



# **Ottery St Mary Town Council**

## **EMERGENCIES IN THE COMMUNITY:**

**Preventing**

**And**

**Responding To Them.**

**ISSUED: [add date]**

## **FLOODING**

**GO DIRECTLY TO PART 3 FOR ESSENTIAL ADVICE AND ACTIONS WHEN RESPONDING TO A FLOODING EMERGENCY.**

## **'OTHER' EMERGENCIES**

**GO DIRECTLY TO PART 5 FOR ESSENTIAL ACTIONS WHEN RESPONDING TO 'OTHER' EMERGENCIES.**

**GO TO PART 4 FOR ADVICE ON 'OTHER' EMERGENCIES.**

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## PART 1. INTRODUCTION

Events causing serious emergencies can happen: preventative action might stop them from happening and being prepared can reduce the severity of the impact for those that do.

### KEY OBJECTIVES

This document deals with possible large scale emergencies affecting the Parish:

- Their identification
- Minimising their occurrences and their impacts
- Making the community more aware and prepared
- Setting out how the Town Council can respond in the event of an emergency.

### 1.1 The National Risk Register

The National Risk Register of Civil Emergencies prepared by Cabinet Office identifies the major risks that the nation faces and the relative likelihood of their occurrence. This is summarised in the following matrix.

**Figure 2: Risks of natural hazards and major accidents**

5				Pandemic influenza	
4			Coastal flooding Effusive volcanic eruption		
3	Major industrial accidents	Major transport accidents	Other infectious diseases Inland flooding	Severe space weather Low temperatures and heavy snow Heatwaves	
2			Zoonotic animal diseases <sup>1</sup> Drought	Explosive volcanic eruption Storms and gales <b>Public disorder</b>	
1			Non-zoonotic animal diseases <sup>1</sup>	<b>Disruptive industrial action</b>	
	Between 1 in 20,000 and 1 in 2,000	Between 1 in 2,000 and 1 in 200	Between 1 in 200 and 1 in 20	Between 1 in 20 and 1 in 2	Greater than 1 in 2

**Relative likelihood of occurring in the next five years**

National Risk Register of Civil Emergencies

## **1.2 LRF**

Statutory duties and powers have been given to certain authorities to plan for and respond to emergencies. There is a strong statutory driver in planning responses to emergencies. A Local Resilience Forum (LRF) involving all 'first and second responders' and Devon County Council has developed emergency responses to a range of events based in part on similar work at the national level.

For the LRF see: <https://www.dcisprepared.org.uk/web/lrf/>

For the national civil risk register, see:

<https://www.gov.uk/government/publications/national-risk-register-for-civil-emergencies-2013-edition>

## **1.3 Ottery St Mary Town Council**

There is no statutory duty requiring OSMTC to plan for or respond to emergencies but it is recognised that local action can benefit the community.

### **Flooding**

The increased likelihood of flooding across the Parish means that flooding risks and the response to them are separately dealt with. See Part 3 which:

- Identifies possible events;
- Gives the LRF assessment;
- Provides signposts to background information sources;
- Sets out preventative and advance mitigatory actions;
- Lists information sources about developing events;
- Suggests triggers for implementing an emergency response by OSMTC;
- Provides a staged Emergency Response Check List – the most important element in this whole document.

### **Other incidents**

Other possible major emergencies are addressed in Part 4.

There is a generic staged Emergency Response Check List for all such emergencies at Part 5.

## **PART 2. THE TOWN COUNCIL'S RESPONSE TO EMERGENCIES**

### ***EMERGENCY RESPONSE CHECK LISTS***

- Emergency Response Check lists are the most important parts of this document.
- There is one for flooding risks. See Part 3
- There is another for all other risks. See Part 5

#### **2.1 Introduction**

A wide range of events is possible and no two emergencies are the same. When responding, flexibility is the key. This means being able to anticipate and respond to developing events.

It requires:

- An identified Emergency Response Team to take control.
- Sources of information about a developing event.
- Means for understanding what is happening and deciding how to respond.
- Access to resources with which to respond.

#### **2.2 The Town Council's Emergency Response Team (ERT)**

##### **Setting up the Team when an event occurs**

The Town Clerk and the Mayor lead the Emergency Response Team. These are the two key roles. They are responsible for initiating all key responses. If one or other is unavailable, their deputy will take over. If both the Town Clerk and Mayor might possibly be unavailable, their deputies should liaise to ensure that both key roles are filled. Other councillors and other parties will be contacted to supplement the team as needed.

In the highly exceptional event that all communications are lost or communities are entirely isolated, ward councillors should be prepared to take the initiative at the local level until communications are re-established.

##### **Contact details: Councillors**

Contact details for councillors are held at the office. They have been circulated to councillors and include home and mobile phone numbers. Home numbers are available on the OSMTC web page.

##### **Contact details: Clerk, Mayor and Deputies**

The Town Clerk, Mayor and their deputies should ensure that they have one another's personal contact details. (The clerks' personal contact details are not otherwise available to councillors).

#### **2.3 Responsibilities**

The Emergency Response Team (ERT):

- Is the focal 'command and control' point for OSMTC and the community in an emergency
- Is the contact point for District and County Councils and the emergency services

- Sets up an emergency response room at the Town Council offices.
- Activates and coordinates resources
- Keeps an Incident Log Sheet

Councillors:

- Are expected to provide local information from their wards to the ERT.
- Should be prepared to respond and assist if requested by the ERT
- Should recognise ERT's role as the Parish's point of contact and decision-making with other responders.
- Should know the location of their ward's emergency bag.
- Should be familiar with this document which will be provided to them in electronic form.

## 2.4 Sources of Information

See Part 3 for information sources for flooding events.

See Part 4 for information sources for other events.

See Parts 7 & 8 for useful contacts.

See Part 14 for maps of:

- The Parish and its wards
- Fluvial and surface water flooding predictions
- High pressure gas pipelines
- DCC-LRF maps for the Town

See Part 15 for the LRF Emergency Evacuation Plan for the Town.

See Part 16 for EDDC's Emergency Plan

## 2.5 Responding to an emergency.

Understanding what is happening and deciding how to respond is at the core of a successful response. This document provides easy to follow step-by-step advice on what to do.

### ***THE KEY ELEMENTS OF THIS DOCUMENT***

See Part 3 for the steps the OSM Emergency Response Team should follow for flooding incidents.

See Part 3 for the steps the OSM Emergency Response Team should follow for other incidents.

## 2.6 Communicating prior to, during & after an emergency

Effective communications are vital for effective emergency responses.

### **Prior to an emergency**

- The Clerks' office is the point of contact during office hours.
- A dedicated mobile phone in the possession of the Clerk or Mayor, or their deputies, provides the point of contact out of hours.
- Councillors provide, by direct observation, a means for identifying and communicating key information about developing events in their locality.
- Identified individuals in smaller communities provide the same. See Part 8 for their names.
- Feniton Parish Council has been asked to keep OSMTTC informed of upstream events.

### **flooding**

- The Clerks' office phone and the dedicated mobile phone are recipients of EA flood alerts and numbers are made known to key emergency responder organisations.
- The expectation is that householders and businesses liable to be affected by flooding have made arrangements to receive EA flood alert messages and that people are aware of the LRF web page about being prepared, including for a range of emergencies. (See: <https://www.dcisprepared.org.uk/web/lrf> A CLEAR Plan).
- Boards replicating the EA's flood alerts are held ready for public display in communities liable to flooding and at the OSM Tourist Information Centre.
- The Town Council's web page displays similar alert messages.

### **During an emergency & after an emergency**

- Phones, text messages, emails FAX messages provide means for communicating.
- OSM own radio communications system kept in the emergency bags and Clerks' Office.
- Runners can be used if all else fails.

### **2.7 Equipment for the ERT and for the ward emergency bags**

For details, see Part 12, includes names of current holders of ward emergency bags

### **2.8 Keys & Passwords - Town Council offices**

Keys permitting access to the offices are held by the Clerk, the Mayor and their deputies. Current passwords giving access to office IT equipment are known to these office holders.

### **2.9 Supplies to Parishioners -Sandbags**

Sandbags are received from EDDC during the summer and held at the Council Offices. OSMTC takes the maximum number permitted by EDDC. Public announcements are made about their availability and they are distributed so that people can keep them ready for use.

Advice about how to fill and use sandbags in conjunction with plastic sheeting is available on the OSMTC website and has been published in the Ottery Gazette. This directs people to the Environment Agency leaflet, *Sandbags and how to use them properly for flood protection*.

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/297840/Sandbags\\_How\\_to\\_use\\_them\\_properly\\_for\\_flood\\_protection.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/297840/Sandbags_How_to_use_them_properly_for_flood_protection.pdf)

Sand is not made available by OSMTC. This is the responsibility of residents: alternatives to sand can be used.

### **2.10 Volunteers including Councillors**

OSMTC has agreed in principal that flood marshals may be beneficial. It awaits the outcome of the work by CCFE before taking a decision on implementation. DCC is working with D&SF&RS on possible arrangements for the provision of training, etc, that will inform OSMTC's decision. DCC is to alert OSMTC to CCFE developments.

Untrained volunteers (including councillors) will be at risk, especially in difficult emergency situations. While it is clearly more satisfactory for a properly implemented system, there will be situations where untrained volunteers are the only option: the proviso is that all reasonable steps are taken for their safety. See the Registration and Consent Form at Part 10: see the Guidance Note at Part 11 which should be discussed at the outset with all volunteers. Councillors should make themselves familiar with the guidance note.

### **2.11 Householder & Business preparedness and self help.**



A wholly effective response to major emergencies relies on households and businesses taking steps to prepare and respond to events and to support their neighbours, especially the vulnerable.

OSMTC held a public exhibition and open meeting in October 2013 that addressed flood risks. OSMTC maintains a web site that signposts people to key advice and it regularly contributes timely seasonal reminders through community newsletters.

### **2.12 Establishing and Operating an Emergency Evacuation/ Rest/ Shelter Facilities**

DCC and EDDC are responsible for setting up and running such facilities. OSMTC may be asked to assist: local people may also be directly approached by EDDC.

OSMTC may need to make some initial provision if EDDC cannot respond sufficiently quickly. Only in the most exceptional circumstances would OSMTC operate such facilities for more than a few hours.

LRF has identified the facilities they plan to use in the Town. OSMTC may wish to make use of the same facilities to ease hand-over. OSMTC has further identified possible facilities across the Parish.

See Part 13 for further information on setting up and running an OSMTC rest centre.

### **2.13 Practising the Plan**

Tabletop exercises will be run annually so that clerks and councillors are familiar with the plan.

### **2.14 Keeping the plan up to date**

The Town Clerk is responsible for keeping the plan up to date when changes occur and an annual review is required as a minimum.

## PART 3

### FLOODING INCIDENTS AFFECTING THE PARISH

#### POSSIBLE EVENTS

**Risk to people, essential services, communications and property.**

#### **Affecting The Town:**

##### **Fluvial:**

1. Flash flooding from Furze Brook affecting nearby properties and the Town centre.
2. Flash flooding from Thorn Farm Stream affecting Thorn Farm estate
3. Flash flooding at other smaller streams.
4. River Otter in flood and overtopping the Thorn Farm bund causing risk to life.
5. River Otter in flood causing other flooding in the Town

##### **Surface water:**

1. Heavy rain/melting snow causing overload and local surface flooding

#### **Affecting other communities in the Parish:**

##### **Fluvial:**

1. River Otter and smaller streams in flood.
2. Flash flooding at other smaller streams.

##### **Surface water:**

1. Heavy rain/melting snow causing overload and local surface flooding.

#### **Affecting near-neighbour Parishes where OSMTC may be able to assist**

##### **Fluvial:**

1. River Otter and smaller streams in flood.
2. Flash flooding at other smaller streams.

##### **Surface water:**

1. Heavy rain/melting snow causing overload and local surface flooding.

#### **Coastal (Sidmouth):**

1. Tidal/coastal flooding
2. Tsunami Wave-Seismic/Meteor impact

#### **Notes on possible flooding events (See Part 14 for predictive maps)**

##### **Flash flooding:**

- Can occur with little warning, 30 minutes or less.
- If may often be short-lived.
- Effects can be locally severe.

##### **Fluvial flooding:**

- River levels are easier to monitor and up to 4 hours warning may be possible.
- Events may extend over a number of days.
- Road communications and every-day life may be badly disrupted.

##### **Surface water flooding:**

- Localised: similar to but possibly less destructive than flash flooding.

##### **Impact on the Parish:**

- The Town may be split into four isolated areas.
- Road communications throughout the Parish may be heavily disrupted or impossible.

## LOCAL RESILIENCE FORUM RISK ASSESSMENT FOR DEVON, CORNWALL & Isles of Scilly

**Likelihood** of an event occurring in Devon, Cornwall & the Isles over the next five years.

Score 1 for negligible and 5 for 'probable.'

**Impact** of an event on health, social, economic and environment. Score 1 for insignificant and 5 for catastrophic.

Event	Likelihood	Impact	Risk Rating	Description
Flooding: Major coastal/tidal	3	4	VH	Affecting 100 properties for 1 to 7 days. Locations at risk include Sidmouth.
Flooding: Major fluvial	4	4	VH	Major fluvial flooding affecting at least one major river catchment. Affecting over 100 properties for 1 to 7 days.
Localised fluvial flooding (flash flooding)	4	4	VH	Heavy localised rainfall in steep valley catchments leading to flash flooding. Likely that no flood defences in place. Flooding more than 15 properties.
Tsunami Wave-Seismic/Meteor impact	2	5	H	A Tsunami Wave hitting the Isles of Scilly, South Coast of Cornwall and the North Coast of Devon. (A new risk). Worse case would be 1000 properties with the potential for 1000's of people on coastal beaches on the Cornwall and Devon coastlines. During the summer season a greater risk of people using the beaches in large numbers exists. The computer modelling suggests the worst hit area would be the Isles of Scilly and the south Cornish coast from Penzance to Lizard point. The areas on the north coast of Devon could be impacted by reflected waves.
Localised Flooding (Other Sources)	5	2	M	Other sources of flooding leading to significant risk to life and health, homelessness and severe impact to business and/or critical infrastructure. *(Not including direct fluvial and still water tidal flood sources)

## 2. BACKGROUND INFORMATION SOURCES

1. Environment Agency fluvial and surface water prediction maps for the Parish - See Part 14.
2. DCC/LRF flood emergency plan for the Town – See Part 15
3. EDDC Corporate Emergency Response Plan – See Part 16

## 3. PREVENTATIVE & ADVANCE MITIGATORY ACTIONS

1. **DCC Flood Risk Management Strategy (FRMS):** OSMTC commented unfavourably on the draft. Oliver Letwin, Cabinet Minister, accepted the general point at 2014 flood recovery meetings. (Ref: A1)
2. **A resilient highways system:** OSMTC raised unsuccessfully when FRMS was under development. (Ref:A2)
3. **DCC led LRF Multi-Agency Emergency Plan:** With EA assistance, OSMTC commented on a draft. Response received from DCC and a further copy later received and now forms a part of OSMTC *Emergencies in the Community* documentation (still contains some errors and DCC's noted further action for liaison with OSMTC has not taken place). (Refs:A3 C2)
4. **Pathfinder Project:** Provides additional instrumentation, funding for emergency response equipment, training and advice. Currently underway (Refs: A4 B5 C1)
5. **Opportunities for DCC & EDDC to identify high risk systems and a targeted inspection system as a part of a local flood risk management strategy: DCC & EDDC:** OSMTC has raised at Pathfinder liaison meetings, apparently without success. (Ref: B1)
6. **Opportunities for direct action by EA to encourage major landowners to maintain watercourses:** Ditto (Ref: B2)
7. **Preventing rapid run-off from farmland (EA):** Ditto (Ref: B3).
8. **Liaising with EDDC on proposed flood prevention schemes** (e.g. Feniton)
9. **Making funding/grant aid available for flood preparedness, including for householders:** Some funding opportunities made available in 2014. OSMTC drew them to the public's attention. (Ref:B4)
10. **Flood data collection:** Following a request by EDDC for information, OSMTC now records known flooding events. (Ref: B6)
11. **Flood Marshals/Community volunteers:** OSMTC has accepted the principal subject to its satisfaction with the developing CCFF initiative and awaits further developments: Through the Pathfinder initiative, DCC is to keep OSMTC informed. (Ref: C7 E3 E4)
12. **EDDC Community Flood Forum:** OSMTC is a participant in the Forum when it meets. (RefC9)
13. **OSMTC emergency information & procedures manual: EMERGENCIES IN THE COMMUNITY: Preventing and Responding to them** and its regular updating. (Refs: D1-3, E1-2)
14. **Trained Town Council officers & councillors:** As a part of the implementation of Item 12 above.(Ref E4)
15. **Promoting public preparedness & self-help:**
  1. Sand bags made annually available so that people be prepared.
  2. Actions to raise public awareness have included on 8<sup>th</sup> October 2013 an exhibition and public meeting. (500+ hand delivered invitations in the Town and North Ward).
  3. Helpful signposting page added to the OSMTC web page.
  4. A further regular supply of timely public information through the OSMTC web page and Ottery Gazette by OSMTC (Ref E6) including issues such as general preparedness (the LRF CLEAR initiative), using sandbags, falling leaves & keeping gulleys clear, riparian owners, assisting neighbours.
  5. Boards replicating the EA's flood alerts are held ready for public display in communities liable to flooding and at the OSM Tourist Information Centre.

(NOTE: 'Refs' refer to the Action Points shared with others under the Pathfinder Project)



**4. INFORMATION SOURCES ABOUT A DEVELOPING EVENT**


1. Automated call from Environment Agency
2. Automated call from flash flood monitoring system [yet to be installed by EA]
3. Direct observation alerting the Town Council
4. BBC local radio
5. EA telephone advice line 0345 9881188.  
Then use Quick-dial Numbers:  
For Fenny Bridges 162087.  
For Ottery St Mary 162088.  
For Tipton St John 162165
6. EA web site <http://apps.environment-agency.gov.uk/flood/31618.aspx>
7. Other Parishes up and down river

**5. TRIGGERS FOR IMPLEMENTING AN EMERGENCY RESPONSE**

[To be revised when new instrumentation is installed and advice provided]  
The current trigger is a FLOOD ALERT or WARNING – See below.

**6. EMERGENCY RESPONSE CHECK LIST**

Stage	Action
<p>1. Developing Event</p> <p>(Overlaps Stages 2 &amp; 3)</p>	<ol style="list-style-type: none"> <li>1. Emergency Response Team (Mayor and Clerk or substitutes) monitor and assess the developing event.</li> <li>2. Use ward councillors and other local sources.</li> <li>3. Use information and advice from the Local Resilience Forum (i.e. DCC and first level responders) and EDDC.</li> <li>4. Use information sources in this document (see Part 4 above).</li> </ol>
	<p><b>FLOOD ALERT</b></p> <div style="display: flex; align-items: center; justify-content: center;">  <div style="margin-left: 20px;"> <p style="text-align: center;"><b>Flood Alert</b></p> <p style="text-align: center;">Flooding is possible. Be prepared.</p> </div> </div> <p>Flooding is possible. Be prepared. Met Office Severe Weather Warning Amber Alert (Rainfall) River levels expected to exceed normal ranges.</p> <p><b>OSMTC Action</b></p> <ol style="list-style-type: none"> <li>1. Instructions given that boards replicating the EA’s flood alerts and held in communities liable to flooding and at the OSM Tourist Information Centre should be displayed.</li> <li>2. The Town Council’s web page changed to display a similar alert message.</li> </ol>
	<p><b>FLOOD WARNING</b></p> <div style="display: flex; align-items: center; justify-content: center;">  <div style="margin-left: 20px;"> <p style="text-align: center;"><b>Flood Warning</b></p> <p style="text-align: center;">Flooding is expected. Immediate action required</p> </div> </div> <p>Flooding is expected. Immediate action required. Met Office Severe Weather Warning Amber/Red Alert (Rainfall) River levels expected to exceed normal ranges.</p>

	<p>Multi-Agency Gold &amp; Silver Command Centres operational &amp; liaising with local communities.</p> <p><b>OSMTC Action</b></p> <ol style="list-style-type: none"> <li>OSMTC likely to activate Emergency Response team</li> <li>Alert ward councillors: monitor likely overtopping locations.</li> <li>Instructions given that boards replicating the EA’s flood alerts and held in communities liable to flooding and at the OSM Tourist Information Centre should be displayed.</li> <li>The Town Council’s web page changed to display a similar alert message.</li> </ol> <p><b>SEVERE FLOOD WARNING</b></p> <div data-bbox="472 562 1415 797">  <p style="text-align: center;"><b>Severe Flood Warning</b> Severe flooding. Danger to life.</p> </div> <p>Severe flooding is occurring. Danger to life. Emergency services will be responding.</p> <p><b>OSMTC Action</b></p> <ol style="list-style-type: none"> <li>Possible need to coordinate volunteers through Bronze Commander.</li> <li>Possible need to coordinate evacuation and temporary shelter.</li> <li>Instructions given that boards replicating the EA’s flood alerts and held in communities liable to flooding and at the OSM Tourist Information Centre should be displayed.</li> </ol>
<p>2. Activating Emergency Response Team</p>	<p>Emergency Response Team decide that activating the Emergency Response Team is required.</p>
<p>3. Initial Steps</p>	<ol style="list-style-type: none"> <li>If needed, Call <b>999</b> to ensure the emergency services know and are responding: confirm what they will do and follow given advice.</li> <li>Call 0800 807060, the EA Flood Incident Communications Service, report the incident and confirm what the EA will do and follow the given advice.</li> <li>Call 01395 516551 (or out of hours 01395 516854), East Devon DC, and alert the Civil Contingencies Manager to the developing incident.</li> </ol> <p>Expand the OSM Emergency Response Team as needed.</p> <p>Set up emergency room.</p> <p>Start an Emergencies Log Sheet.</p>
<p>4. Managing The Event</p>	<p>Respond to events.</p>
<p>Securing liaison and communications</p>	<ol style="list-style-type: none"> <li>Make contact with first responder lead officer (either fire or police officer who will either be at the scene or at a local command point – likely to be the police station).</li> </ol>

with others	<p>2. Take advice from and support the emergency services (police, fire &amp; rescue, ambulance) recognizing that they have the lead.</p> <p>3. Liaise with EA, EDDC &amp; DCC Civil Contingencies Duty Officer.</p> <p>4. Agree methods and timing for continuing contact and liaison.</p>
Developing and updating the response.	Expand the OSM Emergency response Team as needed using councillors, volunteer organisations and individuals. See Part 2 para2.10 and Parts 10 & 11.
	Arrange for key observations/information to be gathered and brought to the Emergency Response Team.
	Continue to seek and review new information as the event develops.
	Liaise with ward councillors on the developing situation and local needs.
	Use the log sheet to record actions and agreed times of 'next reviews'/liaison meetings, etc.
	<p>Remember the following order of priority:</p> <ol style="list-style-type: none"> <li>1. Preserving life and preventing major injuries;</li> <li>2. Maintaining essential roads for emergency use;</li> <li>3. Maintaining essential services (water, electric, gas, telecoms);</li> <li>4. Preserving property;</li> <li>5. Enabling people to go about their daily lives so far as possible.</li> </ol>
	Never put yourself or others at serious risk of serious injury.
Taking action.	Address the needs of those likely to be most affected using local knowledge and latest reports.
	Remember the vulnerable and others least able to cope, including playgroups & schools (See: Part 9).
	Consult the LRF Flood Emergency Plan for the Town: See Part 15 In particular, the Flood Action Zones, See Section 12.
	Consider OSMTC-led evacuation if appropriate and other services are unable to do so. Consult the LRF Flood Emergency Plan.
	Consider the need for a casualty reception and treatment centre if other services are unable to do so. Consult the LRF Flood Emergency Plan.
	<ol style="list-style-type: none"> <li>1. Consider the need for emergency rest, shelter and feeding stations liaising with EDDC Civil Contingencies Manager.</li> <li>2. Consider setting up a temporary OSMTC facility if others are unable to assist. Consult the LRF Flood Emergency Plan.</li> </ol>
	Provide other assistance to people and businesses as resources permit. Provide assistance to other Parishes as resources permit.
5. Post Event	Liaise with EDDC on advice and support to individuals and organizations as they take recovery action
	Carry out a review with others of the lessons learned.

## PART 4

### NOTE:

This table uses information from the DCC-LRF assessment of risks for Devon, Cornwall & The Isles of Scilly.

DCC-LRF descriptions are in italics.

OSMTC observations are in plain text.

<b>SEVERE WEATHER (&amp; GEOPHYSICAL) EVENTS OTHER THAN FLOODING</b>				
<b>1. POSSIBLE EVENTS</b>				
<b>Event</b>	<b>Likelihood</b>	<b>Impact</b>	<b>Risk Rating</b>	<b>Description (with LRF in italic font and local comments in plain text )</b>
Storms and Gales	2	3	H	<i>Storm force winds affecting the Devon, Cornwall, Isles of Scilly area causing damage to infrastructure and widespread disruption to services, transport, and business. There may also be fatalities and casualties caused by falling trees, debris and transport related accidents. Gusts are usually the damaging aspect of high winds rather than the mean wind speed. Gusts are usually higher over coasts and hills due to exposure, compared to inland lowland areas.</i>
Prolonged Low Temperatures, Heavy Snow and/or Ice	4	3	H	<i>A prolonged spell of low temperatures (less than 4°C) over a period of at least one week , combined with heavy snow and / or ice covering most of the area for three days or more.</i>  OSM communities cut off & isolated: daily life disrupted.  Care provider agencies are said to have contingency plans to continue their services.  Disruption to local vehicle & foot traffic: increased accidents & injuries.  Snow ploughs likely to clear certain key roads.
Heavy Snow or Ice affecting vulnerable parts of the major highways network.	5	2	M	<i>Heavy snow settling or ice forming on high ground, affecting vulnerable areas of the highways network and causing the stranding of 100 or more vehicles.</i>  Local people adversely affected on longer journeys.
Drought	4	2	M	<i>Lack of sustained rainfall causing widespread drought. Affecting 5,000 people and 50 Sq. Km area.</i>
Forest, wood or moorland fire	2	2	M	<i>Major forest, wood, moorland/heath/gorse fire within the LRF area which causes up to 20 fatalities and 150 hospitalisations.</i>  Sylvan & isolated settlements particularly at risk.



Land Movement (Tremors and Landslides)	3	2	M	<p><i>Up to 5 fatalities depending on the size and location of land movement. Roads and access routes impassable for a time. Emergency access into/out of large populated areas difficult or impassable; severe congestion over wide geographical area. Potential for a number of persons to be trapped or missing.</i></p> <p>Not likely to be a local concern.</p>
<b>2. BACKGROUND INFORMATION SOURCES</b>				
None				
<b>3. PREVENTATIVE &amp; ADVANCE MITIGATORY ACTIONS</b>				
<p>Raised public awareness and preparations</p> <p>Road salt bins and supplies by DCC</p>				
<b>4. INFORMATION SOURCES ABOUT A DEVELOPING EVENT</b>				
<p>EDDC/LRF emails &amp; advice</p> <p>Local Radio &amp; TV</p> <p>BBC Weather <a href="http://www.bbc.co.uk/weather/">http://www.bbc.co.uk/weather/</a></p> <p>The Met service <a href="http://www.metoffice.gov.uk">http://www.metoffice.gov.uk</a> (Severe weather warnings page)</p>				
<b>5. TRIGGERS FOR &amp; IMPLEMENTING AN EMERGENCY RESPONSE</b>				
<p>Reports of serious local problems that are not being addressed by statutory duty holders.</p> <p>ERT response may be limited to alerting the appropriate authorities seeking their action.</p> <p>(NOTE: The OSMTC does not have a snow warden scheme.)</p>				

<b>HUMAN HEALTH</b>				
<b>1. POSSIBLE EVENTS</b>				
<b>Event</b>	<b>Likelihood</b>	<b>Impact</b>	<b>Risk Rating</b>	<b>Description (with LRF in italic font and local comments in plain text )</b>
Influenza-Type Disease (Pandemic)	4	4	VH	<i>25% of population ill, 1500 excess deaths, possibly more, 20% of these deaths in people aged &lt; 65 years. Pandemic likely to occur in two waves, about 3 – 9 months apart. Each likely to last 12 weeks</i>
Epidemic Influenza	4	3	H	<i>Weekly GP consultations for new episodes of flu-like illness likely to exceed 400 per 100,000 of population at the peak (compared with a peak of around 200 per 100,000 population per week in an average year).</i>
Localised outbreak (Communicable disease)	4	3	H	<i>Localised outbreak of disease which could cause up to 10 fatalities and up to 50 casualties with no variation in likelihood between localities. Outbreaks of Communicable diseases such as Salmonella, Ecoli 0157, Meningococcal illness or Legionnaires disease</i>
Emerging Infectious Diseases e.g. SARS-type disease and H5, H3	2	2	M	<i>Based on the experience of the outbreak of Severe Acute Respiratory Syndrome (SARS) in 2002, the worst case likely impact of such an Outbreak originating outside the UK would be cases occurring amongst returning travellers</i>

and H1 influenza viruses				<i>and their families and close contacts, with spread to health care workers within hospital setting. Based on US figures, outbreak will cause between 250- 2000 casualties (UK wide). Since H1N1, there is now recognition of the ability of new strains to establish themselves in-country, quickly becoming the dominant strain causing disease. National systems are being reviewed to adapt more quickly to this e.g. local diagnostic capabilities.</i>
Water-borne Infections (eg Cryptospyridium)	3	1	L	<i>Up to 1-2,000 cases with symptoms, perhaps 500 attending health services. A proportion of the latter, perhaps 5% (c.25), would require hospital care.</i>
<b>2. BACKGROUND INFORMATION SOURCES</b>				
National Health Service: <a href="http://www.nhs.uk">http://www.nhs.uk</a> Search for pandemics, etc Health Protection Agency: <a href="http://www.hpa.org.uk">http://www.hpa.org.uk</a> Search for 'pandemics, etc.				
<b>3. PREVENTATIVE &amp; ADVANCE MITIGATORY ACTIONS</b>				
Possibly, Mayor issuing a local press release should the event be most serious				
<b>4. INFORMATION SOURCES ABOUT A DEVELOPING EVENT</b>				
EDDC/LRF emails & advice Local Health Authority				
<b>5. TRIGGERS FOR &amp; IMPLEMENTING AN EMERGENCY RESPONSE</b>				
The most serious of events. Request from LRF/EDDC or local GP surgery				

<b>HIGH PRESSURE GAS TRANSMISSION MAINS</b>				
<b>1. POSSIBLE EVENTS</b>				
<b>Event</b>	<b>Likelihood</b>	<b>Impact</b>	<b>Risk Rating</b>	<b>Description (with LRF in italic font and local comments in plain text )</b>
Explosion at a high pressure natural gas pipeline	2	2	M	<p><i>Some fatalities and hospitalisations, plus potential significant environmental pollution. Local to site causing up to 200 fatalities and hospitalising up to 200 people.</i></p> <p>The LRF assessment of likelihood seems high and the impact appears assessment low. UK high pressure pipelines have a good safety record but a failure would have catastrophic consequences.</p> <p>Two major pipelines cross the Parish placing it at risk. The impact on people and property is likely to be substantial.</p> <p>The scale of the event is difficult to predict and depends on the type of failure and if, or when, ignition</p>

				<p>occurs. Heat radiation (and possible blast effects on ignition) will cause fatalities and property damage over a substantial distance. Life-threatening burns and over-pressure injuries would occur.</p> <p>There would be the need to address the significant loss of habitable housing.</p>
<b>2. BACKGROUND INFORMATION SOURCES</b>				
HSE: [to add]				
<b>3. PREVENTATIVE &amp; ADVANCE MITIGATORY ACTIONS</b>				
<p>OSMTC raising land use planning issues with EDDC on new applications</p> <p>Land owners &amp; others being aware of pipe-run locations &amp; maintaining warning posts</p> <p>An appreciation that ill-informed contractors are one of the biggest risk factors</p>				
<b>4. INFORMATION SOURCES ABOUT A DEVELOPING EVENT</b>				
<p>LRF/EDDC</p> <p>Local TV &amp; radio</p>				
<b>5. TRIGGERS FOR &amp; IMPLEMENTING AN EMERGENCY RESPONSE</b>				
<p>There is unlikely to be any advance notice of a major loss of containment: but a failure immediately to ignite may give some time to react.</p> <p>Radiant heat is able to cause fatalities and damage to buildings at some considerable distance.</p> <p>Possible over-pressure in the event of ignition may cause fatal &amp; serious injuries.</p> <p><b>Immediately Contact:</b> [add number from posts] in addition to 999.</p>				

<b>OTHER ADVERSE INDUSTRIAL EVENTS</b>				
<b>1. POSSIBLE EVENTS</b>				
Event	Likelihood	Impact	Risk Rating	Description
Major Pollution of Controlled Waters	4	3	H	<i>Pollution incident impacting upon controlled waters (for example chemical spillage or release of untreated sewage) leading to persistent and/or extensive effects on water quality, major damage to aquatic ecosystems, closure of potable abstraction point(s) (over 1,000 people without water for more than 1 day), major impact on local amenity (i.e. tourism) value, serious impact on human health.</i>
Major Land Contamination Incident	4	3	H	<i>Pollution incident (for example chemical spillage) leading to persistent and/or extensive effect on land quality, major damage to terrestrial ecosystems, property, amenity (i.e. tourism) value and major damage to agriculture/commerce, serious impact on</i>

				<i>human health. (LRAG)</i>
Major Air Quality Incident	3	3	H	<i>Pollution incident (for example uncontrolled emission from an industrial facility) leading to persistent and/or extensive effects on air quality, major damage to local ecosystems, major effect on local amenity and serious impact on human health.</i>
Industrial Accidents and Environmental Pollution	2	2	M	<i>Major incident resulting in up to 20 fatalities and 100 serious injuries. (Non Top Tier COMAH Sites and other industrial premises).</i>  <i>Unlikely to be on such a scale in the Parish.</i>
Toxic chemical release	1	4	M	<i>50 fatalities and 250 hospitalisations. Plus potential significant environmental pollution.</i>  <i>Unlikely to be on such a scale in the Parish.</i>
Radioactive substance release from a nuclear reactor incident	1	5	M	<i>Devonport Royal Dockyard &amp; H.M.Naval Base 10 immediate fatalities and 250 hospitalisations. Plus potential significant radioactive pollution.</i>
Accidental or unplanned importation or release of radioactive material from incorrectly handled or disposed of sources	1	3	M	<i>Release of unknown radioactive material. Scale dependent on isotope, strength and physical condition. Up to 5 Fatalities and 100 contaminated people requiring medical monitoring. Many worried people may present at hospitals. Radiation may be spread over several kilometres but most concentrated where source is opened.</i>
Biological substance release from control measure failure (e.g. pathogen release from containment laboratory)	2	2	M	<i>10 immediate fatalities and 250 hospitalisations. Plus potential significant radioactive pollution</i>
Industrial Explosions and Major Fires	3	2	M	<i>10 serious casualties and 100 casualties. There have been a number of serious fire in industrial/retail premises, such as Paignton, Trago Mills</i>
Unexploded Bomb (UXB) or Unexploded	5	2	M	<i>Discovery of unexploded ordnance, suspected unexploded ordnance or a cash of ammunition resulting in the need for evacuation of properties, closure of an</i>

Ordnance (UXO) – none terrorist.				<i>infrastructure within that radius and a controlled explosion in situ.</i>
Industrial Accident and Environmental Pollution	4	1	L	<i>Major contamination incident with widespread implications for the food chain arising from: a) industrial accident (chemical, microbiological, nuclear) affecting food production areas e.g. Chernobyl, Sea Empress oil spill, Foot and mouth disease, b) contamination of animal feed e.g. digoxins, BSE, c) incidents arising from production processes, e.g. adulteration of chilli powder with Sudan I.</i>
<b>2. BACKGROUND INFORMATION SOURCES</b>				
Environment Agency: <a href="https://www.gov.uk/government/organisations/environment-agency">https://www.gov.uk/government/organisations/environment-agency</a> Heath Protection Agency: <a href="http://www.hpa.org.uk">http://www.hpa.org.uk</a> Search for specific risk. Health & Safety Executive: <a href="http://www.hse.gov.uk/">http://www.hse.gov.uk/</a>				
<b>3. PREVENTATIVE &amp; ADVANCE MITIGATORY ACTIONS</b>				
No obvious preventative actions by OSMTC unless concerns should be raised about a specific premises.				
<b>4. INFORMATION SOURCES ABOUT A DEVELOPING EVENT</b>				
LRF/EDDC Local TV & radio				
<b>5. TRIGGERS FOR &amp; IMPLEMENTING AN EMERGENCY RESPONSE</b>				
Request from LRF/EDDC Request from a first responder (Police or Fire & Rescue Service) Local information that requires relaying to appropriate authorities/999.				

<b>FAILURES IN THE SUPPLY OF ESSENTIAL SERVICES</b>				
<b>1. POSSIBLE EVENTS</b>				
<b>Event</b>	<b>Likelihood</b>	<b>Impact</b>	<b>Risk Rating</b>	<b>Description (with LRF in italic font and local comments in plain text )</b>
Significant or perceived significant constraint on the supply of fuel at filling stations	4	3	H	<i>Filling stations dry between 24-48 hrs. Replenishment to take up to 10 days</i>
Technical failure of upstream (offshore) oil/gas network leading to a disruption in upstream oil and gas production.	2	3	H	<i>Technical failure leading to a catastrophic accident destroying all or parts of on offshore facility and taking six months to restore normal levels of service. Although the Devon does not have any offshore facilities of this kind, the assessment is based on the assumption that any such event will have national repercussions.</i>
Loss of mains gas supply				Not assessed as a possible event by LRF. Supply & demand in peak winter periods could become critical. There could be a local failure in the

				distribution network. Safety checks at all premises prior to re-energising the system could take days if a large area is affected. Some people would need temporary shelter if an event was long-lived.
Technical failure of electricity network	2	3	H	<i>Localised shutdown of the electricity supply lasting less than 24hrs</i> Some people would need temporary shelter if the event was extended.
Emergency Services. Loss of services responsible for the preservation of life due to industrial action.	4	2	M	<i>Industrial Action by one or more of the Emergency Services resulting in significant loss of core business response.</i>
Accidental failure at water treatment works.	2	2	M	<i>Between 10 – 50,000 people could be without piped water for up to 3 days.</i>
Failure without notice of a service provider & their telecommunications infrastructure.	3	2	M	<i>Loss of service to up to 100,000 people for up to 5 hours.</i>
Telecommunications Infrastructure failure	3	2	M	<i>Loss of telecommunications across a UK Region for up to 5 days.</i>
Industrial action by key rail or underground workers	2	1	L	<i>Industrial Action resulting in closure of rail transport for more than one week</i>

## 2. BACKGROUND INFORMATION SOURCES

Current newspaper articles

## 3. PREVENTATIVE & ADVANCE MITIGATORY ACTIONS

No obvious preventative actions by OSMTc.

Concern was expressed in OSMTc's response about the draft Flood Risk Management Strategy that the safeguarding of vulnerable utilities did not seem to have been adequately addressed.

## 4. INFORMATION SOURCES ABOUT A DEVELOPING EVENT

LRf/EDDC

Local TV & radio

## 5. TRIGGERS FOR & IMPLEMENTING AN EMERGENCY RESPONSE

Request from LRf/EDDC

Request from a first responder (Police or Fire & Rescue Service)

## ROAD, RAIL & AIR TRANSPORT

### 1. POSSIBLE EVENTS

Event	Likelihood	Impact	Risk Rating	Description (with LRF in italic font and local comments in plain text )
Local accident involving transport of fuel/explosives	2	3	H	<i>Accident involving fuel or explosive, both with the potential of detonation and the resulting blast and burn devastation that would follow</i> Narrow country lanes and streets increase the risk. Potential for a number of fatalities. Large numbers may require evacuation and shelter, etc.
Local accident involving transportation of hazardous chemicals	2	3	H	<i>Transportation accident with release of unknown hazardous substance, which has the potential for physical and environmental harm.</i> Narrow country lanes and streets increase the risk. Potential for a number of fatalities. Large numbers may require evacuation and shelter, etc.
Aviation Accident over a Semi Urban area.	3	2	M	<i>250 Fatalities and up to 50 Fatalities on the ground.</i> Flight paths crossing the Parish put OSM at increased risk: there was such an incident in 1980.
Local accident on motorways and major trunk roads	2	2	M	<i>A serious road collision involving five or more vehicles, which may result in up to 5 deaths, 20 serious casualties, and closure of a main arterial road for at least 24 hours</i> Limited parts of the trunk road system impinge on the Parish. OSMTC is unlikely to be involved.
Local road accident involving a bus/coach.				Not considered a major incident by LRF. Potential for multiple casualties that require assistance.
Railway Accident	1	2	L	<i>Up to 30 fatalities and up to 100 casualties [fractures, internal injuries – burns less likely]. Possible loss of freight. Major disruption to rail line including possible closure of rail tunnel</i> The railway is in the extremities of the Parish. OSMTC is unlikely to be involved.

## 2. BACKGROUND INFORMATION SOURCES

Highways Agency <http://www.highways.gov.uk>  
Civil Aviation Authority <http://www.caa.co.uk/>

## 3. PREVENTATIVE & ADVANCE MITIGATORY ACTIONS

Liaising with DCC Highways Department about improving and maintaining the local road network. OSMTC is represented on the Exeter Airport local liaison committee.

**4. INFORMATION SOURCES ABOUT A DEVELOPING EVENT**

LRF/EDDC  
Local TV & radio

**5. TRIGGERS FOR & IMPLEMENTING AN EMERGENCY RESPONSE**

The event.  
Request from LRF/EDDC  
Request from a first responder (Police or Fire & Rescue Service)

**ANIMAL HEALTH****1. POSSIBLE EVENTS**

Event	Likelihood	Impact	Risk Rating	Description (with LRF in italic font and local comments in plain text )
Zoonotic notifiable animal diseases (e.g. Highly Pathogenic Avian Influenza (HPAI), West Nile Virus)	3	3	H	<i>Culling of up to 30 million poultry (HPAI) or euthanasia of up to 20 companion animals (plus possibility of wildlife being affected (Rabies)). For West Nile Virus spread by viable vectors in the UK the slaughter of 20-1000 horses is a possibility.</i>
Zoonotic notifiable animal diseases Rabies	2	3	H	<i>One confirmed case in non-quarantined area of a companion (pet) animal.</i>
Non-zoonotic notifiable animal diseases (e.g. Foot and Mouth, Classical Swine fever, Blue Tongue, Newcastle Disease)	3	2	M	<i>Significant outbreak of disease affecting more than 3 separate locations. Slaughter of up to 2 million affected and exposed livestock, plus the possibility of a significant number of animals culled for welfare reasons.</i>

**2. BACKGROUND INFORMATION SOURCES**

National Health Service: <http://www.nhs.uk> Search for zoonoses  
Heath Protection Agency: <http://www.hpa.org.uk> Search for zoonoses  
Animal Health & Veterinary Laboratories Agency: <http://www.defra.gov.uk/ahvla-en/>

**3. PREVENTATIVE & ADVANCE MITIGATORY ACTIONS**

Animal Health & Veterinary Laboratories Agency: <http://www.defra.gov.uk/ahvla-en/>

**4. INFORMATION SOURCES ABOUT A DEVELOPING EVENT**

LRF/EDDC  
Local TV & radio

**5. TRIGGERS FOR & IMPLEMENTING AN EMERGENCY RESPONSE**

Request from LRF/EDDC  
Request from a first responder (Police or Fire & Rescue Service)

**INCIDENTS AT PUBLIC EVENTS & CRIMINAL ACTIVITIES**



1. POSSIBLE EVENTS				
Event	Likelihood	Impact	Risk Rating	Description (with LRF in italic font and local comments in plain text )
Major Incident at Mass Gathering e.g. event involving large crowds of people.	3	2	M	<i>Over 5,000 people involved. 1-10 fatalities, 100+ casualties and hospitalisations. (New risk).</i>
Armed criminality				Not an LRF issue. Identified by the DCC Pathfinder consultants.  The need temporarily to evacuate people and provide shelter.
2. BACKGROUND INFORMATION SOURCES				
Events: <a href="http://www.hse.gov.uk/event-safety/">http://www.hse.gov.uk/event-safety/</a> & <a href="http://www.eventsindustryforum.co.uk/">http://www.eventsindustryforum.co.uk/</a>				
3. PREVENTATIVE & ADVANCE MITIGATORY ACTIONS				
The police meet with Ottery Carnival Committee and develop an agreed events strategy.				
4. INFORMATION SOURCES ABOUT A DEVELOPING EVENT				
The Police Carnival Committee Direct observation				
5. TRIGGERS FOR & IMPLEMENTING AN EMERGENCY RESPONSE				
Request from LRF/EDDC Request from a first responder (Police or Fire & Rescue Service)				

STRUCTURAL COLLAPSES				
1. POSSIBLE EVENTS				
Event	Likelihood	Impact	Risk Rating	Description (with LRF in italic font and local comments in plain text )
Bridge Collapse	2	3	H	<i>Incident involving a bridge collapse with the potential for multiple deaths and injuries. Focused on major bridges across watercourses and other viaducts.</i>  There are limited numbers of significant bridges in the Parish: smaller bridges may be at greater risk of collapse (e.g. from flooding) but casualties would be limited.
Building Collapse	4	2	M	<i>Incident involving the collapse of one or more buildings with the potential for multiple deaths and injuries. This may be caused by a number of incidents e.g. a significant fire, accidental</i>

				<p><i>explosion.</i></p> <p>The old switchgear factory is perhaps the most significant vulnerable structure.</p> <p>Smaller collapses affecting single premises are also an issue.</p>
<b>2. BACKGROUND INFORMATION SOURCES</b>				
None.				
<b>3. PREVENTATIVE &amp; ADVANCE MITIGATORY ACTIONS</b>				
OSMTC reporting concerns to the appropriate authorities.				
<b>4. INFORMATION SOURCES ABOUT A DEVELOPING EVENT</b>				
LRF/EDDC Local TV & radio				
<b>5. TRIGGERS FOR &amp; IMPLEMENTING AN EMERGENCY RESPONSE</b>				
Request from LRF/EDDC Request from a first responder (Police or Fire & Rescue Service) An event.				

## PART 5

<b>MAJOR INCIDENTS AFFECTING THE PARISH (OTHER THAN FLOODING)</b>	
<b>1. POSSIBLE EVENTS</b>	
See information at Part 4 about possible events creating risk to people, property, essential services and communications	
<b>2. BACKGROUND INFORMATION SOURCES</b>	
See Part 4	
<b>3. PREVENTATIVE &amp; ADVANCE MITIGATORY ACTIONS</b>	
See Part 4	
<b>4. INFORMATION SOURCES ABOUT A DEVELOPING EVENT</b>	
See Part 4	
<b>5. TRIGGERS FOR IMPLEMENTING AN EMERGENCY RESPONSE</b>	
See Part 4	
<b>6. EMERGENCY RESPONSE CHECKLIST</b>	
<b>Stage</b>	<b>Action</b>
1. Developing Event	<ol style="list-style-type: none"> <li>1. Emergency Response Team (Mayor and Clerk or substitutes) monitor and assess the developing event.</li> <li>2. Use direct observations by ward councillors and other local sources.</li> <li>3. Use information and advice from the Local Resilience Forum (i.e. DCC and first level responders) and EDDC.</li> <li>4. Use relevant information sources in this document</li> </ol>
	If appropriate, advise the public using, as relevant: <ol style="list-style-type: none"> <li>1. Notice boards</li> <li>2. Special notices (eg in the TIC display window and elsewhere).</li> <li>3. e-based information systems</li> <li>4. Press releases</li> </ol>
2. Activating Emergency Response Team	Emergency Response Team decides the situation is so serious that it should activate the Emergency Response Team.
3. Initial Steps	<ol style="list-style-type: none"> <li>1. If needed, Call <b>999</b> to ensure the emergency services know and are responding: confirm what they will do and follow given advice.</li> <li>2. Call 01395 516551 (or out of hours 01395 516854), East Devon DC, and alert the Civil Contingencies Manager to the developing incident.</li> </ol>
	Expand the OSM Emergency Response Team as needed.
	Set up emergency room.
	Start an Emergencies Log Sheet.

4. Managing The Event	Respond to events.
Securing liaison and communications with others	<ol style="list-style-type: none"> <li>1. Make contact with first responder lead officer (either fire or police officer who will either be at the scene or at a local command point – likely to be the police station).</li> <li>2. Take advice from and support the emergency services (police, fire &amp; rescue, ambulance) recognizing that they have the lead.</li> <li>3. Agree method for continuing contact and liaison.</li> <li>4. Liaise with EA, EDDC &amp; DCC Civil Contingencies Duty Officer.</li> <li>5. Liaise with other Parishes who might also be affected.</li> </ol>
Developing and updating the response.	<p>Expand the OSM Emergency response Team as needed using councillors, volunteer organisations and individuals. See Part 2 para2.10 and Parts 10 &amp; 11.</p> <p>Arrange for key observations/information to be gathered and brought to the Emergency Response Team.</p> <p>Continue to seek and review new information as the event develops.</p> <p>Liaise with ward councillors on the developing situation and local needs.</p> <p>Use the log sheet to record actions and agreed times of ‘next reviews’/liaison meetings, etc.</p> <p>Remember the following order of priority:</p> <ol style="list-style-type: none"> <li>1. Preserving life and preventing major injuries;</li> <li>2. Maintaining essential roads for emergency use;</li> <li>3. Maintaining essential services (water, electric, gas, telecoms);</li> <li>4. Preserving property;</li> <li>5. Enabling people to go about their daily lives so far as possible.</li> </ol> <p>Never put yourself or others at serious risk of serious injury.</p> <p>Consider a shiftwork system for the Emergency Response Team if the event is likely to last.</p>
Taking action.	<p>Address the needs of those likely to be most affected using local knowledge and latest reports.</p> <p>Remember the vulnerable and others least able to cope, including playgroups &amp; schools (See: Part 9).</p> <p>Consider OSMTC–led evacuation if appropriate and other services are unable to do so.</p> <p>Consider the need for a casualty reception and treatment centre if other services are unable to do so.</p> <ol style="list-style-type: none"> <li>1. Consider the need for emergency rest, shelter and feeding stations liaising with EDDC Civil Contingencies Manager.</li> <li>2. Consider setting up a temporary OSMTC facility if others are unable to assist.</li> </ol>

	Provide other assistance to people and businesses as resources permit
	Provide assistance to other Parishes as resources permit.
5. Post Event	Liaise with EDDC on advice and support to individuals and organizations as they take recovery action
	Carry out a review with others of the lessons learned.

Incident log sheet (Part 6 of the OSMTC Emergency Plan)

**Sheet No.....**

<b>EMERGENCY DESCRIPTION:</b>				
<b>Date</b>	<b>Time</b>	<b>Issue / Information / Decision / Action</b>	<b>Time for next review</b>	<b>Initials</b>

**PART 7 Key Emergency Action Contacts List**

	<b>Service / Name</b>	<b>Telephone Numbers/email/web addresses</b>	<b>Additional Information</b>
<b>Emergency Services</b>	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
<b>Emergency Civil Responders</b>	East Devon District Council Activation	01395 516551 Out of Hours: 01395 516854	Emergency Planning Callout
	EDDC Housing Unit	01395 517469 Out of Hours: 01395 516854	
	EDDC Environmental Health Dept.	01395 517457 Out of Hours: 01395 516854	Environmental Health Concerns
	DCC Emergency Planning Service	01392 382680	Fax: 01392 382709
	Devon County Council	0845 1551020 General enquiries 0845 155 1015	0845 155 1003 Fax
	OSM Town Council	01404 812252	
<b>National Flooding and Forecasting</b>	Environment Agency Floodline	0845 9881188 or 0345 9881188.  Then use Quick-dial Numbers: For Fenny Bridges 162087 For Ottery St Mary 162088 For Tipton St John 162165	Flooding Events

	Environment Agency	03708 506506 or 08708 506506	General Enquiries
	Met Office	0870 9000100	Meteorological Forecasting
	Met Office Weathercall	09014 722054	
<b>Flooding Prevention &amp; Highways:  Named local contacts</b>	Environment Agency	Bryn Williams 01392 354143 07810 813457 bryn.williams@environment-agency.gov.uk	
		Kate Taylor 01392 354169 (7 24 4169) 07810 637 593 kate.taylor@environment-agency.gov.uk	
	EDDC	Keith Steel Add his mobile number] ksteel@eastdevon.gov.uk	
	Highways Department	<b>Name &amp; phone to add</b>	
<b>Utilities</b>	South West Water	0800 1691144 0844 346 2020	Non-domestic water leaks
	Western Power Distribution	Office: 0845 6012989 Out of hours : 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/ 0800 800151	Telecommunications



<b>Healthcare</b>	Coleridge Medical Centre	01404 814447	Medical/Healthcare
	NHS Direct	111 or 0845 4647	Advice
	RD&E Hospital	01392 411611	Medical/Healthcare
	Ottery Hospital	01404 816000	Medical/Healthcare
<b>Highways</b>	Devon County Council Highways	01392 383329 0845 1551004 01392 383329 (out of hours)	Highways Management
	Devon County Contracting	01392 384 635	
	Highways Agency Information Line	08457 504 030	Highways Information
<b>Transport</b>	Stagecoach bus	01392 42 77 11 <a href="http://www.stagecoachbus.com/localdefault.aspx?Tag=Exeter">http://www.stagecoachbus.com/localdefault.aspx?Tag=Exeter</a>	Service information line
	Otter Coaches	01404 511635	Local coach service
	Devon & Cornwall 4x4 Response	<b>CONTACT DETAILS TO ADD<sub>c</sub></b>	Roland Westlake rolandw1@btinternet.com
<b>Vehicle Recovery</b>	RAC Breakdown	0800 828 282	Vehicle Recovery
	AA Roadwatch	0906 884 322	84322 from mobile
	AA Breakdown	0800 88 77 66 0121 275 3746	
	Riverside Motors Ottery St Mary	01404813016	Vehicle Recovery

<b>Schools</b>	School route closures	<a href="https://new.devon.gov.uk/schools/route/">https://new.devon.gov.uk/schools/route/</a>	For information about school route closures
	School closures	<a href="https://new.devon.gov.uk/schools/closure/">https://new.devon.gov.uk/schools/closure/</a>	For information about school closures
	Kings School	01404 812982 <a href="mailto:office@thekings.devon.sch.uk">office@thekings.devon.sch.uk</a>	
	Ottery St Mary Primary School	01404 812977 <a href="mailto:admin@ottery-primary.devon.sch.uk">admin@ottery-primary.devon.sch.uk</a>	
	West Hill Primary School	01404-812599 <a href="mailto:admin@west-hill-primary.devon.sch.uk">admin@west-hill-primary.devon.sch.uk</a>	
	Tipton St John Primary School	01404-812943 <a href="mailto:admin@tipton-stjohn.devon.sch.uk">admin@tipton-stjohn.devon.sch.uk</a>	
<b>Playgroups</b>	Happy Days Coleridge Pre-School The Old School	01404 812663	Taken from DCC evacuation plan for OSM. May not be wholly correct.
	Busy Otters Parent & Toddler Group Old Boys School	01404 815370	
	Claire Sandford 37 Slade Close		
	Busy Otters Pre-school Playgroup Ottery St. Mary Primary School	01404 812442	
	Ottertotts Daycare Nursery East Hill Ottery St. Mary EX11 1QH	01404 815854	
		<b>MORE INFORMATION PLEASE</b>	
<b>Sports Centre &amp; Holiday Scheme</b>	Colin Tooze Sports Centre	01404 814 317	

<b>Town &amp; Parish Councils</b>	Honiton	<b>01404 42957</b> <b>towncouncil@honiton.gov.uk</b>	
	Feniton	<b>TO ADD</b>	
	Newton Poppleford	01395 264003 <a href="mailto:parishclerk@newtonpopplefordpc.co.uk">parishclerk@newtonpopplefordpc.co.uk</a>	
<b>National &amp; Local Media Services</b>	BBC Radio 4 92.50 FM 94.00 FM		National warnings
	BBC Radio Devon 95.7 FM 103.4 FM	News: 01752 234511 Travel: 0845 3002829 On air: 0845 3011034 Exeter: 01392 215651	Media, Warning, Informing
	Heart Exeter 96.6FM	Traffic: 0345373 77 77 Station: 01392 444 444	Media, Warning, Informing
	Sidmouth Herald	01392 888500	
	Pulmans	01297 446155	
<b>Animal Welfare</b>	RSPCA	24 hour: 0300 1234999 Office: 0300 1234555	Animal Welfare
	DSFRS Large Animal Rescue	Request via the on-scene Fire Commander	Large Animal Rescue
<b>Emotional Support Services</b>	Samaritans 24 hours	0845 3030900	Support
	Victim Support 8am-8pm	0845 3030900 0845 6761020	Support

**Part 8 Key Community Contact List**

Type of organsation	Service / Name	Telephone Numbers/email/web addresses	Additional Information
<b>Town &amp; Parish Councils</b>	OSM Town Council	01404 812252 Phone <b>DETAILS TO ADD</b> Fax	
	Honiton	<b>01404 42957</b> towncouncil@honiton.gov.uk	
	Feniton	<b>DETAILS TO ADD</b>	
	Newton Poppleford	01395 264003 <a href="mailto:parishclerk@newtonpopplefordpc.co.uk">parishclerk@newtonpopplefordpc.co.uk</a>	
<b>Identified individual contacts in smaller communities</b>	Fenny Bridges	<b>restricted</b>	
	Alfington	<b>restricted</b>	
	Gosford/Taleford/Coombelake	<b>restricted</b>	
	Woodford	<b>restricted</b>	
	Wiggaton	<b>restricted</b>	
	Fluxton	<b>restricted</b>	
	Metcombe	<b>restricted</b>	
	Higher Metcombe	<b>restricted</b>	
	Coombe	<b>restricted</b>	

<b>Churches</b>	OSM Parish Church	<b>restricted</b>	
	Methodist Church	<b>restricted</b>	
	New Life Church	<b>restricted</b>	
	St Anthony's RC Church	<b>restricted</b>	
	United Reformed Church	<b>restricted</b>	
	Ottery Reformed Church	<b>restricted</b>	(No premises: meets at the Old Boys School)
	The Salvation Army	<b>restricted</b>	
<b>Possible volunteer organisations in OSM Town</b>			
	The Salvation Army	<b>restricted</b>	
	Women's Institute	<b>restricted</b>	
	St John Ambulance	<b>restricted</b>	
	Red Cross	<b>restricted</b>	
	Later Life Forum	<b>restricted</b>	
	Ottery Men's Forum	<b>restricted</b>	
	Ottery Football Club	<b>restricted</b>	

	Ottery Cricket Club	restricted	
	Ottery Bowls Club	restricted	
	Ottery Tennis Club	restricted	
	Guides	restricted	
	Scouts	restricted	
	National Women's Register	restricted	
	Ottery Carnival Club	restricted	
	Lions	restricted	
	Rotary Club of Otter Valley	restricted	
	Inner Wheel Club	restricted	
<b>Possible volunteer organisations in other wards:</b>			
Alfington		restricted	
Tipton St John		restricted	
West Hill	West Hill Residents Association	restricted	

Useful Supplier Contacts	Abbotts	<b>01404 813531</b>	
	Roberts Hardware	01404 813240	
	OSM Food Bank	Chris l'Anson 01404 811313 osmfoodbank@gmail.com	
	Jewsons at Honiton	Branch Manager: Graeme Galpin 01404 41117 Email: branch0945@jewson.co.uk	
	Travis Perkins	Exeter 01392 446810	
	Wickes	Exeter 01392 605500	
	Ottery Chamber of Commerce	John Campion 01404 814547	
Skip Hire	Leeses of Exmouth	01395 277337 or by email: <a href="mailto:info@leesesltd.co.uk">info@leesesltd.co.uk</a>	
	Select-a-Skip Hire in Exmouth	01395 350027	
	EMS Waste Services of Clyst St Mary	01395 233748	
Possible sources of hot food	Ottery Fish & Chip Shop		All reasonably close-by the suggested OSMTC Rest/Evacuation Centres
	The Lamb & Flag	01404 813704	
	The Volunteer Inn		

	Poppys		
	The Bay Tree		
	The Kings School		DCC designated feeding station
	Otter Nurseries	01404 815815 enquiries@otternurseries.co.uk	
<b>Tree surgeons</b>	Seaton Tree Care	01404 841314 07957 658202	(Advertises in the Ottery Gazette)
	East Devon Tree Care	Tel/Fax: 01395 279101 Mobile: 07968 741251	
	A.F. Rowse of Colaton Raleigh	01395 567643 <a href="mailto:andy@rowsetreeservice.demon.co.uk">andy@rowsetreeservice.demon.co.uk</a>	
	<b>Dartmoor Tree Surgeons located in Woodbury</b>	01392 425 605	
<b>Tractor, Fork Lift</b>	<b>restricted</b>	<b>restricted</b>	Tractor
	<b>restricted</b>	<b>restricted</b>	Tractor
	<b>restricted</b>	<b>restricted</b>	Cherry Picker
<b>Healthcare &amp; First aiders</b>	Coleridge Medical Centre	01404 814447	Medical/Healthcare
	Ottery Hospital	01404 816000	Medical/Healthcare
	St John Ambulance		
	Red Cross		



<b>Transport</b>	Devon & Cornwall 4x4 Response		Roland Westlake rolandw1@btinternet.com
	Otter Coaches	01404 511635	Local coach service
	Baxters Removals of Tipton Roller Mills	01404 511098	Local removals service
	Dobson's Removals & Storage of Honiton	01404 47234	Honiton removals service
<b>Vehicle Recovery</b>	Riverside Motors Ottery St Mary	01404813016	
<b>Schools</b>	School route closures	<a href="https://new.devon.gov.uk/schools/route/">https://new.devon.gov.uk/schools/route/</a>	For information about school route closures
	School closures	<a href="https://new.devon.gov.uk/schools/closure/">https://new.devon.gov.uk/schools/closure/</a>	For information about school closures
	Kings School	01404 812982 <a href="mailto:office@thekings.devon.sch.uk">office@thekings.devon.sch.uk</a>	
	Ottery Primary School	01404 812977 <a href="mailto:admin@ottery-primary.devon.sch.uk">admin@ottery-primary.devon.sch.uk</a>	
	West Hill Primary School	01404-812599 <a href="mailto:admin@west-hill-primary.devon.sch.uk">admin@west-hill-primary.devon.sch.uk</a>	
	Tipton St John Primary School	01404-812943 <a href="mailto:admin@tipton-stjohn.devon.sch.uk">admin@tipton-stjohn.devon.sch.uk</a>	
<b>Local newspaper Editors</b>	Sidmouth Herald	01392 888500	
	Pulmans	01297 446155	

**Part 9. Vulnerable People.**

**NOTE: For the Town, see also Part 14 Map 4.5 that identifies locations with vulnerable people.**

Type of Organsation	Name	Telephone Numbers/email/web addresses	Additional Information
Playgroups	<b>Restricted</b>	<b>Restricted</b>	
Schools			
Sports Centre & Holiday Scheme			
Care & Nursing Homes			

Sheltered housing			
Ottery St Mary Hospital			
Residential caravan sites			
Holiday caravan/camping sites			
Others	A list of additional sensitive locations may be held by the Police e.g. Womens' refuges.		

**PART 10 Volunteer Registration and Consent Form**

I confirm that I have read and understand the Volunteer Information Sheet. I have had the opportunity to ask questions. I understand what I am expected to do as a volunteer. I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason.

<b>SIGNATURE</b>	<b>NAME (Printed)</b>	<b>ADDRESS</b>	<b>MOBILE PHONE</b>	<b>TIME SIGNED IN</b>	<b>TIME SIGNED OUT</b>

## **PART 11**

### **VOLUNTEER GUIDANCE NOTE**

Ottery St Mary Town Council (OSMTC) thanks you for volunteering to help out in this emergency. We are not a rescue service and we do not expect you to carry out any rescue work.

We do not want you to become a casualty. So please act with caution and take note of the following advice.

#### **How do I keep safe?**

Consider realistically what could potentially go wrong, what effect this could have on you and others, and what you need to do to keep safe. Think about the risks that could cause real harm.

Before you start a job, ask yourself:

- How could accidents happen?
- Who might be seriously harmed?
- What should be done to make things safer?

And keep asking those questions as time passes and things change. Use your common sense to keep you and others safe.

(Based on: <https://www.gov.uk/government/publications/can-do-guide-for-organisers-of-voluntary-events/the-can-do-guide-to-organising-and-running-voluntary-and-community-events>)

#### **Rescue**

- You are not a rescuer; leave that to the Fire and Rescue Service.

#### **Water safety**

- Do not enter fast running water even if shallow: you can quickly get into difficulty and be swept away.
- Even in the most shallow and calm water, if you cannot see through it to the bottom, always probe ahead with a stick. Ground levels can quickly change. Manholes and other covers can be displaced by water pressure and you could be sucked right under and unable to escape.

#### **Bad Weather**

- Take care when moving on snow and ice.

#### **Fire safety**

- Radiant heat can cause severe injuries.
- Fire damaged buildings and floors can collapse without warning.

#### **Structurally damaged buildings**

- Fire damaged buildings and floors can collapse without warning.

#### **Personal well-being**

- Try to keep warm and dry. Wear stout shoes and gloves.
- Take regular breaks.
- Sign on when you start and sign off when you leave so that people know.

## **PART 12**

### **EQUIPMENT FOR USE IN THE COUNCIL OFFICES BY THE EMERGENCY RESPONSE TEAM.**

#### **Rooms**

1. A phone socket so that the Office phone can be used in the Council Chamber (the designated Emergency Response Room) giving the Emergency Response Team privacy and space in which to work .
2. The Meeting Room is available for use by the Town Ward and its volunteers.

#### **Documents**

1. For use by the Emergency Response Team, a hard copy of the OSMTC document:
  - *EMERGENCIES IN THE COMMUNITY: Preventing and Responding To Them.*
2. For handing to the emergency services commander on the scene if required, a further hard copy of the OSMTC document:
  - *EMERGENCIES IN THE COMMUNITY: Preventing and Responding To Them.*
3. A sealed envelope containing an initial supply of Incident Log Sheets (See Part 6)
4. One spare pack of the following documents (that are principally contained in the ward bags), each in a sealed envelope, should a further set be required:
  - Volunteer Information, Registration and Consent Form
  - Instructions for Establishing and Operating an Emergency Evacuation/ Rest/ Shelter Facility

#### **Equipment**

##### **For the emergency response room.**

1. Large scale map of the Parish and its wards, mounted on a board and faced in a polycarbonate sheet.
2. Non-permanent marker pens for use with the above.
3. Wind up radio
4. Wind up torch
5. Other office supplies sourced from the Town Clerk's Office.
6. The base unit for the OSMTC hand radios

##### **Reserve stock of protective equipment**

7. A reserve stock of protective equipment that can also be used, as needed, by Emergency Response Team Members.:
  - 10 Reflective jackets marked front & back - *Ottery St Mary Town Council - Volunteer*
  - 10 Hard hats
  - 10 pairs Protective gloves
  - A presumption that councillors & volunteers will provide their own inclement weather clothing and footwear

## **CONTENTS OF WARD EMERGENCY BAGS (One for each Ward)**

### **Documents**

1. A hard copy of the OSMTC document:
  - *EMERGENCIES IN THE COMMUNITY: Preventing and Responding To Them.*
2. A hard cover pocket notebook.
3. Sealed envelopes containing:
  - A supply of Incident Log Sheets (See Part 6).
  - Volunteer Information, Registration and Consent Form
  - Instructions for Establishing and Operating an Emergency Evacuation/ Rest/ Shelter Facility which includes:
    - A laminated copy of rest centre leaflet
    - A stock of Registration sheets
    - A laminated sign board for identifying the facility.

### **Equipment**

1. Wind up radio (Do we need this: could be useful in exceptional circumstances if we do not have OSMTC radio communications.
2. Wind up torch
3. The user unit for the OSMTC hand radios
4. A stock of protective equipment:
  - 10 Reflective jackets marked front & back - *Ottery St Mary Town Council - Volunteer*
  - 10 Hard hats
  - 10 pairs Protective gloves
  - A presumption that councillors & volunteers will provide their own inclement weather clothing and footwear
5. First Aid Kit
6. Cordon tape – large roll.

### **CURRENT KEEPERS OF EMERGENCY WARD BAGS.**

<b>WARD</b>	<b>KEEPER</b>
Town	<b>restricted</b>
North	<b>restricted</b>
West Hill	<b>restricted</b>
Tipton St John	<b>restricted</b>

## PART 13

### Establishing and Operating an Emergency Evacuation/ Rest/ Shelter Facilities

1. DCC and EDDC are responsible for setting up and running such facilities. OSMTC may be asked to assist: local people may also be directly approached by EDDC.
2. OSMTC may need to make some initial provision if EDDC cannot respond sufficiently quickly. Only in the most exceptional circumstances would OSMTC operate such facilities for more than a few hours.
3. LRF has identified the facilities they plan to use in the Town. OSMTC may wish to make use of the same facilities to ease hand-over. OSMTC has further identified other facilities across the Parish. See below. Those in the Town should be accessible from the Council Offices.
4. Staffing arrangements for OSMTC facilities will need to be made by the Emergency Response Team (ERT). Volunteers will be needed. Ideally, an available councillor should exercise a managing oversight: in the early stages on an incident, the key driver should be the immediate provision of shelter for those affected with other arrangements made as resources permit.
5. Registration of those using OSMTC facilities is helpful. Copies of Registration Sheets are in the Ward Emergency Bags. See below for a copy. The information should be kept confidentially: and destroyed as confidential waste after 6 months after the emergency.
6. Laminated copies of an information sheet for display at OSMTC run facilities are provided in the ward emergency bags. See below for a copy.
7. Check with the OSM Emergency Response Team before incurring any significant expenditure.

Location	Keyholder/Phone	Possible source of staffing	Possible sources of food if required.
<b>OTTERY ST MARY</b>			
<b>LRF choices</b>			
Kings School, EX11 1RA	01404 812982		
Ottery St Mary Parish Church			
Ottery St Mary Primary School,	01404812977		
OS Leisure Centre			
<b>OSMTC additional options</b>			
The Institute	[to add details please]	[to add ideas please]	Fish & Chip Shop
The United Reformed Church	[to add details please]	Church Members	Local cafes
The Old Boys School	[to add details please]	[to add ideas please]	Local Pubs
<b>WEST HILL</b>			
<b>TO ADD DETAILS PLEASE</b>			
<b>TIPTON ST JOHN</b>			
<b>TO ADD DETAILS PLEASE</b>			
<b>ALFINGTON</b>			
<b>TO ADD DETAILS PLEASE</b>			



## Rest Centre / Evacuee Information Notice

### Important Information

Please take a few moments to read this notice. It contains important information. If you require further information please ask.

This centre has been established by Ottery St Mary Town Council as a short term temporary measure until proper facilities are provided by EDDC/DCC, the responsible authorities. The Town Council will do its best to look after you in the meantime but we have very limited resources, so please give us your understanding.

**Staying instead with family or friends:** If you are able to go to family and friends then please do so. You will be better cared for and you will release valuable space for others in need.

**Registration:** Please register. It assists us in meeting your needs and helps others trying to trace you.

**Children:** Parents/guardians, you are responsible for controlling your children. Do not leave them unattended

**Medical conditions:** Please ask if you require special consideration and assistance.

**Special Needs/Requirements:** If you have any special needs, please let the organisers know.

**Smoking and Alcohol:** Smoking and alcohol are not permitted.

**Personal Belongings:** You are responsible for your belongings.

**Pets:** The facility may not be suitable for pets. Please ask.

**Keeping you informed:** We will do our best to keep you informed.

**Volunteering and Help:** Please help us in looking after others if you can.

**Telephones:** You will wish to notify key family and friends about where you are.

**News/Media:** News/media representatives often visit centres during emergencies. They may wish to interview or photograph you. They need your permission.

**Problems and Complaints:** Please raise these with the person in charge.

**Rest Centre / Evacuee Registration Sheet.**

**Details of the person leading the family group**

<b>Name</b>	<b>Address:</b>
-------------	-----------------

<b>Arrival Time &amp; Date:</b>	<b>Departure Time &amp; Date:</b>
---------------------------------	-----------------------------------

<b>Mobile Phone No:</b>	<b>I confirm that I have been made aware of the Rest Centre / Evacuee Notice.</b> <b>Signature:</b>
-------------------------	--

<b>Names of people in your group.</b>	<b>A= Adult C=Child</b>

**CUT HERE** -----

**Rest Centre / Evacuee Registration Sheet.**

**Details of the person leading the family group**

<b>Name:</b>	<b>Address:</b>
--------------	-----------------

<b>Arrival Time &amp; Date:</b>	<b>Departure Time &amp; Date:</b>
---------------------------------	-----------------------------------

<b>Mobile Phone No:</b>	<b>I confirm that I have been made aware of the Rest Centre / Evacuee Notice.</b> <b>Signature:</b>
-------------------------	--

<b>Names of people in your group.</b>	<b>A= Adult C=Child</b>

**PART 17****Glossary of some terms used by LRF organisations**

<b>Acronym/Term</b>	<b>Definition</b>
<b>EA flood warning terms</b>	
Flood Alert	Flooding is possible; be prepared
Flood Warning	Flooding is expected. Immediate action is required
Severe Flood Warning	Severe flooding. Danger to life
<b>Met Office Rain Alerts</b>	
YELLOW	Be aware
AMBER	Be prepared
RED	Take action
<b>Commands</b>	
Gold Command	Strategic Command
Silver Command	Tactical Command
Bronze Command	Operational Command
Bronze Command Centre	Multi-agency co-ordination centre (Evac. Briefing Centre)
FCP	Forward Command Post
<b>Other abbreviations</b>	
DCC	Devon County Council
EA	Environment Agency
EDDC	East Devon District Council
EAP	Evacuation Assembly Point
EBC	Evacuation Briefing Centre
ERT	Ottery St Mary – Emergency Response Team
FAZ	Flood Action Zone
GR	Grid Reference
HLS	Helicopter Landing Site
ICP	Incident Control Point
LHA	Local Health Authority
NHS	National Health Service
SAR	Search and Rescue