

# Devon Community Resilience Forum

*Helping You To Help Yourselves*



September 2016

## Power Cut? Call the new 105 number



On 6 September a new national phone number "105" was launched by electricity network operators for customers to call should they need to report or get information about a power cut in their area. 105 is a free service for people in England, Scotland and Wales, and you can call the number from most landlines and mobile phones. It doesn't matter who you choose to buy your electricity from - anyone can call 105.

### Why is the new 105 number being introduced?

A lot of people don't know who to call to report or get updates about power cuts, with many wrongly calling the energy supply companies they pay their bills to.

105 aims to solve this problem, providing people with an easy-to-remember number that will put them straight through to their local electricity network operator. This is particularly important when there is bad weather as severe storms can cause major disruption to electricity supply into homes and businesses.

105 is just one of the ways you can contact your network operator. They can still be contacted directly by phone on their 0800 number or via their website - and most can be reached through social media too. You can also call 105 if you spot damage to electricity power lines and substations that could put you, or someone else, in danger. If there's a serious immediate risk, call the emergency services too.

### Who is behind 105?

105 is jointly funded by electricity network operators. Electricity network operators are the companies that manage and maintain the underground cables, overhead lines and substations that bring electricity into homes and businesses.

There are several electricity network operators. The larger ones each cover a different region within Great Britain. Wherever you live, 105 will put you through to the right network operator.

### When will the service start?

The service began on Tuesday 6 September and a series of national campaigns are scheduled around the country to promote the new service.



### Don't be left in the dark - Call 105

To find out more, visit [www.powercut105.com](http://www.powercut105.com)

## Devon Community Resilience Forum



The Devon Community Resilience Forum will be holding the next event on the 9th November at the Kenn Centre, Kennford, EX6 7UE. Key agencies from across Devon: the Police, Fire & Rescue Service, Environment Agency, Devon County Council and District Councils, will be providing advice and workshops for community representatives.

This will be the third event and already promises to build on the success of the previous two events. Presentation will include:

- Setting up a community rest centre.
- Role of Police and Fire & Rescue Service.
- Community plan case studies.
- Community risk assessments.
- Running a community exercise.
- Writing a community emergency plan.

For more information visit:

[www.bit.ly/resilience-forum](http://www.bit.ly/resilience-forum)



# Get Sweeping for Chimney Fire Safety Week!

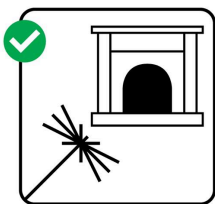


**DEVON & SOMERSET**  
FIRE & RESCUE SERVICE

With colder nights fast approaching, a National Chimney Fire Safety Week (5 –11 September) provided a timely reminder to make sure that your chimney is ready for the winter months ahead.



Devon & Somerset Fire & Rescue Service as part of the national Fire Kills campaign are urging householders to check their chimney is safe and has been swept by a registered chimney sweep. Follow this link for advice keeping your chimney safe [www.bit.ly/safe-chimney](http://www.bit.ly/safe-chimney)



Chimney fires accounted for over 5,000 incidents dealt with by fire and rescue services in England between April 2014 and March 2015. This year's Chimney Fire Safety Week calls for homeowners to clean up their act and get their chimneys swept by a registered sweep to prevent chimney damage, and, in worse cases, household fires.

Marc House, Community Safety Prevention Manager explains: "All chimneys and flues are best cleaned and checked during the summer months to ensure they're free from debris and in full working order before it starts to get colder. A blocked or defective chimney can cause both chimney fires and carbon monoxide poisonings so it's very important to employ a professional qualified Chimney Sweep." Follow this link for advice about carbon monoxide [www.bit.ly/carbon-monoxide-safety](http://www.bit.ly/carbon-monoxide-safety)

He went on to say "If the worst should happen, working smoke alarms can give you an early warning, make sure you have at least one smoke alarm on every level of your home and test them monthly. And don't keep this advice to yourself – pass it on. Is there anyone you know who may need your help in organising a sweep or testing their alarms?"

### How often should you have your chimney swept?

Smokeless coals	At least once a year
Wood	Up to four times a year
Bituminous coal	Twice a year
Oil	Once a year
Gas	Once a year

### Fires and heaters

Open fires can provide a relaxing and atmospheric way to keep warm, whereas portable heaters can be handily moved around but it's important to use them safely:

- Always use a fire guard to protect an open fire against flying sparks and hot embers. Make sure embers are under control and properly put out before you go out or go to bed.
- Keep portable heaters away from

curtains and furniture and never use them for drying clothes. Always unplug electric heaters when you go out and go to bed.

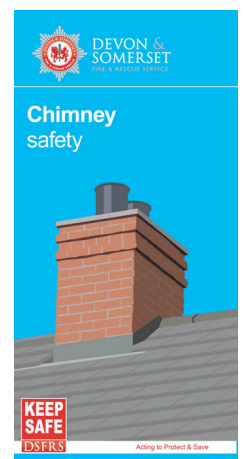


Make the call now to request free Home Safety advice call free on: 0800 05 02 999. To find out more visit [www.bit.ly/make-the-call](http://www.bit.ly/make-the-call)

For any other fire safety advice, contact the Devon & Somerset Fire & Rescue helpline on: 01392 872288 or visit our website [www.dsfire.gov.uk](http://www.dsfire.gov.uk)

More information and a leaflet is available at:

[www.bit.ly/chimney-fire-safety](http://www.bit.ly/chimney-fire-safety)





### What is flu? Isn't it just a heavy cold? How will I know I've got it?

Flu occurs every year, usually in the winter, which is why it's sometimes called seasonal flu. It's a highly infectious disease with symptoms that come on very quickly. Colds are much less serious and usually start gradually with a stuffy or runny nose and a sore throat. A bad bout of flu can be much worse than a heavy cold.



The most common symptoms of flu are fever, chills, headache, aches and pains in the joints and muscles, and extreme tiredness. Healthy individuals usually recover within two to seven days, but for

some the disease can lead to hospitalisation, permanent disability or even death.

### What causes flu?

Flu is caused by influenza viruses that infect the windpipe and lungs. And because it's caused by viruses and not bacteria, antibiotics won't treat it. If, however, there are complications from getting flu, antibiotics may be needed.

Flu is unpredictable. It is not possible to predict fully the strains that will circulate each year, and there is always a risk of a change in the virus. However, this does not happen very often. During the last ten years the vaccine has generally been a good match for the circulating strains.

The vaccine still provides the best protection available against an unpredictable virus that can cause severe illness.

The most likely viruses that will cause flu each year are identified in advance of the flu season in the UK and vaccines are then made to match them as closely as possible. The vaccines are given in the autumn ideally before flu starts circulating.

Flu vaccines protect against the main three or four types of flu virus most likely to be circulating.

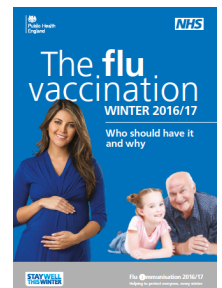
### Who should consider having a flu vaccination?

All those who have any condition listed in the leaflet, or who are:

- aged 65 years or over
- living in a residential or nursing home
- the main carer of an older or disabled person
- a household contact of an immunocompromised person
- a frontline health or social care worker
- pregnant (see the next section)
- children of a certain age

For more information and to download the Leaflet explaining the importance of the influenza (flu) vaccination this winter 2016 to 2017, especially for those at increased risk, visit:

[www.bit.ly/flu-2016-17](http://www.bit.ly/flu-2016-17)



## Buy Early Heating Oil Campaign

The Community Energy Club is supporting the Buy Oil Early campaign, an initiative that encourages householders to stock up on heating oil before the winter sets in. Launched by ACRE, Citizens Advice and FPS



(Federation of Petroleum Suppliers) and backed by Energy Minister Matt Hancock, the campaign draws attention to the benefits of lower prices and prompt delivery for customers who plan ahead.

"It's better to order early when demand is low and prices are low and to make sure no household is caught out, especially in remote and rural areas, where roads can be disrupted and delivery times only increase as the weather gets worse," explained Mr Hancock.

The Energy Minister also reiterated the growing role of oil buying groups. "If you haven't thought about it, it's worth

looking at establishing or joining a community buying group which

makes oil prices cheaper for individual households."

For more information on the campaign visit:

[www.bit.ly/buy-early](http://www.bit.ly/buy-early)



# Flash Flooding - Know how to be safe!

We have a long history of extreme flash flooding in Devon. From the devastating 1952 flood of Lynmouth, which claimed 34 lives and destroyed over 34 buildings to the Ottery St Mary event of 2008.

37 communities in Devon are particularly vulnerable to this type of flooding. This is because of the geography of their surrounding landscape. Steep valley sides and short watercourses cause local river levels to rise quickly following rainfall. When sustained, intense rainfall falls in this type of landscape, extreme flash floods can occur. We recommend these three steps:

1. Be aware and know the signs, so that you can act fast:

- Heavy rain or severe weather reports.

- Rising water levels with churning, dark water.
- A build up of debris in rivers or streams.

2. Do not walk or drive through floodwater.

3. Plan where to go if you get caught in a flash flood. If you're in a building with a least two storeys and believe it is safe to stay where you are, you should:

- Seek shelter in the nearest two-storey building or go to higher ground
- Call 999 if you are trapped and

wait for instructions from the emergency services

For further information and advice on how to stay safe visit:

[www.bit.ly/flash-flooding](http://www.bit.ly/flash-flooding)

Or, phone the Environment Agency on 0370 850 6506 and ask to speak to your local Flood Resilience Team.






## Useful information:

### Further information and support








For assistance with community Emergency Planning your first point of contact is your City, District or Borough Emergency Planning Officer.

You will find them listed below for reference and remember they are all there to help you!

Don't forget, the Devon Communities Together website has lots of useful information for both individuals and communities:

-  [www.devoncommunities.org.uk](http://www.devoncommunities.org.uk)
-  [How can we help you](#)
-  [Devon Community Resilience Forum](#)

CLEAR Plan	<a href="http://www.dcisprepared.org.uk/a-clear-plan">www.dcisprepared.org.uk/a-clear-plan</a>
Floodline	0345 988 1188
Environment Agency	<a href="http://www.gov.uk/flood">www.gov.uk/flood</a>
Consumer Council for Water	<a href="http://www.ccwater.org.uk">www.ccwater.org.uk</a>
National Flood Forum	<a href="http://www.floodforum.org.uk">www.floodforum.org.uk</a>
Blue Pages Directory	<a href="http://www.bluepages.org.uk">www.bluepages.org.uk</a>
Association of British Insurers	<a href="http://www.abi.org.uk">www.abi.org.uk</a> or 020 7600 3333
British Insurance Brokers Association	<a href="http://www.biba.org.uk">www.biba.org.uk</a> or 0870 950 1790
Royal Institute of Chartered Surveyors	<a href="http://www.rics.org/flooding">www.rics.org/flooding</a>
Know Your Flood Risk campaign	<a href="http://www.knowyourfloodrisk.co.uk">www.knowyourfloodrisk.co.uk</a>

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