.uk/lets-get-ready-community/town-and-parish-council/).

## After the Emergency

The Town Council's role in the recovery stage may be:

- Attend any debriefs of agencies
- Assist in appeals and memorials
- Any continuing actions

Shortly after a response, the Town Clerk will conduct a debrief with those involved in order to capture any lessons from the emergency which might improve a future response.

## **Media**

An emergency will generate media interest, which will involve local, national and perhaps international media demands. It is essential that there is a managed, co-ordinated response to the media demands during and after the emergency.

The lead agency, e.g. the Police, Environment Agency or Fire & Rescue Service, will usually give the initial response. The Town Clerk will liaise closely with the lead agency and all media releases will be co-ordinated with the appropriate agency/-ies before being released.

Town Councillors should refer any media enquiries to the Clerk. Crucially their role in an emergency is to support and assist the community.

## **Cranbrook Town Council**

Date of Approval: 15 February 2016

Date of Review: February 2017