

Community Emergency Plan

Braunton Village

V2 14/10/2015



Amendments

Date	Page Number	Reason for Amendment	Changed by
14/10/15	9	Helicopter Landing Sites (HLS) section amended	A Corner
14/10/15	12	Parish Clerk name changed, A Flt 22 Sqn SAR removed	A Corner
14/10/15	13	Environment Agency Floodline & NHS Direct details amended	A Corner
14/10/15	19	Caen Medical Centre Number amended	A Corner
14/10/15	20	Lisa Ace Dental Surgery amended 2 new defibrillator locations added	A Corner
14/10/15	21	Cert Pack Contents 2 items removed	A Corner
14/10/15	23	Doctor and NHS Direct Numbers changed	A Corner
14/10/15	27	Floodline number amended	A Corner
14/10/15	35	Police Station changed to Caen Street Overflow Car Park	A Corner
14/10/15	36	Removed Jason Lovelock, Ben Lovelock, Amended Luke Stroud	A Corner
14/10/15	37	Floodline Number & NHS Direct details amended	A Corner
14/10/15	39	Caen Catepillars Pre School amended	A Corner
14/10/15	41	George Hotel Landlord removed	A Corner
14/10/15	44	Page removed	A Corner
14/10/15	45	Added 7. Pastoral Care Sarah Wood	A Corner

Contents

Section		Page
	Amendments	2
	Contents	3
	Glossary	4
1.0	Introduction	5
1.1	Aim	5
1.2	Objectives	5
1.3	Types of Emergencies	5
2.0	Activation Procedure/Triggers and Escalation	6
3.0	Community Emergency Response Team	6
4.0	Incident Co-ordination	8
5.0	Evacuation Assembly Points/Parish Shelter	8
5.1	Establishment and Operations of the EAP/PS	8
6.0	Helicopter Landing Sites	9
7.0	Key Information	9
8.0	Plan Maintenance	9
Annex		
A	Activation Procedure / Log Sheet	10
B	Key Contacts	12
C	Risks	15
C1	Description of Emergencies and Impact	17
D	Community Resources	19
E	Householders Emergency Plan	22
F	Communications	25
G	Maps	26
H	Community Flood Plan	27
I	Instructions for the Establishment and Operations of the EAP	46
J	Plan Distribution	49

Glossary

Acronym/Term	Definition
BCRC	Braunton Caen Rotary Club
BEWS	Braunton Early Warning System
Bronze Command	Operational Command
Bronze Command Centre	Multi-agency co-ordination centre (Evac. Briefing Centre)
CEP	Community Emergency Plan
CERT	Community Emergency Response Team
DCC	Devon County Council
EA	Environment Agency
EAP	Evacuation Assembly Point
EP	Emergency Plan
Evac.	Evacuation
FAZ	Flood Action Zone
FCP	Forward Command Post
Flood Alert	Flooding is possible; be prepared
Flood Warning	Flooding is expected. Immediate action is required
Gold Command	Strategic Command
GR	Grid Reference
HLS	Helicopter Landing Site
ICP	Incident Control Point
LHA	Local Health Authority
Met Office Rain Alert: YELLOW	Be aware
Met Office Rain Alert: AMBER	Be prepared
Met Office Rain Alert RED	Take action
NDCC	North Devon County Council
NHS	National Health Service
SAR	Search and Rescue
SDP	Sandbag Distribution Point
SDP Controller	Manages the filling and distribution of sandbags
Severe Flood Warning	Severe flooding. Danger to life
Silver Command	Tactical Command

1.0 Introduction

An emergency/major incident is any event or circumstance (happening with or without warning) that causes or threatens death or injury, disruption to the community, or damage to property or to the environment on such a scale that the effect cannot wholly be dealt with by the emergency services, local authorities and other organisations as part of their normal day-to day activities.

Although there is no statutory responsibility for communities to plan for, respond to, or recover from emergencies, it is good practice to identify potential hazards and make simple plans on how they could respond to them.

This plan has been developed to provide resilience for the community in Braunton in the pre-event phase or early stages of an emergency.

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

1.1 Aim

The aim of this plan is to increase resilience within the local community through developing a robust co-ordinated approach that compliments the plans of responding agencies.

1.2 Objectives

- Identify the risks most likely to impact the community
- Identify relevant steps to mitigate and respond to emergency situations, including warning the community as required
- Identify vulnerable people / groups / establishments in the community
- Identify community resources available to assist during an emergency
- Provide key contact details for the CERT, Key Community Resources, the Emergency Services and Local Authorities
- Provide information and assistance to the Emergency Services upon their arrival and as appropriate throughout the event

1.3 Types of Emergencies

Types of potential emergencies that may impact the community are:

- Flooding and Severe Weather events
- Sustained Electricity, Water, or Gas failure
- Road/Aircraft Accidents
- Fire and Explosions/Gas Leaks/Building Collapses
- Hazardous Vapour Releases
- Acts of Terrorism
- Disease

2.0 Activation Procedure/Trigger and Escalation

A guideline activation procedure can be found in **Annex A**. This procedure details the call out order, communicating of information to the community and logging of actions. The CEP is to be activated by the CERT collectively and is dependent upon the emergencies demands, a discussion amongst the CERT should be held to assess this requirement.

Specific flood triggers and escalation procedures are detailed in Annex H

3.0 Community Emergency Response Team

The CERT has been established to coordinate the community's response to an incident. They are also responsible for keeping the plan up to date.

Role	Name	Contact	Address
Coordinator	Patrick Farrelly		
Deputy	Peter Lord		
Team Member	Ben Byrom		
Team Member	Parish Council Chairman		
Team Member (Communications)	David Oades		
Team Member (Rotary Liaison)	John Rendle		
Team Member (Rotary Liaison Deputy)	Tom McCormack		

The role of the CERT Co-ordinator is to:

- Pull together the Community Emergency Plan
- Ensure that the plan is regularly reviewed and updated
- Report annually to the Community detailing if the plan has been activated and highlighting any changes to the CERT members
- Act as a focal point for the community in the response to an emergency
- Act as the main contact point for District and County Councils and the emergency services, to ensure that two-way communication is maintained
- Ensure that the appropriate authorities and individuals are notified
- Communicate important messages to the community
- Delegate specific roles to others on the CERT
- Activate resources as required

Tasks should be delegated to team members as appropriate. The Co-ordinator should ensure that all team members are engaged in the planning and response processes.

All members of the CERT should:

- Reside in the community
- Have good local knowledge
- Be able to activate the support of the community and speak on behalf of the community
- Ensure that the vulnerable are provided with additional assurance during an emergency
- Ensure that communications are maintained within the community and District Council
- Ensure that Confidentiality is maintained where necessary
- Maintain his / her own action log in the event of an emergency
- Create a 'grab bag' containing the plan and any appropriate clothing / equipment which may be required
- Have sufficient knowledge of the plan to act as Co-ordinator in their absence

The Deputy and other team members should support the Co-ordinator in carrying out their role.

Team Member Communications

Responsible for updating social media interfaces to warn and inform the community.

Braunton Early Warning System (BCRC Volunteers)

Members of Braunton Caen Rotary Club will form the Braunton Early Warning System (BEWS) to alert property owners to the threat of flooding. The BEWS will be activated at Flood Warning. This is a back-up action in the even residents fail to receive a Flood Warning.

4.0 Incident Co-ordination

The community have identified their initial Incident Control Points (ICP) as follows:

The primary ICP(1) will be at: Braunton Garage, SS489 363

The secondary ICP(2) will be at: West Cross Garage, SS485 365

ICP equipment is located at: ICP(1) and ICP(2)

If ICP 1 is not accessible, ICP 2 should be elected, vice versa

Upon arrival of the emergency services, who may locate at a different ICP, the CERT Co-ordinator should make him/herself known to the emergency services and provide them with a copy of the CEP, and be available to provide local knowledge.

The Emergency Services may relocate the ICP to,

George Hotel, Exeter Road, EX33 2JJ, SS488 365

Upon relocation, the CERT Co-ordinator should assist the Police at this location.

5.0 Evacuation Assembly Points

Due to the demands of an emergency it may not be possible for Devon County Council to provide immediate Humanitarian Assistance, the Parish may need to establish an Evacuation Assembly Point. The aim of the EAP is to provide a facility for the public to use as a short-term refuge.

Later in an emergency where people are required to leave their homes Devon County Council may set up a Rest Centre to provide temporary shelter. The Rest Centre will have facilities for sleeping, hot food/drinks and information.

The EAPs are:

- a. Priority One: Southmead School, SS491 359
Wrafton Rd, Braunton, EX33 2BU
- b. Priority Two: Kingsacre School, SS481 367
Greenacre, Braunton, EX33 1BQ

For key holder contacts refer to Annex B

The Police Bronze Command Centre will be positioned at,

Heanton Church Hall, Wrafton Road, Wrafton EX33 2DN

5.1 Establishment and Operation of EAP

Instruction for the establishment and operation of the EAP are at Annex I.

6.0 Helicopter Landing Sites (HLS)

These facilities will only be used following liaison between the Emergency Services and the Marine & Coastguard Agency SAR in the Rescue Phase of an incident.

A number of areas that are suitable for use as emergency HLSs for evacuation purposes have been identified. These are:

- a. East of A 361/river - Recreation Ground
- b. East of A 361/river – Braunton Academy Playing Fields
- c. West of A 361/river – Cricket Ground
- d. West of A 361/river – Kingsacre School

These options are for the Emergency Services and the Marine & Coastguard Agency SAR to decide from dependent upon incident circumstances.

7.0 Key Information

The Annexes of this plan provide areas to record key information to plan for and use in the event of an emergency,

Annex A	Emergency Action Check List and Logging Sheet
Annex B	Key Contact List
Annex C	Risk Assessments and Actions
Annex C1	Description of Emergencies and Impacts
Annex D	Community Resources
Annex E	Householders Self Help
Annex F	Communications
Annex G	Maps of the Community
Annex H	Community Flood Plan
Annex I	Instructions for the establishment and operation of the EAP
Annex J	Plan Distribution

8.0 Plan Maintenance

The CERT will meet to discuss the community's resilience arrangements at least on a 6 monthly basis, (June and October), when new facilities or information become available which affects trigger points, e.g. installation of engineering solutions, and after any events, e.g flooding, where the plan has been utilised.

A full review of the plan by the CERT should be carried out annually to ensure that the contact numbers are still correct.

When issuing updated pages of the plan it is important to ensure the removed pages are returned as this will help ensure that all the plans are correctly updated.

Annex A

Emergency Action Check List

Action		Complete
1	Where an emergency is possible or anticipated CERT are to meet and monitor the situation and warn members of community as appropriate. Be prepared to respond urgently.	
2	Dial 999 and ensure the emergency services are aware of the emergency and follow any advice given. If it's a flood, call the Flood Incident Line on 0800 80 70 60. Call 101 and ask for the CERT Coordinators details to be forwarded onto Silver Command as a point of contact	
3	Contact and inform North Devon District Council or Devon County Council (See Section 3.0 Key Contacts)	
4	CERT to begin recording details on the Log Sheet overleaf including: <ul style="list-style-type: none"> • Any decisions you have made and why • Actions taken • Who you spoke to and what you said (Including contact numbers) • Any information received 	
5	Contact other members of the CERT and members of the community that need to be alerted by agreed method. <ul style="list-style-type: none"> • Households affected • The Parish Council / Ward via the Parish Clerk • Volunteers and key holders as appropriate 	
6	If necessary, call a community meeting but ensure the venue is safe and people can get there safely	
7	Make sure you take notes and record actions from the meeting. If a decision is reached to activate an Emergency Plan remember to follow the appropriate check sheet	
8	When the emergency services attend, the co-coordinator should make him/herself and the CEP available	

UNDER NO CIRCUMSTANCES SHOULD YOU PUT YOURSELF OR OTHERS AT RISK TO FULFIL THESE TASKS

Logging Sheet

It is important to record all information during an emergency. Completing a logging sheet is an easy way to ensure information is not lost. It can also help support / justify any decisions made or actions taken.

Date	Time	Information / Decision / Action	Initials

Annex B

Key Contacts List

E.g. Emergency Services, Health Organisations, Parish / District / County Councils, Water Company, Gas, Doctors, Highways, Environment Agency, and Schools

	Service / Name	Telephone Number	Additional Information
Individuals	CERT Contacts, see Section 3.0		
	Tracey Lovell		Braunton Parish Clerk
	Braunton PC Chairman		Out of hours Heanton
	Malcolm Measures		Parish Clerk
	Heanton Parish Deputy Clerk	(To be Appointed)	Heanton Parish Deputy Clerk
	Heanton PC Chairperson	(To be Appointed)	Out of hours
	RMB Chivenor Guardroom		
Emergency Services	Police	Emergency: 999 Non Emergency: 101	
	Devon and Somerset Fire and Rescue Service	Emergency: 999 Office: 01392 872 200	Fire/Flood Rescue, Support/Resources
	Ambulance Service	Emergency: 999 General: 01392 261621	
	HM Coastguard	Emergency: 999 General: 0870 6006505	Water Rescue Resources/Support
Activation and Emergency Planning	NDDC Activation		Emergency Planning Callout
	DCC Emergency Planning Service		
	NDDC Emergency Planner		
	Devon County Council	0845 1551020	General Enquiries
	Parish Council Offices	01271 812131	

Flooding and Forecasting	Environment Agency Floodline	0345 9881188	Flooding Events
	Environment Agency	08708 506506	General Enquiries
	Met Office	0870 9000100	Meteorological Forecasting
	Met Office Weathercall	09014 722054	
	NDCC Environmental Health Dept.	01271 388870	Environmental Health Concerns
Utilities	South West Water	0800 1691144	Non-domestic water leaks
	Western Power Distribution	Office: 0845 6012989 Silent: 0800 365900	Power cuts
	British Gas	0800 111999	Gas leaks
	Wales and West	0800 111999 General: 0870 1650597	Gas Leaks
	National Gas	0800 1691144	Gas Leaks
	BT	01525 290647 0800 800150	Telecommunications
Healthcare	Local Doctors Surgery	0844 4778618	Medical/Healthcare
	NHS non emergency	111	Advice
	North Devon District Hospital	01271 322577	Medical/Healthcare
	Bideford Hospital	01271 322577	Medical/Healthcare
Highways	Devon County Council Highways	01392 383329	Highways Management
	Highways Agency Information Line	08457 504030	Highways Information
Vehicle Recovery	RAC Breakdown	0800 828282	Vehicle Recovery
	AA Roadwatch	0906 884322	84322 from mobile
	AA Breakdown	0800 88 77 66 0121 275 3746	
	West Cross Garage	01271 812295 07778149457	Vehicle Recovery
Schools	Braunton Academy	01271 812221	

	Southmead School	Landline: 01271 812448	
	Kingsacre Primary	Landline: 01271 815485	
	Braunton Caen Primary School	01271 812786	
Local Media Services	BBC Radio Devon	News: 01752 234511 Travel: 0845 3002829 On air: 0845 3011034 Plym'th: 01752 260323 Exeter: 01392 215651	Media, Warning, Informing
	The Voice	On Air: 01271 323010 Text: 66010	Media, Warning, Informing
	Heart North Devon	Traffic: 0345 3737777 Station: 01392 444444	Media, Warning, Informing
	Matt Fryer Photographer		Media Photographer
	North Devon Journal	News: 01271 343064	Media, Warning, Informing
	North Devon Gazette	01271 344303	Media, Warning, Informing
Animal Welfare	RSPCA	24 hour: 0300 1234999 Office: 0300 1234555	Animal Welfare
	DSFRS Large Animal Rescue	Only to be requested via the on scene Fire Commander	Large Animal Rescue
Emotional Support Services	Samaritans 24 hours	0845 3030900	Support
	Victim Support 8am-8pm	0845 3030900 0845 676 1020	Support

Annex C

Risks

When assessing risks in the community likelihood and the impact of the event has been considered. Many of the risks will be planned for at a national / Regional / County or District level. Risk Assessments were undertaken to consider how the community can respond to ensure the community's safety / wellbeing.

Risk / Hazard	Incident	Possible Actions
Flood		See Annex H
Sustained Cold Period	Ongoing	CERT to meet and, <ul style="list-style-type: none"> Consult Annex D and activate accordingly Consider cascade to, and check of vulnerable persons, this may have to be completed through the BEWS Advise community to be self sufficient in the provision of salt
Heavy Snow	Forecast	<ul style="list-style-type: none"> CERT to discuss situation Consider to prepare the ICP Advise the community to obtain salt Parish Council to consider activating Snow Warden for salt spreading if appropriate Consider cascade to, and check of vulnerable persons, this may have to be completed through the BEWS
	Not Forecasted	CERT to establish contact and discuss, <ul style="list-style-type: none"> Parish Council to consider activation of Snow Warden Consider cascade to, and check of vulnerable persons, this may have to be completed through the BEWS Consult and activate appropriate Community Resources - Annex D
Severe Weather: High Winds	Unexpected winds fell trees causing damage and disruption	<ul style="list-style-type: none"> Consider cascade to, and check of vulnerable persons, this may have to be completed through the BEWS Identify blocked roads and communicate to NDCC (see Annex B) Identify areas and extent of damage, consider the provision of shelter (EAP)
	NDCC unable to assist in clearing roads	<ul style="list-style-type: none"> Identify roads requiring immediate clearance and clear CERT to refer to Annex D
	Residents require shelter	<ul style="list-style-type: none"> Advise to shelter with relatives/friends or, Consider opening EAP with assistance from Braunton Caen Rotary Club

Incident on A361	Spontaneous	<p>Primary Responsibility: Emergency Services, rapid deployment</p> <ul style="list-style-type: none"> Consider cascade systems to inform those most at risk Possible use of Southmead School for those delayed/evacuated from homes/cars
Loss of Communications		See Annex F
Loss of Mains Services: Power	Supply failure with no immediate relief available	<p>CERT to meet and,</p> <ul style="list-style-type: none"> Identify areas affected Identify if temporary shelter is required – prepare to notify Rotary Club volunteers Consider cascade to, and check of vulnerable persons, this may have to be completed through the BEWS
	Residents require temporary shelter	<ul style="list-style-type: none"> Advise to shelter with relatives/friends or, Consider opening EAP with assistance from Braunton Caen Rotary Club
Loss of Mains Services: Water	Supply failure with no immediate relief available	<p>CERT to meet and,</p> <ul style="list-style-type: none"> Identify areas affected Identify if temporary shelter is required – prepare to notify Rotary Club volunteers Consider cascade to, and check of vulnerable persons, this may have to be completed through the BEWS CERT to reference Annex D for appropriate resources
Aircraft Crash	Aircraft crashes into houses, many injured and buildings damaged and on fire	<p>Primary Responsibility: Emergency Services, rapid deployment</p> <ul style="list-style-type: none"> Consider cascade to, and check of vulnerable persons, this may have to be completed by BCRC volunteers Consider evacuation of walking wounded/casualties to suitable upwind location
Hazardous Vapour Release Gas Leak Fire Building Collapse Terrorism/Violence	Unforeseen	<p>Primary Responsibility: Emergency Services, rapid deployment</p> <ul style="list-style-type: none"> Consider cascade systems to those most at risk downwind, and vulnerable persons, this may need to be completed by BCRC volunteers Consider provision of shelter and evacuation to upwind location
Disease		<ul style="list-style-type: none"> Any actions taken are under the guidance of the Local Health Authority CERT to discuss implementation

C1 Description of Emergencies and Impacts

Some events are the responsibility of the Emergency Services, but Braunton community can assist as shown in each section below.

Incident	Description of Impact
<p>Flooding</p>	<p>Prolonged rainfall causing the River Caen to overtop its banks, the River Caen responds rapidly to rainfall, tendency for flash floods to occur</p> <p>This may be anticipated by monitoring the weather forecasts, the duration and intensity of the rainfall up-stream, and the river levels</p> <p>Heavy rains leading to infiltration and overland flow, event may not be anticipated and flooding can occur very rapidly</p> <p>Also be aware that Snowmelt also causes flooding by delaying the arrival of water at the soil. Once it does reach the soil, water from snowmelt behaves as it would if it had come from rain - the water either infiltrates into the soil or it runs off (or both)</p>
<p>Heavy Snow</p> <p>Heavy snow is the only event that is likely to completely isolate Braunton. It will prevent traffic movement into, out of, around and through the village. It may be forecast or not,</p> <p>It will have a number of effects:</p>	<p>Disruption of traffic movement and the cause of vehicle accidents,</p> <p>It is only likely to last for a short time until snow ploughs can clear the A361 and B3132</p> <p>Disruption of foot movement and the cause of physical injury,</p> <p>Care provider agencies operating in Braunton have their own contingency plans to get their staff to those for whom they care</p>
<p>Severe Weather: High Winds</p>	<p>This is likely to manifest itself as strong and destructive winds, causing damage to buildings, loss of electricity and fallen trees blocking roads</p>
<p>Electricity, Water, or Gas Failure</p>	<p>The loss of electricity, water or gas to homes could result in the requirement to provide shelter and facilities to those affected, particularly during inclement weather</p>
<p>Road Traffic Collision</p>	<p>An event involving a coach or bus resulting in the need to provide immediate shelter for casualties and survivors</p>
<p>Fire/Building Collapse</p>	<p>A major fire in a public or private building could produce a requirement to provide shelter to those evacuated</p>
<p>Gas Leak/Explosion</p>	<p>This event could produce a requirement to provide shelter to those evacuated</p>

Terrorism/Violence	An incident, possibly related to terrorism outside the jurisdiction of RMB Chivenor, violence or armed criminality, could require an area of Braunton to be evacuated and the evacuees requiring shelter
Aircraft Accident	<p>An aircraft crash may or may not require a CERT response. This would be determined by the location and severity of the crash</p> <p>In the event of an aircraft impacting on buildings there will be casualties and others will need to be evacuate</p>
Hazardous Vapour Release	<p>An incident in the village could place residents and or visitors in the downwind hazard area</p> <p>This could require the evacuation of a large area of the village for some considerable period of time</p>
Disease/Pandemic	<p>The community should be prepared to react to the outbreak of a pandemic disease, however the response would be under the guidance of the Local Health Authority</p> <p>In the event of an outbreak the CERT will meet and decide how to implement this</p>

Annex D

Community Resources

Key resources available to support the local community are listed here.

Resource	Contact / Key Holder	Conditions of Use	Additional Information
Padre	Mark Rowan		Pentecostal Church
	Rev. Thorne		St Brannocks
	01271 812812		Christ Church
	Rev. Manning		
Tractor/Trailer Fork Lift	Dave Hartnoll		
Travis Perkins (Sand)	01271 817275 01271 378888		Sand Deliveries
Child Care	For Registered Childcare Providers see Annex 2F 'Early Years'		Provision of Childcare
Braunton Caen Rotary Club (BEWS)	01271 816150 John Rendle		Volunteers
Healthcare	Caen Medical Centre 01271 818030		Registered Drs
			Registered Nurses
Vehicle Recovery and Flat Bed	Ben Byrom		West Cross Garage
4X4 Vehicles	Devon and Cornwall 4X4 Response	Normally only activated via the Police	

Community Defibrillators			
Heddons Croft Dental Surgery	Exeter Road, Braunton EX33 2JL	01271 812061	
Caen Medical Centre	Caen Street, Braunton EX33 1LR	08444 778618	
Braunton Academy	Barton Lane, Braunton EX33 2BP	01271 812221	
J&S Wensley Newsagents	Caen Street, Braunton EX33 1AA	01271 812315	
Riverside Dental Practice	Butts Path, Braunton EX33 2EU	01271 813721	
Caen Dental Practice	West Cross, Braunton EX33 1AQ	01271 815045	
Braunton Mobility Centre (24 hour)	3 Cross Tree Centre, Braunton, EX33 1AA	01271 814577	
Pixie Dell Stores (24 hour)	2 Pixie Dell, Braunton, EX33 1DP	01271 814827	
Generic for EAP			
Blankets (200)	RMB Chivenor		
Camp Beds/Mattress' (100)			
Flood			
Sandbags	Ben Byrom		Fire Station Parish Hall Yard Police Station South Street/Tesco Road Junction
Sand (4 tons)	Parish Council Office		
4x4 Vehicles	Devon and Cornwall 4x4 Response	Normally only activated via the Police	
Snow/Ice			
Salt and Spreader	Parish Council Patrick Farrelly		To rear of Parish Hall
4x4 Vehicles	Devon and Cornwall 4X4 Response	Normally only activated via the Police	
Severe Weather			

Chainsaw	Parish Council		
4x4 Vehicles	Devon and Cornwall 4X4 Response	Normally only activated via the Police	

CERT Pack Contents (per pack)	
Resource and Quantity	Storage Location
Register (1)	ICP1 and ICP2
Log Sheets (5)	
EAP Welcome Information (multiple copies of)	
Paper Reams (1)	
Pens/Pencils (1 box)	
Laminated Large Scale Maps	
'Evacuation Assembly Point' Signage	
Hi Visibility Jackets	
Cordon Tape	

Annex E

Householders Self Help

Household Emergency Plan

Emergencies can affect the community 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.

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:

GO IN, STAY IN, TUNE IN.

Station	Frequency	Website
BBC Radio Devon	94.8, 95.8, 96, 103.4, 104.3 FM	www.bbc.co.uk/devon
The Voice	97 – 103 FM	http://www.thevoicefm.co.uk
Heart North Devon	96.2FM and 97.3FM	http://www.heart.co.uk/barnstaple/
North Devon Journal	-	https://www.facebook.com/NDJournal
North Devon Gazette	-	https://www.facebook.com/NorthDevonGazette

Inform the rest of your Family or Housemates

Household Contact Details		
Name	Mobile	Work

If you are evacuated is there somewhere you can go? Friends or Family?

If you can't contact each other, where should you meet / or who should you leave a message with?

Who will be responsible for picking the children up from school? (If applicable)

How do you turn off the following? Who is responsible?	
Electricity	
Gas	
Water	

Key Contact Numbers

Emergency Telephone Numbers			
Emergency Services	999	Doctor	01271 818030
NHS Non-emergency	111	School	
Local Police Station	101	Home Insurance	
Local Authority	01271 327711		

Create an Emergency Box

Be prepared. Creating an emergency box will help you locate essential items quickly in an emergency.

Suggested items include:	
Torch and spare batteries	Toiletries
Battery powered radio and spare batteries	List of useful contact numbers
Candles / Matches	A copy of this plan
First Aid Kit	

In case you are unable to leave the house, you should have:	
Bottled Water	Ready to eat food (tinned)
Bottle / Tin Opener	
In case you are stuck in your car, you should have:	
Bottled Water	Blankets
Torch and spare batteries	

If you are in a position where you are able to offer help to your community, start by checking that your neighbours are safe and well.

Name	Address	Home Telephone	Mobile

Useful Websites	
Devon County Council	www.devon.gov.uk (Search: 'Emergency Planning')
Environment Agency	www.environment-agency.gov.uk
BBC Devon	www.bbc.co.uk/devon
National Flood Forum	www.floodforum.org.uk

Individuals and families are encouraged to have their own sand, sandbags, and Polythene sheets to help protect their properties from flooding, and are encouraged to attend community Flood Workshops where advice will be given.

The Environment Agency also has a selection of online help toolkits, visit,

<http://www.environment-agency.gov.uk/homeandleisure/floods/38329.aspx>

Notes:

Annex F

Communications

Providing accurate information is essential during an emergency. Methods available will differ depending upon the type of incident, therefore alternatives have been considered.

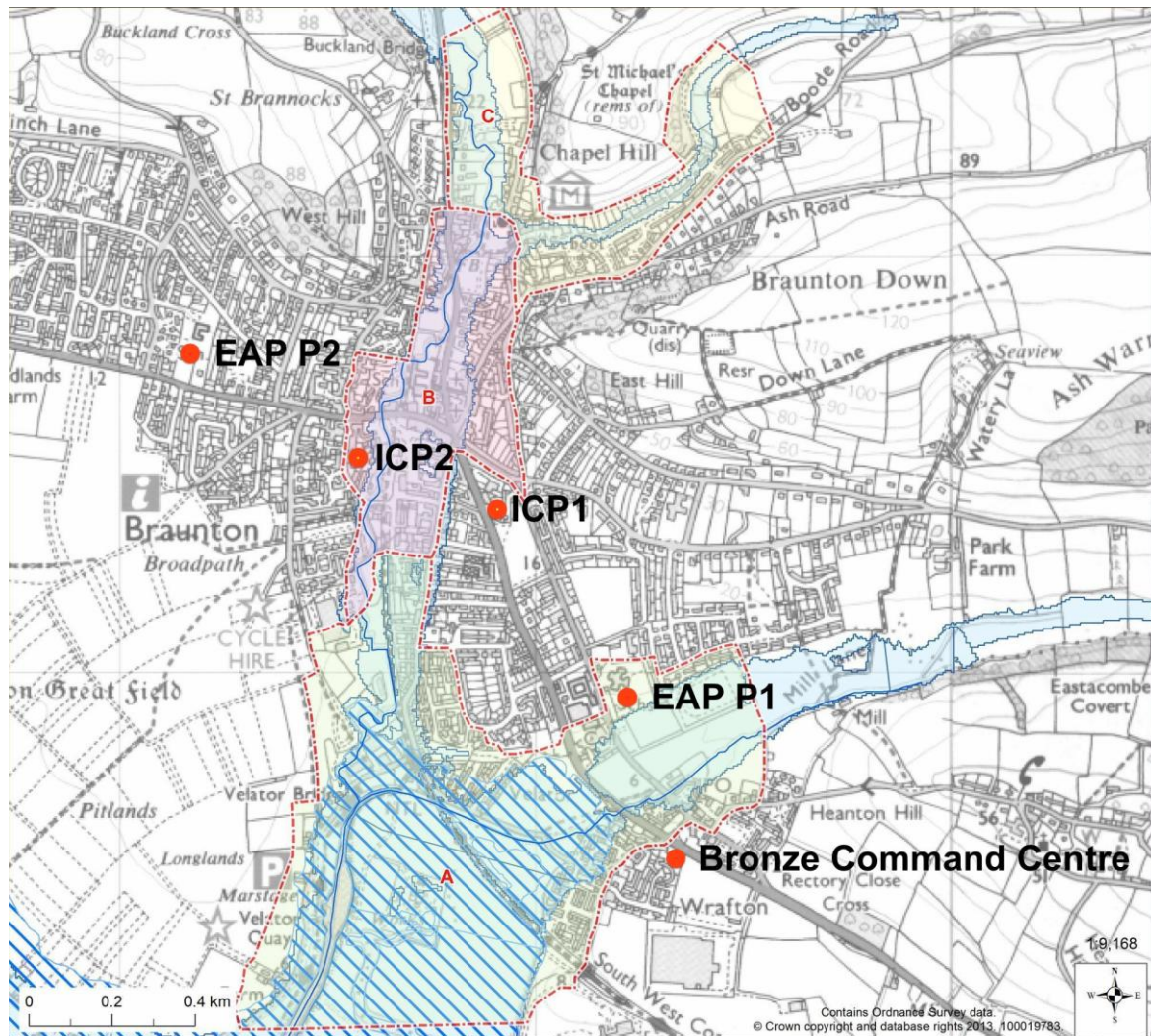
Method	Location (If applicable)	Contact / Responsibility	Additional Information
(ICP1) Landline	Braunton Garage	Ashley Black	
(ICP2) Landline	West Cross Garage	Ben Byrom	
Personal Mobiles	Individuals		Numbers in Annex B and Section 3.0
BCRC Volunteers		01271 816150 John Rendle	BEWS Volunteers/Door Knocking/EAP Staffing and Leaflet Drop
Information such as road or school closures will usually be reported on local radio			
BBC Radio Devon	94.8, 95.8, 96, 103.4, 104.3 FM		www.bbc.co.uk/devon
The Voice	97 - 103FM		http://www.thevoicefm.co.uk
Heart North Devon	96.2FM and 97.3FM		http://www.heart.co.uk/barnstaple/

Annex G

Maps of the Community

Map of the community highlighting key command and control points, and Flood Actions Zones A, B and C.

For Flow Route Map see Annex H 1C.



Note:

FAZs A, B, and C do not correspond to levels of priority, they simply denote an area of Braunton Village. For example, FAZ A may not be the first area to be flooded, in the same sense that FAZ C may not be the last area to flood.

Annex H

Community Flood Plan



Parishes and Communities Working Together

Floodline Quickdial Number	Call 0345 988 1188 Select option 1 Then dial 162167
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Which Environment Agency Flood Warnings are you registered to receive?	FLOOD WARNING
--	---------------

Local Flood Warning Triggers <i>i.e. when flood water reaches bottom of the bridge, sound siren or other action</i>
On Flood Warning, or, Flood Alert is activated by the automatic River Level Monitor at Stoneybridge on the Knowle Braunton Memorial Gardens River Monitor (Butts Bridge) Gauge Board Indicator reaches red line (Butts Bridge)

Contents of Community Flood Plan Annex

Section 1 Actions to be taken before a Flood

- A** Locations at risk of Flooding/Flood Warnings
- B** Locations at risk of Flooding/Source of Flooding
- C** Locations at risk of Flooding/Map showing Flood Route

Section 2 Actions to be taken during a Flood

- A** Local Flood Actions
- B** Local Volunteers/Flood Wardens
- C** Important Telephone Numbers
- D** Available Flood Resources
- E** Arrangements between Authorities
- F** Vulnerable Residents, Properties and Locations

Section 3 After a flood

- A** Reputable Contractors

Some of the information contained in the sections above will be available as separate annexes within this Community Emergency Plan. Where this is the case this will not necessarily be duplicated but will be cross referenced.

1A Locations at Risk of Flooding Flood Warnings

A list of all areas liable to flood and the level of warning that affects them.

Level of Warning	Location at Risk	Action	Notes
<p>Flood Alert</p> <p>Flooding is possible, be prepared</p>	<p>Low lying land and minor roads flooded</p> <p>Properties in the vicinity of FAZs A, B, and C See Annex 1B</p>	<p>Cascade alert to monitor situation and EA website.</p> <p>May need to include personal visits to vulnerable persons, perhaps by neighbours, or CERT, or volunteers</p>	
<p>Flood Warning</p> <p>Flooding is expected, immediate action required</p>	<p>Properties in the vicinity of FAZs A, B, and C See Annex 1B</p> <p>Flooding of properties expected, initially at Chapel Street Bridge, and Deans bridge, water likely to flow down Chaloners Road (A361) and into Caen Street</p>	<p>Consider Early Evacuation of Braunton Caen Primary School on FLOOD WARNING</p> <p>As for Flood Alert, plus, Placement of sandbags and remove property to safety where possible if this appears necessary</p>	<p>Water may pond in Caen Street to depths of 1m</p> <p>Excess water may flow down South Street</p>
<p>Severe Flood Warning</p> <p>Severe flooding, danger to life</p>	<p>Properties in the vicinity of FAZs A, B, and C See Annex 1B</p>	<p>As for Flood Warning, plus, Consider immediate evacuation. Life may be at risk</p>	<p>Severe flooding poses a significant risk to life and disruption such as loss of Vital Domestic Supply to a large number of properties, or damage to infrastructure</p>
<p>All Clear</p>	<p>Properties in the vicinity of FAZs A, B, and C See Annex 1B</p>	<p>Advise via cascade system</p>	

1B Actions to be taken before a Flood Locations at Risk of Flooding/Source of Flooding

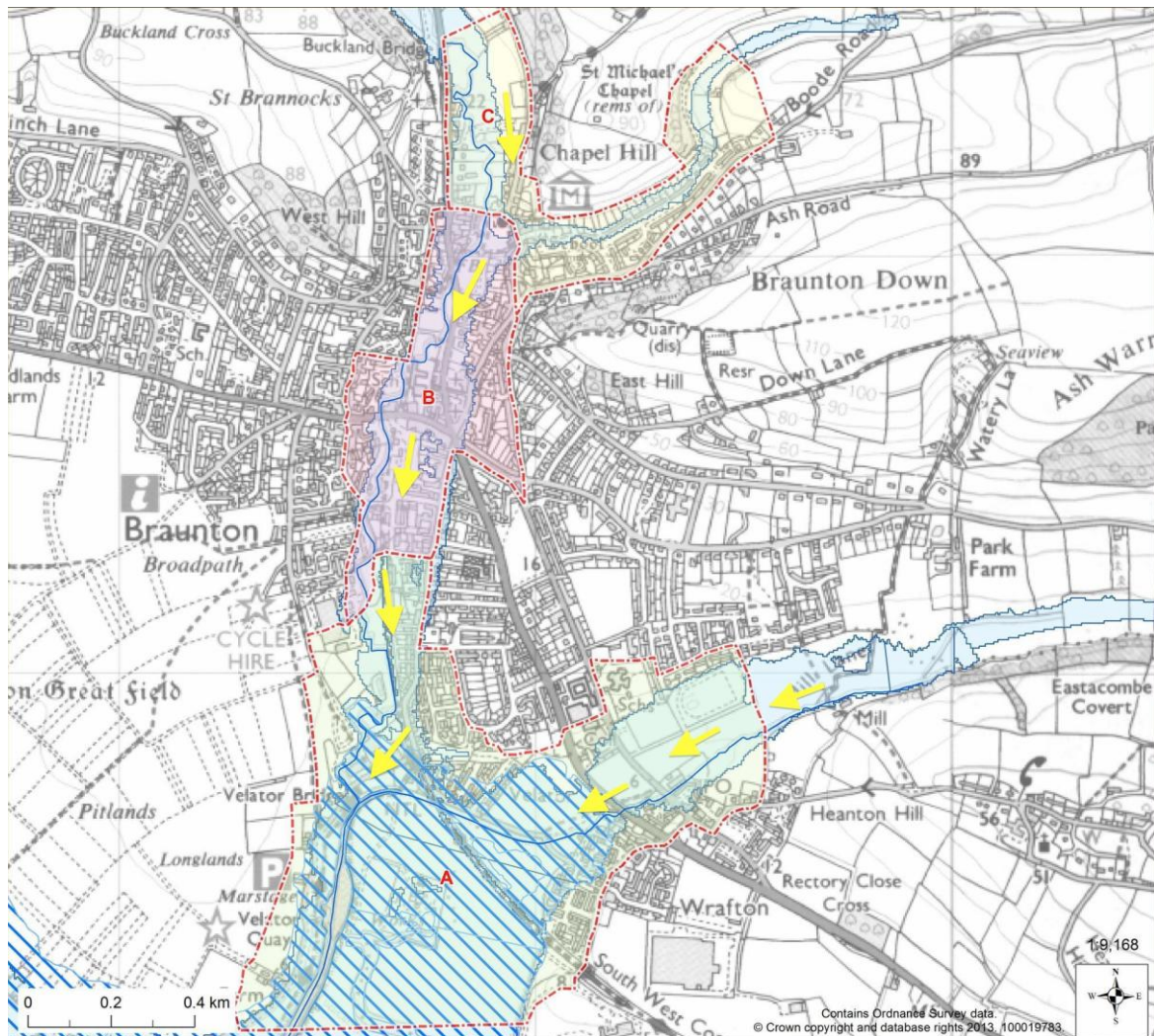
A list of all areas liable to flood and the level of warning that affects them.

FAZ	Locations at Risk	Source of Flooding	Flow Route
A	Properties in the vicinity of: Caen Street Caen Gardens Deans Bridge Church Street South Street	Fluvial: River Caen and Knowle Water	From Knowle (from North) via Deans Bridge, via Memorial Gardens towards Tesco/South Street Junction
A	Braunton Caen Primary School Consider Early Evacuation on FLOOD WARNING	Fluvial: River Caen Rapid Flooding	From Knowle (from North) via Deans Bridge, via Memorial Gardens towards Tesco/South Street Junction
B	Properties in the vicinity of: Station Road Challoners Road Hilton Park Field Lane Flats Bats Meadows	Fluvial: River Caen	From Knowle (from North) via Deans Bridge, via Memorial Gardens towards Tesco/South Street Junction
C	Properties in the vicinity of: Caen View Signal Court	Fluvial: River Caen and Hazel Avenue Watercourse	From the North East, from Acland Park Estate, Westwards toward the River Caen

1C Actions to be taken before a Flood Locations at Risk of Flooding/Map showing Flow Route

Map showing Flood Action Zones A, B and C, and possible Flow Route from Knowle (from the North), via Deans Bridge, via Memorial Gardens, towards Tesco and South Street.

For Command and Control Map see Annex G.



2A Actions to be taken during a Flood & Local Flood Actions

FAZ	Location at Risk	Action/Trigger	Local Action
A	<p>Properties in the vicinity of,</p> <p>Caen Street Caen Gardens Deans Bridge Church Street South Street</p> <p>Braunton Caen Primary School</p> <p>EARLY EVACUATION ON FLOOD WARNING – RAPID FLOODING</p>	<p>FLOOD ALERT Flooding is possible, be prepared</p> <p>Met Office Severe Weather Warning Amber Alert (Rainfall)</p> <p>River levels are expected to exceeded normal ranges on River Caen (>0.71m) (Stoneybridge Monitor)</p> <p>Gauge Board at Memorial Gardens</p>	<ul style="list-style-type: none"> • CERT is aware/heightened alertness • Braunton Caen Primary School is alerted • Be prepared to activate Sandbag Distribution Points (SDP) and consider alerting SDP Controllers and Flood Wardens • Be prepared to deploy BCRC for door knocking duties
		<p>FLOOD WARNING Flooding is expected. Immediate action required</p> <p>Met Office Severe Weather Warning Amber/Red (Rainfall)</p> <p>River level on the River Caen at Stoneybridge is expected to exceed 0.71m, and is predicted to continue to rise</p> <p>It is possible that Multi-Agency Gold and Silver Command Centres will be operational at this stage and liaising with local communities Braunton Caen Primary School</p>	<p>CERT opens ICP and:</p> <ul style="list-style-type: none"> • Activates SDPs • Call out Braunton Caen Rotary Club to commence door knocking in, Caen Street, Caen Gardens, Deans Bridge, Church Street and South Street • Deploy monitors to likely overtopping locations, Memorial Gardens, Cawthorns Supermarket and Hordens Bridge • Consider deploying sandbags • Consider opening EAP
		<p>SEVERE FLOOD WARNING Severe flooding. Danger to life</p> <p>River level on the River Caen at Stoneybridge is exceeding 0.71m, and there are reports of severe flooding occurring</p> <p>When a Severe Flood Warning is received Emergency Services will be responding. Multi-Agency Gold and Silver Commands will already be set up and local responses will be taking place</p>	<ul style="list-style-type: none"> • Deploy sandbags to vulnerable spots – where overtopping as priority • Ensure clearway through car park – remove overhead barrier if in place • Co-ordinate volunteers as required through Bronze Commander • Coordinate evacuation to EAP if necessary

FAZ	Location at Risk	Action/Trigger	Local Action
B	Properties in the vicinity of: Station Road Challoners Road Hilton Park Field Lane Flats Bats Meadows	<p>FLOOD ALERT Flooding is possible, be prepared</p> <p>Met Office Severe Weather Warning Amber Alert (Rainfall)</p> <p>River levels are expected to exceeded normal ranges on River Caen (>0.71m) (Stoneybridge Monitor)</p> <p>Gauge Board at Memorial Gardens</p>	<ul style="list-style-type: none"> • CERT is aware/heightened alertness • Be prepared to activate SDPs and consider alerting SDP Controllers and Flood Wardens • Be prepared to deploy BCRC for door knocking duties
		<p>FLOOD WARNING Flooding is expected. Immediate action required</p> <p>Met Office Severe Weather Warning Amber/Red (Rainfall)</p> <p>River level on the River Caen at Stoneybridge is expected to exceed 0.71m, and is predicted to continue to rise</p> <p>It is possible that Multi-Agency Gold and Silver Command Centres will be operational at this stage and liaising with local communities</p>	<p>CERT opens ICP and:</p> <ul style="list-style-type: none"> • Activates SDPs and deploy SDP Controllers • Deploy monitors to likely overtopping locations, Memorial Gardens, Cawthorns Supermarket and Hordens Bridge • Braunton Caen Rotary Club to commence door knocking in, Station Road, Challoners Road, Hilton Park, Field Lane Flats, Bats Meadows • Consider deploying sandbags • Consider opening EAP
		<p>SEVERE FLOOD WARNING Severe flooding. Danger to life</p> <p>River level on the River Caen at Stoneybridge is exceeding 0.71m, and there are reports of severe flooding occurring</p> <p>When a Severe Flood Warning is received the Emergency Services will be responding it is likely that Multi-Agency Gold and Silver Commands will already be set up and local responses will be taking place</p>	<p>In addition to Flood Warning actions,</p> <ul style="list-style-type: none"> • Deploy sandbags • Coordinate volunteers as required through Bronze Commander • Coordinate evacuation to EAP if necessary

FAZ	Location at Risk	Action/Trigger	Local Action
C	Properties in the vicinity of, Caen View	<p>FLOOD ALERT Flooding is possible, be prepared</p> <p>Met Office Severe Weather Warning Amber Alert (Rainfall)</p> <p>River levels are expected to exceeded normal ranges on River Caen (>0.71m) (Stoneybridge Monitor)</p> <p>Gauge Board at Memorial Gardens</p>	<ul style="list-style-type: none"> • CERT is aware/heightened alertness • Be prepared to activate SDPs and consider alerting SDP Controllers and Flood Wardens • Be prepared to deploy BCRC for door knocking duties
		<p>FLOOD WARNING Flooding is expected. Immediate action required</p> <p>Met Office Severe Weather Warning Amber/Red (Rainfall)</p> <p>River level on the River Caen at Stoneybridge is expected to exceed 0.71m, and is predicted to continue to rise</p> <p>It is possible that Multi-Agency Gold and Silver Command Centres will be operational at this stage and liaising with local communities</p>	<p>CERT opens ICP and:</p> <ul style="list-style-type: none"> • Activates SDP and deploy SDP Controllers • Deploy monitors to likely overtopping locations, Memorial Gardens, Cawthorns Supermarket and Hordens Bridge • Braunton Caen Rotary Club to commence door knocking on Caen View • Consider deploying sandbags • Consider opening EAP
		<p>SEVERE FLOOD WARNING Severe flooding. Danger to life</p> <p>River level on the River Caen at Stoneybridge is exceeding 0.71m, and there are reports of severe flooding occurring</p> <p>When a Severe Flood Warning is received the Emergency Services will be responding it is likely that Multi-Agency Gold and Silver Commands will already be set up and local responses will be taking place</p>	<p>In addition to Flood Warning actions,</p> <ul style="list-style-type: none"> • Deploy sandbags • Coordinate volunteers as required through Bronze Commander • Coordinate evacuation to EAP if necessary

2A1 Sand and Sandbag Distribution

Four bunkers, containing 3/4 of a tonne of sand, and a quantity of sandbags are located at:

- Fire Station, SS 488 371
- Parish Hall Yard, SS 487 366
- Caen Street Overflow Car Park, SS 486 364
- South Street/Tesco Road Junction, SS 486 358

These facilities are designed to help local residents to take action to protect their properties at Flood Warning status, and are to be used as an addition to residents' own defences.

Sandbag Distribution Points are controlled by Sandbag Distribution Point Controllers, their details can be found in Annex 2B.

Sand and Sandbag Distribution Point

Once an emergency has been declared further supplies of sand will be delivered to ICP1 – Braunton Garage forecourt.

Deployment of Sandbag Distribution Point Teams

(See Section 3.0 for Team contacts)

Volunteers will be requested to report to one of the above locations, usually the one closest to their residence, or as directed.

Individuals and families are encouraged to have their own sand, sandbags and Polythene sheets to help protect their properties from flooding, and are encouraged to attend community Flood Workshops where advice will be given.

2B Actions to be taken during a Flood – Local Volunteers/Flood Wardens

These volunteers could be registered on the Environment Agency’s Floodline Warnings Direct service so they receive the flood warnings.
Volunteers must not put their own life at risk.

Sandbag Distribution Point Controller	Mobile	Home Telephone	Address	To Attend
Kevin Upton				South Street
Jim Goodwin				Police Station
Luke Stroud				Score Bridge
Ann Thorne				Fire Station
Mark Thorne				Fire Station
Keith Worthington				Fire Station

**INFORMATION IN ANNEX D/B DOES NOT NEED TO BE DUPLICATED HERE
 ONLY INCLUDE CONTACT DETAILS UNIQUE TO FLOODING SCENARIOS**

2C Actions to be taken during a Flood –

Important Telephone Numbers

Organisation	Telephone (office hours)	Telephone (out of hours)	Other Information
Floodline	0345 988 1188	0345 988 1188	
Environment Agency	03708 506506	03708 506 506	
North Devon District Council	01271 327711		Fax: 01271 388451
Devon County Council	0845 155 1015		Fax: 0845 155 1003
Devon County Contracting	01392 384635		Fax: 01392 384636
Fire/Rescue Service	999	999	
Police	999 or non emergency 101	999 or non emergency 101	
Ambulance	999 or non emergency 111	999 or non emergency 111	
North Devon Council Housing Unit	01271 327711		Fax: 01271 388451
North Devon District Council Environment Unit	01271 388870		
South West Water (Water)	0800 1691144	Or SWW: 0844 346 2020	
Western Power Dist. (Elec.)	0800 365900	0800 365900	
Wales and West (Gas)	0800 111999		
British Telecommunications	01525 290647	Or BT: 0800 800 151	
Heanton Parish	01271 812604	See Annex D	
Braunton Parish Council	01271 812131	See Annex B or Section 3	
Devon Highways	0845 1551004	01392 383329	

ADDITIONAL INFORMATION CAN BE FOUND IN ANNEX B

ONLY INCLUDE CONTACT DETAILS UNIQUE TO FLOODING SCENARIOS HERE

2D Actions to be taken during a Flood – Available Resources

REFER TO ANNEX D

2E Actions to be taken during a Flood – Arrangements between Authorities

Details of specific arrangements between the various authorities

Organisation(s)	Agreed Arrangement
Local Resilience Forum Emergency Multi-Agency Emergency Plans	As detailed in each LRF plan, specifically: LRF Strategic Flood Plan High Risk Community Flood Plans Combined Agency Emergency Response Protocol (CAERP) Combined Search & Rescue Plan (CSARP) LRF Humanitarian Assistance Framework

2F Actions to be taken during a Flood – Vulnerable Residents, Properties and Locations

Vulnerable people, properties and locations where early assistance may be required

Potential Vulnerability		FAZ	Name	Address	Contact	Notes/Assistance required
Children	Early Years 0-8years	A	Sharon Ball Registered Childminder	Manor Heights, Wrafton, EX33 2DE	01271 816292	
		B	Little Fishies Soft Play Skool	West Cross, Caen Street, EX33 1AQ	01271 817968	21 Children, 12 Staff
		B	Caen Caterpillars Pre School	Museum of British Surfing, The Yard, Caen Street, Braunton, EX33 1AA	07769 994612	
		-	Lorraine Kenwood Registered Childminder	18 Burrows Park, Braunton, EX33 1EU	01271 813246	
		-	Hannah Golombeck Registered Childminder	Byefield, Exeter Road EX33 2BJ	07531 910534	
		-	Westhill Nursery Pre School	West Hill House, EX33 1AR	01271 812938	20 Children, 7 Staff
	Primary Schools 4-11 years	A	Southmead School and Southmead Pre School (Edge of Fluvial area)	Wrafton Road, Braunton, EX33 2BU	01271 812448	250 Pupils IN WET AREA SURFACE WATER
		B	Caen Community Primary School, including Nursery Early evacuation – on Flood Warning	Caen Street, EX33 1AD	01271 812786	265 Persons IN WET AREA FLUVIAL SURFACE WATER
		-	Kingsacre Primary School and Kingsacre Climbers Pre School	Greenacre, Braunton, EX33 1BQ	01271 815485	217 Persons
	Secondary School 11-16years	A	Braunton Academy	Barton Lane, Braunton, EX33 2BP	01271 812221	707 Children, 100 Staff IN WET AREA SURFACE WATER

	Others	B	Braunton Out of School Club	Christ Church, East Street EX33 2EA	0785736631	IN WET AREA FLUVIAL SURFACE WATER
		A	Devon ACF Braunton Det.	Wrafton Road, EX33 2BU		12-18yrs plus adult volunteers
Older People	Care and Nursing Homes	-	Barchester Tyspane Care Home	Lower Park Road, Braunton, EX33 2LH	01271 816600	69 Residents
		-	Heanton Nursing Home	Heanton Punchardon, Braunton, EX31 4DJ	01271 813744	64 Residents
		-	Harriet Nanscawen Nursing Home	25 Wrafton Road, EX33 2BT	01271 812115	23 Residents
	Sheltered Housing	B	Mariners Court, including day centre	Mariners Close, Braunton, EX33 2BY	North Devon Homes 01271 312500	34 Residents IN WET AREA FLUVIAL SURFACE WATER
		B	Signal Court	Station Road, Braunton, EX33 2AD	Sanctuary 0800 0839283	18 Residents, Resident Mgmt Staff (Part-Time) IN WET AREA FLUVIAL SURFACE WATER
		-	Town Farm Court	North Street, Braunton, EX33 1QJ	Sanctuary 0800 0839283	33 Residents Edge of FAZ B
Others	Adults with Disabilities 18-60years	-	Westmead	Westmead Close, Saunton Road, EX33 1NL	Leonard Cheshire Disability 01271 815195	19 Persons

Tourists	Hotels	A	Stockwell Lodge	66 South Street, EX33 2AS	01271 817128	IN WET AREA FLUVIAL SURFACE WATER
		B	George Hotel	Exeter Road Braunton Devon EX33 2JJ	01271 812029	4 Letting Rooms and 2 bed Apartment IN WET AREA FLUVIAL SURFACE WATER
		C	Bakers Thatch	38 Church Street Braunton EX33 2EL	07931 372931	B&B 2 rooms IN WET AREA FLUVIAL SURFACE WATER
		C	Laurels	26 Church Street Braunton EX33 2EL	01271 812872	B&B 5 rooms IN WET AREA FLUVIAL SURFACE WATER
		-	The Brookfield	45 South Street Braunton Devon EX33 2AN	01271 812382	B&B 5 rooms IN WET AREA FLUVIAL SURFACE WATER
		-	Little Thatch Annexe	19 South Street Braunton, EX33 2AA	01271 815328	B&B 1 room
	Self Catering	A	Mill Cottages	Butts Path Braunton EX33 2EU	01271 812671 07989 163028	Self catering, sleeps 1-6 IN WET AREA FLUVIAL SURFACE WATER
		-	Courtyard Cottages	Wrafton EX33 2DN	07905 595641	Self catering, sleeps 2-4

	FAZ	Street Name	House Numbers/Name	Postcode/GR	Notes	
Priority Evac	A	Station Road	1	EX33 2AN	Bungalows	
		South Street	Sherena 52a	EX33 2AN		
			Fairview 5b			
			Fairview Cottage			
			Indiana			
			St Saire			
		Velator Road	Denada	EX33 2BG		
		Velator Quay	Moored Vessels	248571,135686		Moored Vessels
		Barn Park	All Flats	EX33 2DR		49 Flats
	Poyers	All	EX33 2DP	Flats and Bungalows		
	B	Braunton Caen Primary School		EX33 1AD	Rapid Flooding Early Evacuation – On Flood Warning	
		Caen Field	All	EX33 1EG	Bungalows	
Caen View		40-65	EX33 1FE	Flats		

		Field Close	40-59	EX33 1EP	Flats
		Hilton Park Homes	Bottom 4	EX33 1EW	Park Homes
		South Street	The Sidings 1-8	EX33 2AA	Flats
		Caen Gardens	4	EX33 1AG	Bungalows
		Broadgate Close	1-7	EX33 2EX	
		Chaloners Road	Fisherman Cottage	248803,137059	
		East Street	Pottery Court	EX33 2EA	Flats
		Sings Lane	Amori	EX33 2AE	Bungalows
			Sunny Bank		
C	Church Street	Deanscourt	EX33 2EP		
		Chapel Lodge			
		The Byre			

ANNEX I

Instructions for the Establishment and Operation of the EAP

When an evacuation is deemed necessary and appropriate, people will need a safe place to gather to receive vital information about the emergency. This safe place is the Evacuation Assembly Point.

Activation of the EAP

The EAP will be activated if the CERT decides that it is necessary to evacuate residents to a place of safety.

Staffing the EAP

There will be a requirement for volunteers to staff and run the EAP.

The minimum requirement is shown below:

Serial	Post	Responsibilities
1	EAP Coordinator	<ul style="list-style-type: none">• Located at designated EAP• Manage EAP• Provide feedback to ICP
2	Receptionist 1	<ul style="list-style-type: none">• Staff Reception Desk• Maintain Register of those entering
3	Receptionist 2	
4	Volunteer 1 st Aiders (See Section 3 and Annex D)	<ul style="list-style-type: none">• Provide basic 1st Aid as required
5	Volunteer Cook	<ul style="list-style-type: none">• Provide snacks/meals as required
6	Volunteers Evac. Assistants	<ul style="list-style-type: none">• Assist Evacuees as required• Issue blankets etc
7	Pastoral Care	<ul style="list-style-type: none">• Sarah Wood

Note: Serials 1,2,3,5, and 6 can be staffed by Braunton Caen Rotary Club

Evacuee Information Sheet

Important Information

Please take a few moments to read this sheet as it contains important information that you will likely need regarding the EAP. This Information Sheet may not answer all your questions. If you require further information please ask any of the staff.

Registration

Please register at the Registration table. Registration is not mandatory, but it is strongly recommended, as it assists the staff to meet your needs and assists if any of your relatives are trying to trace you. Registration information is considered confidential.

Smoking and Alcohol

Smoking and the consumption of alcohol is not permitted anywhere inside the EAP.

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 the actions of their children. Please don't leave them unattended.

Medical and Injuries

If you have a medical condition that could require special consideration, i.e., heart condition, recent surgery, or pregnancy, please bring this to the attention of the staff. All medically related information should be noted on your registration card and will be treated with confidentiality.

Pets

We understand your pets are part of your family, unfortunately, our facilities may not be suitable for them. Let us know about your pets and we can help in locating a temporary location of safety for them where they will be well looked after. Registered Guide/Hearing Dogs are allowed within the EAP.

Bulletin Boards

Updates and bulletins will be posted for your information.

Volunteering and Help

Evacuees are encouraged to help in the EAP. Please see the staff if you believe that you can help.

Telephones

We encourage you to notify one family member or friend as to your whereabouts and then ask them to notify others that may be concerned about you. Please be considerate of others when using a mobile phone by speaking quietly.

EAP Coordinator

Please follow the instruction of the Coordinator and staff. They are the designated authorities in the EAP.

Problems and Complaints

Please direct all comments regarding the EAP operation to the Coordinator.

News/Media

News/media representatives often visit the EAP during emergency operations. They may request interviews or photographs of you; however, they must ask your permission first. It is your right to refuse. Please report any problems or questions regarding the media to the EAP Coordinator.

Special Needs/Requirements

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

Evacuation Assembly Point Evacuee Register

Name	Address	Contact	Next of Kin Contact	Additional Information

Annex J

Plan Distribution

Name/Organisation	Contact Details	Number Issued

Restricted

Organisation	Contact details	Number Issued
		R1
		R2