

# EMERGENCY Management

*Helping You To Help Yourself*

## Devon Community Resilience Forum



Key agencies across Devon: the Police, Fire and Rescue Service, Environment Agency, Devon County Council, District Councils, have come together to form a Devon Community Resilience Board (DCRB).

Their aim is to work with communities and individuals to harness local resources and expertise, to help plan how to respond to any sort of emergency.

Devon Communities Together and the Devon Association of Local Councils have been asked to join the DCRB because of their wide experience of

working with local communities and helping develop other forms of local plans (Parish Plans, Community Plans, Neighbourhood Plans).

Cheif Executive, Elaine Cook said "We are delighted to be joining the DCRB, and supporting communities to create Emergency Plans."

Elaine went on to say "We are looking forward to setting up a Devon Community Resilience Forum which will bring together community representatives and practitioners to consider the key issues. The first event is being held on 10 November 2015."

Community representatives can also come and meet the experts at the official launch of the Forum at the Rural Futures Conference on 1st October 2015 - Book here [www.bit.ly/rural-futures](http://www.bit.ly/rural-futures)

There will be more information on the Devon Communities Together website over the summer including news of the first resilience Forum event to look out for scheduled for 10 November.

For more information call Greg Davies on 01392 248919 x 181 or email [greg@devoncommunities.org.uk](mailto:greg@devoncommunities.org.uk)

## Providing EE customers with flood warnings



Since 2010 the Environment Agency has worked with telephone providers to access and automatically register landline phone numbers onto the flood warning system. This has resulted in 500,000 people getting direct warnings.

To reflect the move towards mobile telephones over landline, they started working with EE to carry out a pilot to add mobile customers that were not yet signed up for flood warnings.

In March 2015, the Environment Agency added 12,000 EE customers in Staffordshire, Warwickshire and West Midlands to the flood warning service. Once added, they were sent an automated 'welcome' telephone

message to tell them that they would receive warnings and how to opt-out of the service. Only 11 customers cancelled and no negative feedback was received at Floodline or the EE call centre.

Following the successful pilot the Environment Agency are now planning to roll-out across the rest of England.

They sent information telephone messages to some EE customers in Devon on Tuesday 14 July.

Once mobile numbers for EE customers were added to the flood warning system they were sent an automated telephone message. Which said:

"This is a recorded message from the

Environment Agency. Your telephone number has been automatically added to our free flood warning service as your property is in an area at risk from flooding. Please note this is not a flood warning. From today you will receive automated messages when flood warnings are issued for [TA Name]. Please visit the Environment Agency website or call Floodline on 0345 988 1188 for more information or to cancel this service. The Floodline number again is 0345 988 1188. To repeat, this is a recorded message from the Environment Agency. Please press one to confirm you have received this message."



# Defibrillators



South Western Ambulance Service **NHS**  
NHS Foundation Trust

## Restart a Heart

Over 3,600 people are resuscitated by ambulance staff every year in the South West because they suffer a pre-hospital cardiac arrest. For every minute that passes once in cardiac arrest, a person loses a further 10% chance of survival, and with this dramatic loss in chance of survival, there is a need of a defibrillator every 4-5 minutes walk. Without doubt this availability would improve cardiac arrest survival rates throughout the South West.

A defibrillator is a device used to give an electric shock to help restart a patient's heart when they are in cardiac arrest. If there were more public access defibrillators, more people could get a life saving shock as quickly as possible, ahead of an ambulance, which would assist in giving them the best possible chance of survival.

When someone suffers a cardiac arrest, the heart stops and blood is no longer being pumped around their body. The longer they go without emergency life-support, the harder it is to restart their heart. This is where you and your community, organisation or business could make a difference.

Automatic or semi-automatic defibrillators are easy and safe to use by anyone with little or no training. The device talks and displays what you need to do, with many devices also showing pictures. The best possible chance for someone's survival is for them to receive effective cardiopulmonary resuscitation and early defibrillation. People trained in CPR and defibrillation are able to act quicker as they already know what to do and are not waiting for the device to prompt.

Defibrillators should be a common sight everywhere and particularly in high footfall places such as shopping centres, railway stations and leisure centres, or in rural areas such as village centres or pubs.

Best practice would be to allow the device to be available to anyone at any time, like on many railway

platforms. These places also train station staff who can offer assistance once they arrive. The risk of restricting defibrillators to trained persons only can only be a positive set up if these trained people are always available.

In rural villages many already have a Community First Responder or Co-Responder group who will be dispatched if appropriate at the time of the 999 call. Many of these initiative are not 24 hours or may simply not be available at your point of need and therefore a defibrillator in a 24/7 location offers access to everyone.



Storage of defibrillators should not add barriers to access. Locks and coded storage are not supported by the South Western Ambulance Service NHS Foundation Trust as these can delay access. The rescuer will already be in a heightened distressed condition and may forget a code; may not correctly type in a code; or may not be able to find a key to gain access. An unlocked external; an internal defibrillator box; or an indoor bracket are all suitable storage systems.

The South Western Ambulance Service NHS Foundation Trust's Defibrillator Accreditation Scheme offers you formal guidance and support in buying, storing and using a defibrillator. Please download their booklet here to see if you meet the standard to be registered on the South Western Ambulance Service 999 control system.

The importance of registering your defibrillator on the 999 control system is to ensure that the person dialling can be reminded or directed to a nearby device which may aid to save someone's life. This may be someone who is found unwell in your car park or someone making a call from their mobile phone in the toilets. The additional benefit of businesses being accredited is that they can call you to inform you something is happening and that they are sending an ambulance.

The ambulance service requires assurance that the device is ready and available for use to remain on the 999 control system, all they ask for is a monthly acknowledgement that your device remains in place and ready for use.

Use the online contact form [www.bit.ly/SWASft-contactform](http://www.bit.ly/SWASft-contactform) or contact your local Assistant Community Responder Officer [www.bit.ly/swasft-community-responder](http://www.bit.ly/swasft-community-responder) to get signed up. They will arrange a visit to collect all details required and sign you up to a memorandum of understanding.

If you are already signed up to the Defibrillator Accreditation Scheme please complete your monthly return by following this link [www.bit.ly/defibrillator-accreditation](http://www.bit.ly/defibrillator-accreditation)

Don't delay, purchase a defibrillator and register today as every second counts to Restart a Heart.



# Seasonal Flu

## Protect yourself and others



As we approach the Autumn, it is important that we all work together to protect ourselves and others from seasonal flu by getting ourselves vaccinated and encouraging others to get vaccinated, especially those most at risk.

Flu (short for influenza) is an infectious viral illness normally spread by coughs and sneezes. It is more commonly spread in the Autumn and Winter months which is why it is referred to as seasonal flu.

Symptoms are typically a sudden high temperature, headache, aches and pains, tiredness and sore throat. Feeling sick, tiredness and loss of appetite are also common. Most people feel much better after a week from the onset of symptoms.

People over 65 years of age, pregnant women and those with an underlying health condition are more at risk of more serious complications

from flu.

A flu vaccine is available free on the NHS for:

- pregnant women
- children aged between two and three years
- all children over six months and adults with a serious underlying health problem
- all adults aged 65 or older
- all people living in a long-stay residential or nursing home

If you think you need it, talk to your GP or practice nurse.

In addition, it is very important that all health and social care staff who are in direct contact with patients or their clients get vaccinated. Employers of health and social care staff should have arrangements in place to provide the vaccination free of charge.

Occupational health teams will be able to advise.

Everybody has a part to play in reminding friends, neighbours and relatives who are eligible for the flu vaccine to take up the offer if invited by their GP practice.

Additional information is available on the NHS Choices website:

<http://bit.ly/Flu14>



## Starcross and Cockwood tidal defence scheme

Environment Agency



The Environment Agency is reviewing options to manage the risk of tidal flooding at Starcross and Cockwood on the Exe Estuary in Devon.

The proposed scheme is estimated to reduce flood risk to over 600 residential and commercial properties.

The scheme is being accelerated as part of the March 2015 Budget announcement regarding the 6-year flood defence programme.

The coastal villages of Starcross and Cockwood lie on the west side of the Exe Estuary and the area has a history of flooding. With the expectation of increased storminess and sea level rise, the Environment Agency is starting work on a tidal defence scheme for the area.

There are a number of areas within Starcross and Cockwood that have been identified as key flood routes, the Environment Agency will be working with the community and organisations when considering these as part of the proposed scheme.

Martin Davies, Flood and Coastal Risk Management Advisor for the Environment Agency, said:

In addition to managing current flood risk, the scheme will also help to reduce the risk of future flooding resulting from climate change. The proposed timings will see the detailed design stage commencing from autumn 2015.

The Environment Agency is currently conducting research into flooding mechanisms within the area. The project team will be carrying out walkover surveys and site investigations over the coming months, so as to review the quality and strength of the community's current defences.

The Environment Agency plans to identify a number of possible options to address the risk of flooding in the area. These decisions will be made at the next stage of the project following public consultation. Further site investigations and discussions will help the Environment Agency to refine the options and to identify the most appropriate type of defences needed at each location.

People will have the opportunity to comment on the initial proposals for managing flood risk during a public exhibition, which is planned for 12 noon on 16 October 2015 at Starcross Pavilion.

For more information about the Starcross and Cockwood tidal defence scheme, please visit: [www.bit.ly/starcross](http://www.bit.ly/starcross).

Anyone that wants to check their flood risk and register for free flood warnings can sign up online at [www.gov.uk/flood](http://www.gov.uk/flood) or by calling Floodline on 0345 988 1188



# The hidden dangers on flooded roads



Devon & Somerset Fire & Rescue Service offer the following useful advice, which could help prevent incidents during heavy rainfall and flooding.

It is provided to inform you of where to make those judgement calls and more importantly stay safe whilst driving in flood conditions.

- If a road has been closed, it is for the safety of the public and closure signs should be respected. This includes driving or walking.
- Do not attempt to walk through flooded areas. Even shallow water moving fast can sweep you off your feet and there may be hidden dangers such as open drains, damaged road

surfaces, submerged debris or deep channels; these can cause serious injuries or even death.

- It is often impossible to tell how deep the water is or the condition of the ground beneath.
- Your vehicle or indeed you may be swept away if it's moving water. Vehicles can float away in less than two feet of water.
- Do not smoke, eat or drink whilst in contact with floodwater and always wash your hands afterwards as the water may be contaminated.

• Keep children and vulnerable people out of floodwater.

• If your vehicle stalls, leave it immediately if safe to do so and seek higher ground.

• Do not travel in heavy rain storms unless absolutely necessary. Keep an eye on the weather reports on local television or listen to local radio.

More information can be found at:

<http://bit.ly/flood-water>

## First point of Contact

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

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

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

- [www.devon.gov.uk](http://www.devon.gov.uk)
- Community and Living
- Emergencies
- Emergency Planning - Community (Parish) Planning

### Useful information:

CLEAR Plan	<a href="http://www.dcisprepared.org.uk/a-clear-plan">www.dcisprepared.org.uk/a-clear-plan</a>
Floodline	0845 988 1188
Environment Agency	<a href="http://www.gov.uk/flood">www.gov.uk/flood</a>
Consumer Council for Water	<a href="http://www.ccwater.org.uk">www.ccwater.org.uk</a>
National Flood Forum	<a href="http://www.floodforum.org.uk">www.floodforum.org.uk</a>
Blue Pages Directory	<a href="http://www.bluepages.org.uk">www.bluepages.org.uk</a>
Association of British Insurers	<a href="http://www.abi.org.uk">www.abi.org.uk</a> or 020 7600 3333
British Insurance Brokers Association	<a href="http://www.biba.org.uk">www.biba.org.uk</a> or 0870 950 1790
Royal Institute of Chartered Surveyors	<a href="http://www.rics.org/flooding">www.rics.org/flooding</a>
Know Your Flood Risk campaign	<a href="http://www.knowyourfloodrisk.co.uk">www.knowyourfloodrisk.co.uk</a>

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