

Kingsbridge Community Emergency Plan

Adopted by Kingsbridge Town Council on 14 October 2014
(last reviewed October 2023)

REDACTED VERSION FOR WEBSITE



Contents

Section		Page
	Amendments/Contents/Glossary	2-5
1.0	Introduction	6
1.1	Aim	6
1.2	Objectives	6-7
1.3	Types of Emergencies	7
2.0	Activation Procedure/Triggers/Escalation	7
3.0	Community Emergency Response Team	7-9
4.0	Incident Co-ordination Point (ICP)	9
5.0	Evacuation Assembly Points (EAP)	9
5.1	Establishment and operation of EAP	9
6.0	Helicopter Landing Sites (HLS)	9-10
7.0	Key Information	10
8.0	Plan Maintenance	10
Annex		
A	Emergency Check List and Log Sheet	11-13
B	Key Contacts	14-16
C	Risk Assessments	17
C1	Description of Emergencies and Impacts	18
D	Community Resources	19-20
E	Householders Emergency Plan	21-22
F	Communications	23
G	Maps (ICPs, EAPs and HLSs)	24-26

H	Community Flood Plan	27-46
I	Instructions for establishment/operation of the EAP (and Evacuee Information sheet)	47-48
J	Recovery Management	49
K	Plan Distribution	50
R1	Restricted Key Contacts	51
R2	Vulnerable Groups within the Community	52

Glossary

Acronym/Term Definition

Bronze Command	Operational Command
CEP	Community Emergency Plan
CERT	Community Emergency Response Team
DCC	Devon County Council
EA	Environment Agency
EAP	Evacuation Assembly Point
EBC	Evacuation Briefing Centre
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 required
Gold Command	Strategic Command
GR	Grid Reference
HLS	Helicopter Landing Site
ICP	Incident Control Point
KTC	Kingsbridge Town Council
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
SHDC	South Hams District 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
SWW	South West Water

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 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 hazards and make simple plans on how they could respond to them.

Kingsbridge Town Council (KTC) has developed this plan to provide resilience for the community in the pre-event phase or early stages of an emergency. Whilst the plan will support a variety of incidents, recent events have shown that flooding (with or without tidal events) is the most likely risk to require activation of this plan.

The Kingsbridge Community Emergency Response Team (CERT) 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.

Kingsbridge has been identified to be at risk of flash flooding caused by intense rainfall which can occur before the Environment Agency can issue a warning or before the emergency services arrive. Such flooding can also happen where surface drainage systems are unable to cope with extreme rainfall and watercourses are overwhelmed. Flash flooding can be very destructive: flooding homes, tearing out trees, landslips and damaging buildings, walls and bridges.

Flooding can also occur during a high tide: particularly during spring tides but effectively any tide level above 5m combined with strong southerly winds and low barometric pressure can cause estuary saline to rise from surface storm drains and flood the Quay area.

1.1 Aim

The aim of this plan is to increase resilience within the Kingsbridge community to flooding and other possible emergencies through developing a robust and 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 and establishments in the community
- Identify community resources available to assist during an emergency
- Provide key contact details for the Community Response Team, 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 and Risks to Kingsbridge

Types of potential emergencies that may impact upon the community are:

Risk	Probability	Impact on community
Flooding and Severe Weather Events	High	High
Sustained Electricity, Water, or Gas failure	Medium	Medium to High
Road/Aircraft Accidents	Low	Low to Medium
Fire and Explosions/Gas Leaks/Building Collapses	Low	Medium
Hazardous Vapour Releases/Liquid Spillages	Low	Medium
Acts of Terrorism or Dangerous Individuals	Low	Medium to High
Disease/Pandemic	Medium	Medium to High
Cyber Crime	Medium	Medium

2.0 Activation Procedure/Trigger and Escalation

A guideline activation procedure can be found at Annex A. This procedure details the call out order, communicating of information to the community and logging of actions.

Specific flood triggers and escalation procedures are detailed at Annex H.

3.0 Community Emergency Response Team

A Community Emergency Response Team (CERT) has been established to coordinate the community's response to an incident. They are also responsible for keeping the plan up to date via annual review and post-incident wash up.

Role	Name	Tel	Mobile	Address
Coordinator (business hours)	Martin Johnson	01548.857073	07960013928	KTC Quay House Ilbert Road

	(Town Clerk)			Kingsbridge TQ7 1DZ
Coordinator (out of business hours & weekends)	Councillor Mike Jennings			
Team Member	Councillor Barrie Fishman			
Team Member	Councillor Chris Povey			
Team Member	Councillor Graham Price			
Team Member	Mel Rollinson (for social media releases)			

The role of the Community Response Team Co-ordinator is to:

- Pull together the Community Emergency Plan (CEP).
- Ensure that the plan is regularly reviewed and updated.
- Report annually to the community (via the Environment, Transport & Resilience Committee) 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 South Hams District Council (SHDC) and Devon County Council (DCC) and the emergency services, to ensure that 2-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 Community Emergency Response Team 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 SHDC.
- Ensure that confidentiality is maintained where necessary.
- Maintain his/her own action log in the event of an emergency.
- Maintain a ready 'grab bag' supplied by KTC 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.

All team members should support the Co-ordinator in carrying out their role.

4.0 Incident Co-ordination

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

The primary ICP will be at: Quay House, Ilbert Road, Kingsbridge, TQ7 1DZ (SX7346244060).

The secondary ICP will be at: Kingsbridge Fire Station, Duncombe Street, Kingsbridge, TQ7 1LR (SX7359444508).

ICP equipment is located at: the Community Resilience Store in the grounds of Quay House (behind the Garage) and the rear Courtyard at Quay House (SX7346244060).

Upon arrival of the emergency services, who may locate at a different ICP, the CERT Co-ordinator should make him/her 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.

5.0 Evacuation Assembly Points

Due to the demands of an emergency it may not be possible for DCC to provide immediate humanitarian assistance, the community 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 DCC 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: Kingsbridge Community College (SX7301443845)
- b. Priority Two: Quayside Leisure Centre (SX7349943824)
- c. Priority Three: Kingsbridge Primary School (SX7398744568)
- d. Priority Four: Age Concern (SX7347744067)

For key holder contacts refer to Annex B.

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 by emergency services in the Rescue Phase of an incident.

Areas identified as potentially suitable are:

- a. Duncombe Park (SX7358844455)
- b. Cattle Market car park (SX7347443817)
- c. Kingsbridge Community College sport field (SX7294543922)
- d. Recreation Ground (SX7372843868)
- e. Rugby Club (SX7403343719) with floodlighting available for Devon Air Ambulance night operations
- f. South Hams Hospital field opposite (SX73223 44839)

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 Log Sheet
Annex B	Key Contacts list (publicly available)
Annex C	Risk Assessments (identifying risks to the community)
Annex C1	Description of Emergencies and Impacts
Annex D	Community Resources
Annex E	Householders Emergency Plan
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

Restricted Distribution:

Annex R1	Key Contact (not for general distribution)
Annex R2	Vulnerable Groups within the Community (not for general distribution)

8.0 Plan Maintenance

The CERT should meet to discuss the community's resilience arrangements at least on a 6 monthly basis, or when new facilities or information become available which affect trigger points e.g. installation of engineering solutions. The plan should also be reviewed following each incident which has required activation to ensure learning is incorporated.

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

Timeline	Action	Complete
1	Where an emergency is possible or anticipated monitor the situation and warn members of the CERT and community as appropriate. Capture initial incident information. Be prepared to respond urgently.	
2	<p>Dial 999 and ensure the emergency services are aware of the emergency and follow any advice given. Follow mnemonic METHANE:</p> <ul style="list-style-type: none"> • M Major emergency – standby or declared • E Exact location of incident – grid reference if possible • T Type of incident – e.g. flooding, explosion etc. • H Hazards – present and potential • A Access – best routes to the scene and ICP • N Number of casualties – approximate number and type of casualties • E Emergency Services – report on services already on site and further services required <p>For Floods call the Flood Incident Line 0800 80 70 60 open 24 hour service (location, type of flooding, how many properties flooded etc.)</p> <p>Call 101 and request the CERT coordinator details be logged.</p> <p>Email101: https://www.devon-ornwall.police.uk/contact/af/contact-us-beta/contact-us/</p>	
3	Contact and inform SHDC and DCC	
4	<p>CERT to begin recording details on the Logging Sheet overleaf including:</p> <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 the agreed method. <ul style="list-style-type: none"> • Households affected • Town 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

Annex B

Key Contacts list

For example, Emergency Services, Health Organisations, Town/District/County Councils, Water Company, Gas, Doctors, Highways, Environment Agency, Schools etc.

Service	Name/Contact	Telephone Number	Additional Information
Emergency Services	Police	Emergency: 999 Non-Emergency: 101	
	Fire	Emergency: 999 Office: 01392 872200	Fire/Flood Rescue, Support/Resources
	Ambulance	Emergency: 999 General: 01392 261500	
	Coastguard	Emergency: 999 General: 0870 6006505	Water Rescue Resources/Support
Activation & Emergency Planning	Devon County Council	0345 155 1015 01392 383329 01392 499499	General enquiries Out of hours: floods Out of hours: animal welfare, petrol & explosives
	South Hams District Council	01803 861287 01803 861234 01803 867034	Emergency planning General enquiries Out of hours
	CERT contacts	As detailed at Section 3.0 above	Town Councillors & Town Clerk
	Kingsbridge Town Council	01548 853296 01548 857073 https://kingsbridge.gov.uk/ https://www.facebook.com/kingsbridgetowncouncil	Reception Town Clerk (not 24 hours) Website Facebook page
Flooding and Forecasting	Environment Agency Floodline	0345 988 1188	Flooding events (24 hours)
	Environment Agency Incident Hotline	0800 807060	Hotline (24 hours)
	Environment Agency	03708 506506	General enquiries
	Met Office	0370 900 0100	Meteorological forecasting
	SHDC Environmental Health	01803 861234	via Customer Services

Utilities	South West Water	0800 169 1144	Non-domestic water leaks
	National Grid	0800 678 3105	Electricity power cuts
	National Gas Emergency Service	0800 111999	Gas leaks
	BT	0800 800150	Telecommunications
Healthcare	Norton Brook Medical Centre	01548 853551	Medical/Healthcare
	South Hams Hospital	01548 852349	Medical/Healthcare/A&E
	NHS Advice	111	Advice
Highways	Devon County Council Highways	0345 155 1004 01392 383329	Highways management Out of hours
	Highways Agency	0300 123 5000	Highways Information Line (major roads 24 hours)
Vehicle recovery	RAC	0800 828282 0300 23 5000	
	AA	0800 887766	
	Kingsbridge Auto Recovery & Rescue Ltd	01803 712300	
Schools	Kingsbridge Community College	01548 852641	
	Kingsbridge Primary School	01548 852009	
Local Media	BBC Radio Devon	News: 01752 234511 Travel: 0845 3002829 On air: 0845 3011034 Plym'th: 01752 260323 Exeter: 01392 215651	Media, warning and informing
	Kingsbridge Gazette	01548 853101	
Animal Welfare	RSPCA	0300 1234 999	
Emotional Support Services	Samaritans	116123	Telephone support (24 hours)

	Victim Support 0800-2000	0300 303 0554	Support
Evacuation Assembly Points (EAPs)	Kingsbridge Community College	01548 852641	Out of hours contacts at Annex R1
	Quayside Leisure Centre	01548 857100	
	Primary School	01548 852009	
	Age Concern	01548 856650	

Annex C

Risk Assessments

When assessing the risks in the community the likelihood and the impact of the event should be considered. Many of the risks will be planned for at a national, regional, county or district level. Therefore the risk assessments should consider how the community could respond to ensure the community's safety and wellbeing.

Risk / Hazard	Possible Actions
Flooding	See Annex H
Heavy Snow/Ice	<ol style="list-style-type: none"> 1. CERT to meet 2. Contact Kingsbridge Winter Weather Wardens (salt spreading footways/roads in local neighbourhoods) 3. Supply additional salt from Quay House resilience store stock to Wardens if required 4. Liaison with DCC Neighbourhood Highways Officer, SHDC Emergency Planning Officer, Fire Station Commander & Neighbourhood Police Team 5. Report impassable footways & roads 6. Consider checking of known vulnerable persons
Severe Weather/High Winds	<ol style="list-style-type: none"> 1. CERT to meet 2. Liaison with DCC Neighbourhood Highways Officer, SHDC Emergency Planning Officer, Fire Station Commander & Neighbourhood Police Team 3. Report concerns: fallen trees and blocked roads to relevant authorities
Sustained Electricity/Gas Failure	<ol style="list-style-type: none"> 1. CERT to meet 2. Identify affected areas 3. Consider checking of known vulnerable persons 4. Consider evacuation of dwellings and deployment of EAP 5. Consider 'shout out' for properties with off-grid power supplies to assist
Sustained Water Supply Failure	<ol style="list-style-type: none"> 1. CERT to meet 2. Identify affected areas 3. Consider checking of known vulnerable persons 4. Consider evacuation of dwellings and deployment of EAP

Major emergencies i.e.
severe fire, aircraft crash

1. Emergency services responsibility
2. CERT to meet and offer assistance
3. Consider deployment of EAP

C1 Description of Emergencies and Impacts

Some events will be responded to and are the responsibility of the Emergency Services but the community can assist as shown in each section below.

Incident	Description of Impact
Flooding	Environment Agency flood maps identify areas of town at risk of fluvial (river) and surface water flooding located along the route of following watercourses: <ol style="list-style-type: none"> 1. West watercourse (flows from Lime Grove/Redford Meadow) 2. North west watercourse (flows from North Brook Medical Centre) 3. North watercourse (flows from rear of Wallingford Road) 4. East watercourse (flows from Washabrook) Residential and commercial properties may be flooded with resulting hardship. For further detailed information see Annex H Section 1A.
Heavy Snow/Ice	Affects movement of pedestrians and vehicle traffic (including public transport) with increased likelihood of accidents
Severe Weather/High Winds	Damage to property/persons
Sustained Electricity/Gas Failure	Affects residential properties and public/commercial services
Sustained Water Supply Failure	Affects residential properties and public/commercial services
Major emergencies i.e. severe fire, terrorism	Severe property damage and likelihood of casualties

Annex D

Community Resources

Key resources available to support the local community should be listed here e.g. Community hall.

Resource	Contact/Key Holder	Conditions of use	Additional Information
Tractor/trailer	01548.856440		Woodhouse Farm
Fork Lift	01548.857424 01548.852792		Jewsons Palladium
Sand, sandbags & sand hopper	01548.853296 01548.857073	Stored at Quay House	Kingsbridge Town Council
Shovels, hi-viz jackets, torches, 2-way radios etc. for volunteers	01548.853296 01548.857073	Stored at Quay House in the Resilience Store	Kingsbridge Town Council
Traffic cones & highways signage e.g. road closed	01548.853296 01548.857073	Stored at Quay House in the rear courtyard	Kingsbridge Town Council
Health care	01548.853551	Doctors surgery	Norton Brook Medical Centre
	01548.852349	Minor injuries unit 0900-1700	South Hams Hospital
4 x 4 vehicles	01548.852323		Quay Autos
			Local building company
			Local building company
	Devon & Cornwall 4x4 Response		Via Police
Churches	01548.852670		Sacred Heart (Roman Catholic)
	01548.856231		St Edmunds St Thomas (C of E)
	01548.852770		Family Church (Baptist)

	01548.852703		Methodist Church
	01548.856925		Society of Friends (Quakers)

CERT Pack Contents, Quantity and Location

Register	1
Log Sheets	5
EAP Welcome information	Multiple copies
Paper reams	1
Pens/pencils	1 box
Laminated large scale maps	1 set
Evacuation Assembly Point sign	1
Parish Shelter sign	1
First Aid Kit	1

Two packs located at:

Community Resilience Store in Quay House grounds (rear of Garage) accessed via keys available in the Garage itself via lock combination. Combination available from Town Clerk/Reception Office and provided to CERT team, Police and volunteers.

Annex E

The following self-help Householders Emergency Plan may be copied and distributed to residents in the community

Householders Emergency Plan

Emergencies can affect the County 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 telecommunications 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	95.7, 103.4, 104.3 FM	www.bbc.co.uk/devon
BBC Spotlight		https://www.bbc.co.uk/programmes/b006pfr1

INFORM THE REST OF YOUR FAMILY / 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		Doctor	
NHS Direct		School	
Local Police Station		Home Insurance	
Local Authority			

Create an Emergency Box

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

Some suggested items are:	
Hand or head torch and spare batteries	Toiletries
Wind up or 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
Hand or head torch and spare batteries	

If you are in a position where you can offer help to your community, start by checking that your neighbours are alright.

Name	Address	Home Telephone	Mobile

Useful Websites	
Devon County Council	www.devon.gov.uk and search Emergency Planning
South Hams District Council	www.southhams.gov.uk
Environment Agency	www.environment-agency.gov.uk
BBC Devon	www.bbc.co.uk/devon
National Flood Forum	www.nationalfloodforum.org.uk

Annex F

Communications

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

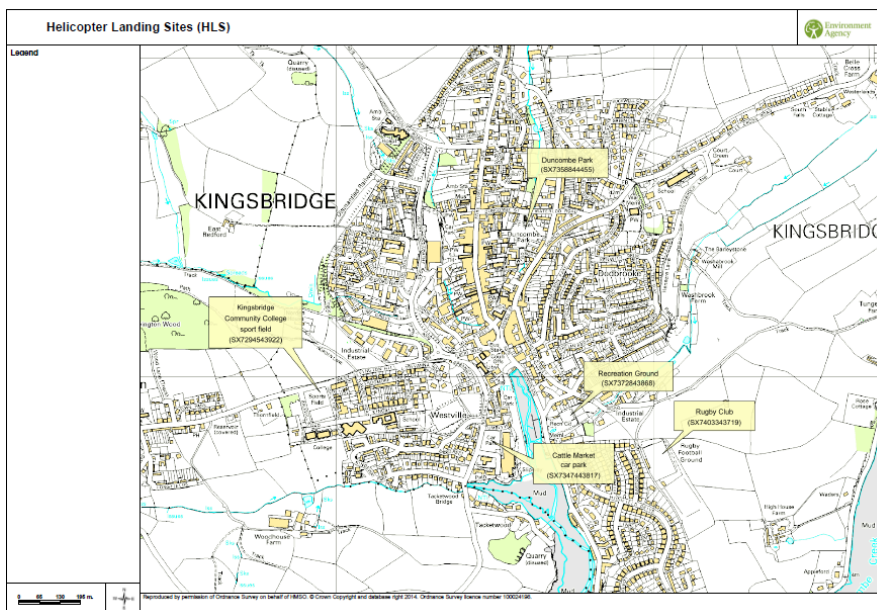
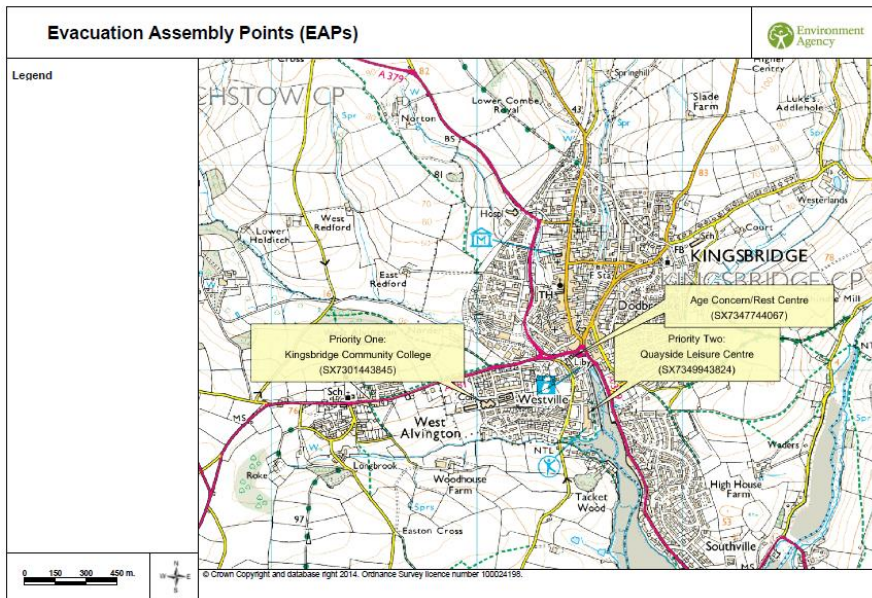
E.g. Notice boards, local meeting, community leaflets, telephone cascade system, door knocking.

Method	Location (If applicable)	Contact / Responsibility	Additional Information
ICP1 landline	Quay House 01548.853296 01548.857073	Martin Johnson	
ICP2 landline	Kingsbridge Fire Station 01548.852393 01392.872200	Fire Station Manager	
Personal mobiles	Individuals	CERT details in 3.0 above Local flood wardens/volunteers in Annex H Section 2A	
Local radio			See below

Key information such as road or school closures are usually reported on local radio.

Station	Frequency	Website
BBC Radio Devon	95.7, 103.4, 104.3 FM	www.bbc.co.uk/devon

Annex G Maps showing EAPs, HLS and ICPs





Annex H

Community Flood Plan

Parishes and communities working together

Floodline quickdial number	Call 0345 988 1188 Select option 1
----------------------------	---------------------------------------

Which Environment Agency Flood Warnings are you registered to receive?	Flood and severe weather warnings
--	-----------------------------------

Local Flood Warning Triggers <i>i.e. when flood water reaches bottom of the bridge, sound siren or other action</i>
<ol style="list-style-type: none">1. Environment Agency community flood forecasting tool2. Rain and water gauge warnings3. Spring tides timetable4. Severe rainfall

Contents of Community Flood Plan Annex

Section 1 Actions to be taken before a flood

- A** Locations at risk of flooding
 - Trigger levels
 - Sources of flooding
 - Effects and impacts
 - Community actions
 - Equipment required
 - Other agencies' actions
 - Timing
- B** Community flood forecasting tool
- C** Maps showing areas at risk from fluvial (river exceeding capacity) and surface water flooding (rainwater not draining away)

Section 2 Actions to be taken during a flood

- A** Local volunteers/flood wardens
- B** Arrangements between authorities

Section 3 Actions to be taken after a flood

1A Locations at risk of flooding

Area number (For volunteer details see Section 2A below)	Location of risk	Trigger level	Source of flooding	Effects and impacts	Community actions	Equipment required (All flood resilience equipment stored in the Resilience Store within Quay House grounds and Quay House rear courtyard)	Other agencies actions	Timings
Area 1	Duncombe Street Waterloo Place	Flood alert via EA flood forecasting tool Severe rainfall Water level rising on north watercourse/River Dod	Over capacity in culvert, water rises above trash screen, flows into and across the highway	Overflow from River Dod plus surface water Pools at dip/low point between Duncombe Street and Waterloo Place which floods properties	Warden to monitor watercourse level, check trash screen, alert EA if blocked, clear surface water drains, communicate flood warning to properties at risk, neighbourhood support with sandbags to protect property, share warning with	Hi-viz bib, torch, tools to clear surface water drains, sandbags (available from the Resilience Store)	EA to check/clear trash screen at regular intervals and on request Completion of CCTV survey under Duncombe Park Clear pond of silt/debris further up the watercourse at top of Wallingford	At flood alert and ongoing thereafter

					other areas downstream which could be impacted, ongoing monitoring and incident log		Road/ Dodd Meadow DCC catchment study (Kingsbridge IUDM analysis) to investigate new attenuation areas further up the watercourse	
Area 2	Church Mews Church Close Church Street	Flood alert via EA flood forecasting tool Severe rainfall Water level rising on north watercourse/River Dod Spring tides timetable (compounded by high tides/tidal surge as water back up through the culvert)	Over capacity in culvert, water rises up and out of surface water drains	Overflow from River Dod plus surface water Pools at low point in Church Close car park and floods properties	Warden to liaise with Area 1, clear surface water drains, communicate flood warning to properties at risk, neighbourhood support with sandbags to protect property, share warning with other areas downstream which could be impacted, ongoing monitoring and incident log	Hi-viz bib, torch, tools to clear surface water drains, sandbags (available from the Resilience Store)		At flood alert and ongoing thereafter
Area 3	Bridge Street Duke Street	Spring tides timetable	Estuary tidal water rises from storm drains and	Estuary water floods whole Quay area for approx 1.5 hrs	Co-ordinator to monitor tide levels	Hi-viz bib, torch, tools to clear surface water drains,	Early liaison with Police & Fire Service to provide	At spring tides/flood alert and ongoing thereafter

	<p>Prince of Wales Road</p> <p>Mill Street</p> <p>The Promenade</p> <p>Quay Lane (pedestrian only)</p> <p>Bus Station</p>	<p>Flood alert via EA flood forecasting tool</p> <p>Severe rainfall</p> <p>Water level rising in the Western Backway leat</p>	<p>floods the highway</p> <p>Diverts to combined sewers and brings raw sewerage to the surface</p> <p>Compounded by wash from vehicles driving through flood waters</p> <p>Compounded by severe rainfall</p> <p>Overflow from Western Backway leat flows down Squeezebelly Lane into Mill Street</p>	<p>either side of high spring tide approx 5.6m</p> <p>Compounded at time of severe rainfall, strong southerly wind and low barometric pressure</p>	<p>Wardens at state of readiness at beginning of tidal flood window</p> <p>Shops to position sandbags early</p> <p>Warning and highways signage positioned in Quay area (held in Quay House courtyard)</p> <p>Highways flashing flood warning signs to be switched on at top of Ilbert Road and at The Promenade (remote switch-on devices held in the Resilience Store)</p> <p>Possible road closures in Bridge Street,</p>	<p>“Slow Flood”, “Road Closed” & “Diversion” warning signs, highways flood warning signs at top of Ilbert Road and along The Promenade, (available from Quay House courtyard), sandbags (available from the Resilience Store)</p>	<p>authority for road closures</p> <p>Helpful to have Chapter 8 (Signing, Lighting & Guarding course) trained person available</p> <p>Liaison with Chamber of Commerce to alert traders</p>	
--	---	---	--	--	--	---	---	--

					<p>Mill Street and Ilbert Road</p> <p>Check CCTV in Quay House control room</p> <p>Share warning with other areas which could be impacted, ongoing monitoring and incident log</p>			
Area 4	<p>Lower Union Road</p> <p>Orchard Industrial Estate</p>	<p>Flood alert via EA flood forecasting tool</p> <p>Severe rainfall</p> <p>Water level rising on north west watercourse leading from Norton Brook</p>	<p>Attenuation area north of Tesco store does not operate, over capacity at culvert south of Tesco store, water overflows into the industrial estate</p>	<p>Overflow from Norton Brook plus surface water</p> <p>Floods industrial estate properties</p>	<p>Warden to check watercourse level north of Tesco, check trash screen, alert EA if blocked, clear surface water drains, communicate flood warning to properties at risk, neighbourhood support with sandbags to protect property, encourage businesses to move stock to</p>	<p>Hi-viz bib, torch, tools to clear surface water drains, sandbags</p>	<p>EA to check/clear trash screen clear at regular intervals and on request</p> <p>Liaison with Chamber of Commerce to alert traders</p> <p>DCC catchment study to investigate attenuation area adjacent to Cookworthy Road</p> <p>DCC catchment study to</p>	<p>At flood alert and ongoing thereafter</p>

					higher levels, share warning with other areas which could be impacted, ongoing monitoring and incident log		investigate 90° bend & outlet in watercourse downstream of Tesco store	
Area 5	Baptist Lane Western Backway	Flood alert via EA flood forecasting tool Severe rainfall Water level rising on north west watercourse from Norton Brook and Western Backway leat	Over capacity in the leat, water rises above open leat, flows across footway into industrial estate and down Squeezebelly Lane into Mill Street (see Area 3)	Overflow from Norton Brook plus surface water Floods industrial estate properties, Mill Street & no.7 Baptist Lane	Warden to check leat level, clear small trash screen at Mill Club, communicate flood warning to properties at risk, share warning with other areas which could be impacted, ongoing monitoring and incident log	Hi-viz bib, torch, tools to clear trash screen, possible sandbags alongside leat	Potential dredging of Western Backway leat to provide greater capacity	At flood alert and ongoing thereafter
Area 6	Derby Road Garden Mill Industrial Estate Recreation Ground park	Flood alert via EA flood forecasting tool Severe rainfall Water level rising on east watercourse/Washabrook stream	Over capacity in culvert, water rises above trash screen at Derby Road, flows into and across the highway, into rainwater gullies which	Overflow from stream floods Overleat Care Home, industrial estate businesses and park Compounded at time of high	Co-ordinator to monitor tide levels Warden to monitor stream level, check trash screens at Derby Road and in the attenuation	Hi-viz bib, torch, tools to clear drains, sandbags	SHDC to check/clear trash screens at Derby Road and in the park at regular intervals and on request SHDC regular checks and	At flood alert and ongoing thereafter

		Spring tide timetable	flood the petanque court	tides when tidal level is above the estuary outfall i.e. 900mm culvert water backs up to the park's attenuation area Compounded by surface water run-off from higher up Derby Road	area adjacent to the park, alert SHDC/KTC if blocked, clear surface water drains, communicate flood warning to properties at risk particularly Overleat Care Home, neighbourhood support with sandbags to protect property, ongoing monitoring and incident log		clearance of attenuation area next to Recreation Ground Re-profile above attenuation area to provide greater capacity	
Area 7	Archery Close	Flood alert via EA flood forecasting tool Severe rainfall	Field run-off from Darky Lane	Run-off pools at junction Archery Close and Northville Park and floods the highway and gardens of adjacent properties	Warden to clear surface water drains, capture photographic evidence of muddy surface water run-off and report to EA for investigation, share warning with other areas which could be impacted	Hi-viz bib, torch, tools to clear drains, sandbags	EA to investigate any reports/photos evidence of muddy run off into watercourses after flooding	At flood alert and ongoing thereafter

Area 8	Lime Grove and Treblepark	Severe rainfall Flood alert Water level rising west watercourse	Earmarked in flood zone	Potential but no known flooding to date	Nil to date	Nil to date	EA to check/clear large trash screen at Lime Grove	Nil to date
--------	---------------------------	---	-------------------------	---	-------------	-------------	--	-------------

1B Community Flood Forecasting Tool (for the CERT)

		Comments	Actions
	Antecedent conditions		
1	Local river levels are responsive to any additional rainfall?	<ul style="list-style-type: none"> When assessing river response, check trend for the preceding 48 hours. What's the current trend? Are river levels already rising? The nearest gauged river is the Avon at Loddiswell https://check-for-flooding.service.gov.uk/station/3218 Also use local observations to determine whether watercourses are rising in Kingsbridge 	
2	Flood Warnings in force	<ul style="list-style-type: none"> Has the flood alert been issued for South Devon Rivers https://check-for-flooding.service.gov.uk/location?q=Devon Have a look at the Environment Agency's live flood warnings map https://check-for-flooding.service.gov.uk/ 	<p><i>Use the map to pan to a location of interest, to see the Flood Alerts and Flood Warnings in force</i></p> <p>Use the maps on the website to select South West Region. If warnings are in force, click on them to see more detail. Use map to pan to Kingsbridge. Select the wind weather layer to display current observations</p>

Commented [1]:

		<ul style="list-style-type: none"> Higher inclination to consider action, if adjacent catchments have flood warnings or have received heavy rain. 	Use map to pan to Kingsbridge. Select the pressure weather layer to display current observations
	Forecasts		
3	Any Met Office rainfall alerts issued?	<ul style="list-style-type: none"> Consider whether any Met Office alerts have been issued for rain, using the National Severe Weather Warning Service https://www.metoffice.gov.uk/weather/guides/warnings#warnings-page What's the expected timing? What confidence is there in the forecast – have a look at the Chief Forecaster's comments to see where any uncertainties lie. 	<p><i>Use the map to pan to a location of interest, to see the Flood Alerts and Flood Warnings in force</i></p> <p>Use the maps on the website to select South West Region. If warnings are in force, click on them to see more detail. Use map to pan to Kingsbridge. Select the wind weather layer to display current observations</p> <p>Use map to pan to Kingsbridge. Select the pressure weather layer to display current observations</p>
4	Is intense or prolonged rainfall forecast?	<ul style="list-style-type: none"> Check Met Office Rainfall Radar https://www.metoffice.gov.uk/weather/maps-and-charts/rainfall-radar-forecast-map#?model=ukmo-ukv&layer=rainfall-rate&bbox=[[40.94671366508002,-46.1865234375],[64.8115572502203,38.18847656250001]] Persistent, prolonged rainfall, or rainfall intensities of 10mm/hour or more would increase confidence in the need to activate the community flood plan. Below is a key to help interpret the Met Office's rainfall radar forecast 	

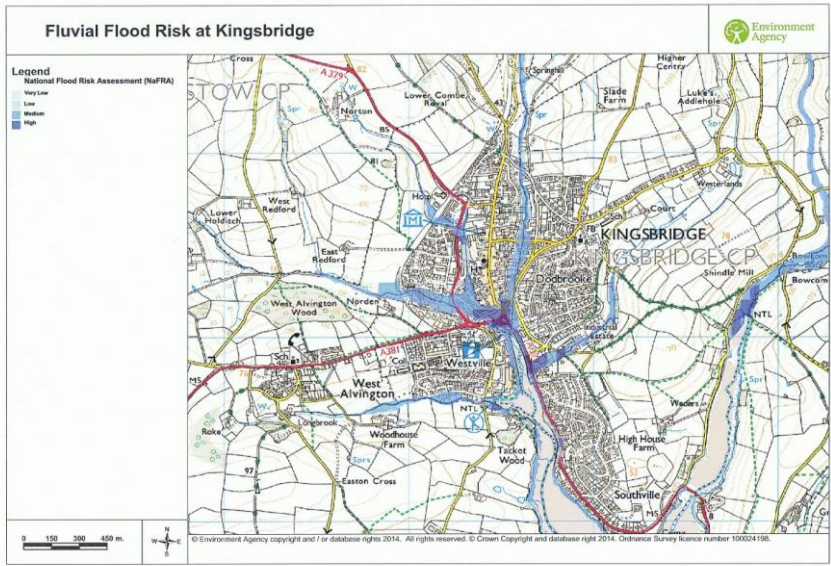
Commented [2]:

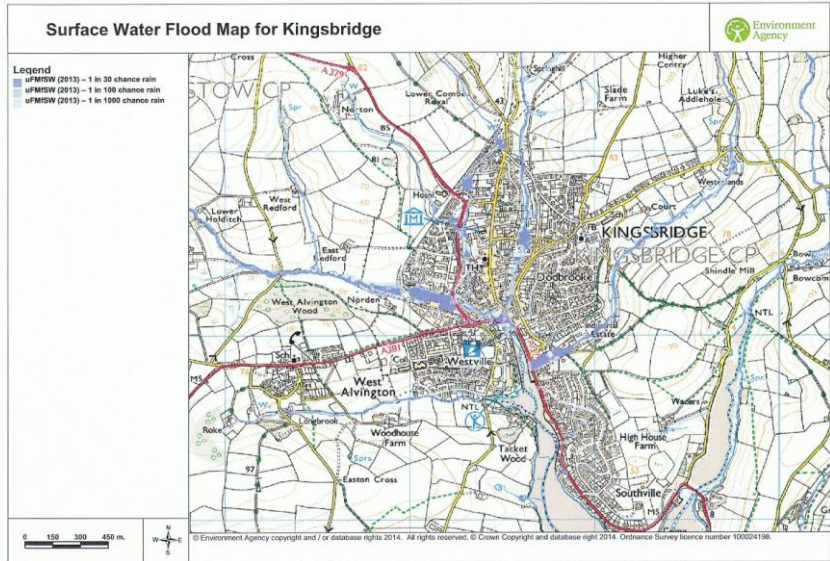
	Coastal Forecast		
5	Are strong southerly winds observed or forecast?	<ul style="list-style-type: none"> • Flooding may occur during a high tide: particularly during spring tides but effectively any tide level above 5m combined with strong southerly wind and low barometric pressure can cause estuary saline to rise up from surface storm drains and flood the Quay area. https://www.metoffice.gov.uk/weather/maps-and-charts/wind-map/?model=ukmo-ukv&layer=wind-speed-and-direction&bbox=[[40.94671366508002,-46.1865234375],[64.8115572502203,38.18847656250001]] 	<p><i>Use the map to pan to a location of interest, to see the Flood Alerts and Flood Warnings in force</i></p> <p>Use the maps on the website to select South West Region. If warnings are in force, click on them to see more detail. Use map to pan to Kingsbridge. Select the wind weather layer to display current observations Use map to pan to Kingsbridge. Select the pressure weather layer to display current observations</p>
6	Is low barometric pressure expected?	<ul style="list-style-type: none"> • Flooding may occur during a high tide: particularly during spring tides but effectively any tide level above 5m combined with strong southerly winds and low barometric pressure can cause estuary saline to rise up from surface storm drains and flood the Quay area. • A difference from the average of 1mb can cause a difference in height of about 0.01 metre. Low pressure will tend to raise sea level and high pressure will tend to depress it. Consider net peak tide levels by comparing this data with tide tables. 	

		<ul style="list-style-type: none"> Check surface pressure charts and observations in Kingsbridge https://www.metoffice.gov.uk/weather/maps-and-charts/surface-pressure 	
7	Are coastal flood warnings in force?	<ul style="list-style-type: none"> Is the Flood Alert in force for South Devon Coast from Plymouth to Lyme Regis? Is the Flood Warning in force for South Devon Estuaries? 	<p><i>Use the map to pan to a location of interest, to see the Flood Alerts and Flood Warnings in force</i></p> <p>Use the maps on the website to select South West Region. If warnings are in force, click on them to see more detail.</p> <p>Use map to pan to Kingsbridge. Select the wind weather layer to display current observations</p> <p>Use map to pan to Kingsbridge. Select the pressure weather layer to display current observations</p>
	Local effects		
8	Local reports of flooding	Activate community flood plan	
<p><i>There is no formal 'score' required for the Coordinator to decide whether to activate the Community Emergency Plan and Response Team. Use the tick boxes on the right hand side to mark areas which increase or decrease your inclination to activate your plan.</i></p>			

Commented [3]:

1C Maps of locations at risk of fluvial and surface water flooding





2A Local Volunteers/flood wardens

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.

Area	Name & Address	Telephone Day	Tel Evening	Email
Area 1 Waterloo Place Duncombe Street				
Area 2 Church Mews Church Close Church Street				
Area 3 Bridge Street Duke Street Prince of Wales Road Mill Street				
Area 4 Lower Union Road Orchard Industrial Estate				
Area 5 Baptist Lane, off Western Backway				
Area 6 Derby Road Garden Mill Industrial Estate Recreation Ground park				
Area 7 Archery Close/Northville				
Area 8 Lime Grove/Treblepark				

B Actions to be taken during a flood – Arrangements between authorities

Details of specific arrangements between the various authorities to be included here

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

C Actions to be taken after a flood

Trapped flood water may require pumping away

Repair flood defences and structures if damaged

Monitor impact of an incident on the environment e.g. by recording the extent of flooding and the damage to the built and natural environment

Investigate the cause of the flood

Re-stock resources e.g. sandbags

Remember that everything that has come into contact with flood water is contaminated

Collate reports from Flood Wardens

Details of flooded properties to be reported to the Flood Risk Management Team at DCC (copied to Environment Agency)

Request evidence of flooding from victims e.g. video/photos

Produce an incident report for each flood event flow for DCC, EA and SHDC to include timing of onset of flooding, duration and direction of flow

Support multi-agency recovery

Seek to improve Kingsbridge community resilience

Annex I

Instructions for the Establishment/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 due to unique incident factors, it is necessary to provide this facility in advance of the arrival of the Emergency Services.

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

	Post	Responsibilities
1	EAP Coordinator	<ul style="list-style-type: none">• Located at designated EAP• Manage Shelter• Provide feedback to ICP
2	Receptionist 1	<ul style="list-style-type: none">• Staff Reception Desk• Maintain Register of those entering
3	Receptionist 2	As above
5	Volunteer Cook	<ul style="list-style-type: none">• Provide snacks/meals as required
6	Volunteer Evacuation Assistants	<ul style="list-style-type: none">• Assist Evacuees as required• Issue blankets etc

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.

Annex J

Recovery Management

Stand Down

In the period immediately following an emergency Stand Down procedures should be considered to include:

1. **Emergency closed.** CERT Co-ordinator to seek confirmation from the Emergency Services that the emergency is closed.
2. **Return home of evacuees.** If an EAP has been activated authorisation for the return home of evacuees or their transfer to longer term accommodation.
3. **Equipment.** Return and stow away of all equipment/resources.
4. **Staff/volunteers.** Stand down staff and volunteers where appropriate.
5. **Debrief.** Multi-agency meeting to be convened as soon as practicable to receive all necessary information/reports/evidence, to consider a post-operations report with lessons learned, and to progress actions required for the Recovery phase.

Recovery

6. **Recovery phase.** Once the majority of the Response phase of an emergency has been completed it is vital that the authorities pool their resources in a multi-agency approach to support the Kingsbridge community to help return to a 'new normal' as soon as possible.

Recovery is the process of rebuilding, restoring and rehabilitating the community following an emergency. There is no standard recovery process that will be effective in all situations because of the nature of each incident and the composition of the neighbourhood affected. It may range from a simple debrief to a prolonged period of reconstruction and ongoing support to victims and the wider community. This might include but should not be limited to:

- Guidance issued by central government (www.gov.uk)
- Guidance, assistance and resources from Devon County Council and South Hams District Council.

Annex K

Plan Distribution

Organisation	Contact details	Number issued
Kingsbridge Town Council	CERT (see Section 3.0)	
KTC Resilience Store (in Quay House grounds)		5 copies
Devon County Council Flood Risk Team		
Kingsbridge Police Station		
Kingsbridge Fire Station		
Kingsbridge Ambulance Station		

Restricted

Organisation	Contact details	Number issued
		R1
		R2

Annex R1

Restricted Key Contacts

Service / Name	Responsibility	Contact details	Additional information
EAP Priority One: Kingsbridge Community College			
	Caretaker		
	Caretaker		
	Business Manager		
	Facility Manager		
	Principal		
	Catering Manager		
	Deputy Catering Manager		

Annex R2

Vulnerable Groups within the Community

Name / Organisation	Telephone Number	Address	Additional Information
Nil schools or nurseries in earmarked flood zones			

Vulnerable people lists are constantly changing and therefore it would not be viable for Communities to permanently hold a list. Emergencies can also make people vulnerable who are not normally and therefore any details should be collated following a major incident.

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