

**CONFIDENTIAL**

# Community Emergency Plan for Topsham



**DEVON COMMUNITY RESILIENCE FORUM**



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## **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 to record planned response arrangements.

## **Community Context**

Topsham is a town of nearly 5,000 people located approximately 5 miles south east of Exeter in Devon. The town is located on the eastern shore of the river Exe, just before the confluence with the river Clyst, where the Exe expands into a wide estuary. The town is therefore closely defined by the two rivers, the Clyst to the east and the Exe to the west – although the Darts Farm shopping complex and Darts Trading Estate located just to the east of the river Clyst would be included as part of the town. To the north, the boundary would be defined as running to the rear of both the Newport Park mobile home park and the Topsham Town Football Club ground, both located just north of the M5 motorway bridge – meaning the new development just to the north of the Football Club would NOT be included as part of the town.

## **Aim**

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

## **Objectives**

- Identify the risks most likely to impact the community
- Identify relevant steps to mitigate and respond to emergency situations
- Identify strategies to reduce and respond to an emergency, including warning the community
- Identify vulnerable people / groups / establishments in the community
- Identify community resources available to assist during an emergency
- Provide contact details for the Community Response Team, Key Community Resources, the Emergency Services and Local Authorities
- Having an oversight of 'town events' taking place in Topsham, such as the long table, and make pertinent advice available to organiser.

## Topsham Emergency Group (TEG)

The TEG is responsible to initiate the community's response to an incident. They are also responsible for keeping the plan up to date.

Role	Name	Tel (01392)	Mobile	E Mail
Coordinator	Richard Horne			
Deputy	Liz Hodges			
Team Member	Maggie Butt			
Team Member	Brian Grimshaw			
Team Member	Margaret Baldwin			
Team Member	Caroline Harrison			
Team Member	Jack Nott			

### The role of the Emergency Group Co-ordinator is to:

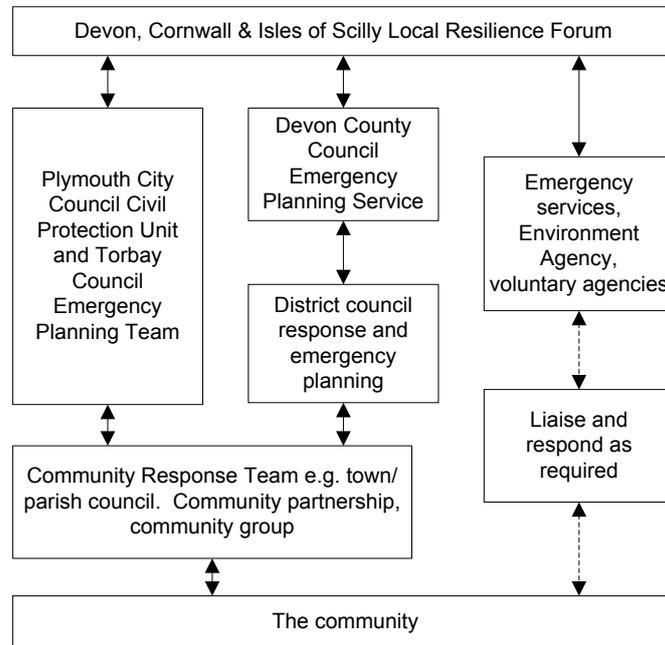
- Compile the Community Response Plan
- Ensure that the plan is regularly reviewed and updated.
- Report annually to the Community (ie TCA) detailing if the plan has been activated and highlighting any planned changes
- Act as a focal point for the community in the response to an emergency
- Maintain communication and be the main contact for local authorities and the emergency services
- Involve all TEG members in the planning and response process and allocate tasks
- Be knowledgeable about licensing and other official requirements for staging events in Topsham.

### All members of the Community Response Team should:

- Reside in the community
- Have good local knowledge
- Have the support 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 with the local authority, Exeter City Council
- Ensure that confidentiality is maintained where necessary

- Maintain his / her own action log in the event of an emergency
- Create a 'grab bag' containing the plan and any appropriate clothing / equipment which may be required
- Have sufficient knowledge of the plan to act as Co-ordinator in his/her absence.

### Links to local emergency responders



### Knowing the unknowns

We have considered the local risks to Topsham by considering the likelihood and impact of various scenarios. Pretty obviously, flooding is assessed as the main risk and much of the Emergency Group's time is spent focussed on this risk. However we must be aware of risks that could affect us locally and where a national risk situation may have impact locally (eg local blackout, flu pandemic).

An assessment of local risk is given in annex F.

A key concern in the response in any emergency is to look out for those in the community who are vulnerable. At present, we do not keep individual records in this regard, due to data protection legislation and concerns about how to keep the information up to date. Information on vulnerable places (ie those buildings which house the potentially vulnerable) and how we are able to access information about vulnerable people is given in Annex E.

### Incident Coordination

On being given notice of an incident or potential incident, Coordinator(s) will establish a base at the Route 2 Café near Topsham Quay, which will act as a command and control hub for the incident or potential incident. Contact Paul McGahey 01392 875085 or 07718 073988. If Route 2 Café is not available (eg it is an operational café during between 8am – 5pm) then Coordinator(s) should manage the incident from their home base(s). Should

Route 2 Café non-operational in any way (eg threat of flooding) then use Matthews Hall (contact details in annex C1).

When the emergency services arrive they may choose a different Incident Control Point. The Coordinator(s) should:

- Have to hand a copy of the community emergency plan
- Provide a SITREP to the emergency services (Annex A3)
- Provide local knowledge.

Actions should be taken as per the Emergency Action Checklist, Annex A1. Incident recording, including decisions taken and actions taken should be recorded on the logging sheets (annex A2) – copies are kept by Coordinators or can be found stored with the flood warden equipment (see Annex G2).

In a flooding incident, Coordinators should call out Flood Wardens, as per the diagram in Annex A4. Further information on flooding, including call outs, equipment and action cards can be found in Annex G.

## **Local Resources**

Information about local emergency services and key agencies is given in Annex B. B1 gives the main local contact points for the emergency services, health services, local services and utilities. It also includes communication points such as local radio stations and newspapers.

Annex B2 identifies some of the resources in the community that may be made available in an emergency. This includes local boatyards and marine organisations, also the Coastguard.

There is utility infrastructure in Topsham – most notably, the sewerage pumping station on Topsham Rec and the 33k volt electricity sub-station behind the old primary school on Majorfield Rd, accessed via Parkfield Rd. More information is given in Annex B3.

## **Community Shelters**

A fundamental aspect of any community emergency response is to provide temporary shelter locally. In Topsham Matthews Hall has been identified as the key facility, which will act as a temporary shelter and rest centre in the event of local residents having to leave their houses. However, in all instances, consideration should be given to using local pubs and cafes – there are plenty in Topsham – particularly during business hours.

Contact details for possible community shelter locations is given in Annex C1, but also see the information on the back cover of the emergency plan, ie the Topsham pubs ring-a-round (annex L).

In the event of an emergency specific to Topsham, personnel from Devon County Council and / or Exeter City Council would take over the running of the Rest Centre facility. In a wider emergency – eg wide-area flooding, blackouts, etc – then people from the community would have to help out as best they can. Outline operating instructions for

running such facilities are given in annex C2 and a list of local people able to help is given in annex C3 (excluding flood wardens, these are dealt with in Annex G).

## **Communications, Warning and Informing**

During an incident communication will be maintained via personal mobile phone. Participants should ensure that phones are kept charged and that we all have each others numbers. In particular, Coordinators should have all numbers, including flood wardens.

Information about the status of the incident can be obtained from the radio, see local radio station frequencies in Annex D. TEG members should ensure they have access to battery-operated radio, should there be a power cut or some other interruption to usual service.

If the usual means of communication become inoperative, note the following:

- Topsham Sailing Club have some VHF hand-held radios, using marine radio frequency – NB it is illegal to use such radios on land, so use only with express permission of Police
- Estuary League of Friends have 4 VHF radios, using marine radio frequency.

The Topsham Emergency Group (TEG) operate a website, [www.topfloods.co.uk](http://www.topfloods.co.uk), where all warnings and pertinent information is posted. The website is updated by members of the TEG. Written communication amongst the TEG and wider groups, including flood wardens and those residents with properties in the flood zone is via our generic email address, [topfloods@topsham.org.uk](mailto:topfloods@topsham.org.uk). This information is of primary use to residents in the flood zone (approx.150 properties), and is suitably targeted towards this group.

The Topsham Community should be kept informed of pertinent information (eg the annual exercise – see below) through the usual media (see Annex B1), and local media such as local radio and newspapers will be used as required during an emergency. In Topsham we have used Estuary Magazine, our local community magazine, to communicate locally. Consideration should also be given to using social media should the opportunity arise.

Annually, the TEG organise the publishing of local tide tables, giving the times of high tides as at Turf Locks (the closest point to Topsham for which information is available). Copies are distributed to residents in the flood zone to keep them informed and to ensure they are aware of the Group and its work. Work is underway to have a copy available on the website.

River levels on the internet for the river Exe at Topsham and other local rivers can be obtained at <https://flood-warning-information.service.gov.uk/riverlevels?location=ex3>

## 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	<b>Emergency action</b>
A1	Check list
A2	Logging sheet
A3	SITREP for emergency services
A4	Flood Warden – Activation outline
Annex B	<b>Local Resources</b>
B1	National services local contact points
B2	Community Resources
B3	Local Utility infrastructure
Annex C	<b>Community Shelters</b>
C1	Community Shelter locations
C2	Operating Instructions
C3	Local volunteers
Annex D	Communications / warning & informing
Annex E	Vulnerable people / places
Annex F	Risk assessment
Annex G	<b>Flooding</b>
G1	Flood Wardens activation and action cards
G2	Flood Warden equipment
G3	Flood Warden sectors
G4	Flood protection <ul style="list-style-type: none"> <li>- flood boards</li> <li>- sandbags</li> </ul>
G5	Flood specific actions
G6	Flood maps
G7	High Priority Drains
G8	Emergency Road Closures
G9	Car Parking in an Emergency
Annex H	H card
Annex J	Event guidance
Annex K	Distribution list
Annex L	Topsham Pubs Ring-a-Round

## **Plan Maintenance**

The TEG should meet at least twice a year to discuss the community's resilience arrangements. A full review of the plan by the TEG will be carried out at least once every three years to ensure that the plan is valid and addresses current risks. In addition, contact numbers will be checked annually.

Exercise Flood Board, which took place in September 2015, was perceived as useful in ensuring preparedness amongst residents, flood wardens, the Emergency Group and partner agencies. To ensure that arrangements are current and robust, an annual review or exercise will take place each year in the Autumn, unless there has been a mobilisation / call out during that calendar year.

## Annex A

### A1 - Emergency Action Check List

Ref	Action	Complete
1	Dial <b>999</b> and ensure the emergency services are aware of the emergency and follow any advice given.	
2	Contact and inform Exeter City Council on 01392 277888 or 01392 665926 (out of hours)	
3	Begin recording details on the Log Sheet (Annex A2) including: <ul style="list-style-type: none"> <li>• Any decisions you have made and why</li> <li>• Actions taken</li> <li>• Who you spoke to and what you said (Including contact numbers)</li> <li>• Any information received.</li> </ul>	
4	Contact other members of the Emergency Group and members of the community that need to be alerted, eg: volunteers and key holders as appropriate	
5	Identify any actions that need to be taken by the community immediately, eg: <ul style="list-style-type: none"> <li>- Effecting road closures</li> <li>- Door knocking to alert residents to local risks (eg flooding)</li> <li>- Prepare a temporary shelter to receive displaced people (see annex C1)</li> </ul> <p><b><i>NB at no time should volunteers be put at personal risk</i></b></p>	
6	Consider calling a community meeting, but ensure the venue is safe and people can get there safely.	
7	Take notes and record actions from the meeting using the logging sheet at Annex A2.	

***Under no circumstances should you put yourself or others at risk to fulfil these tasks.***

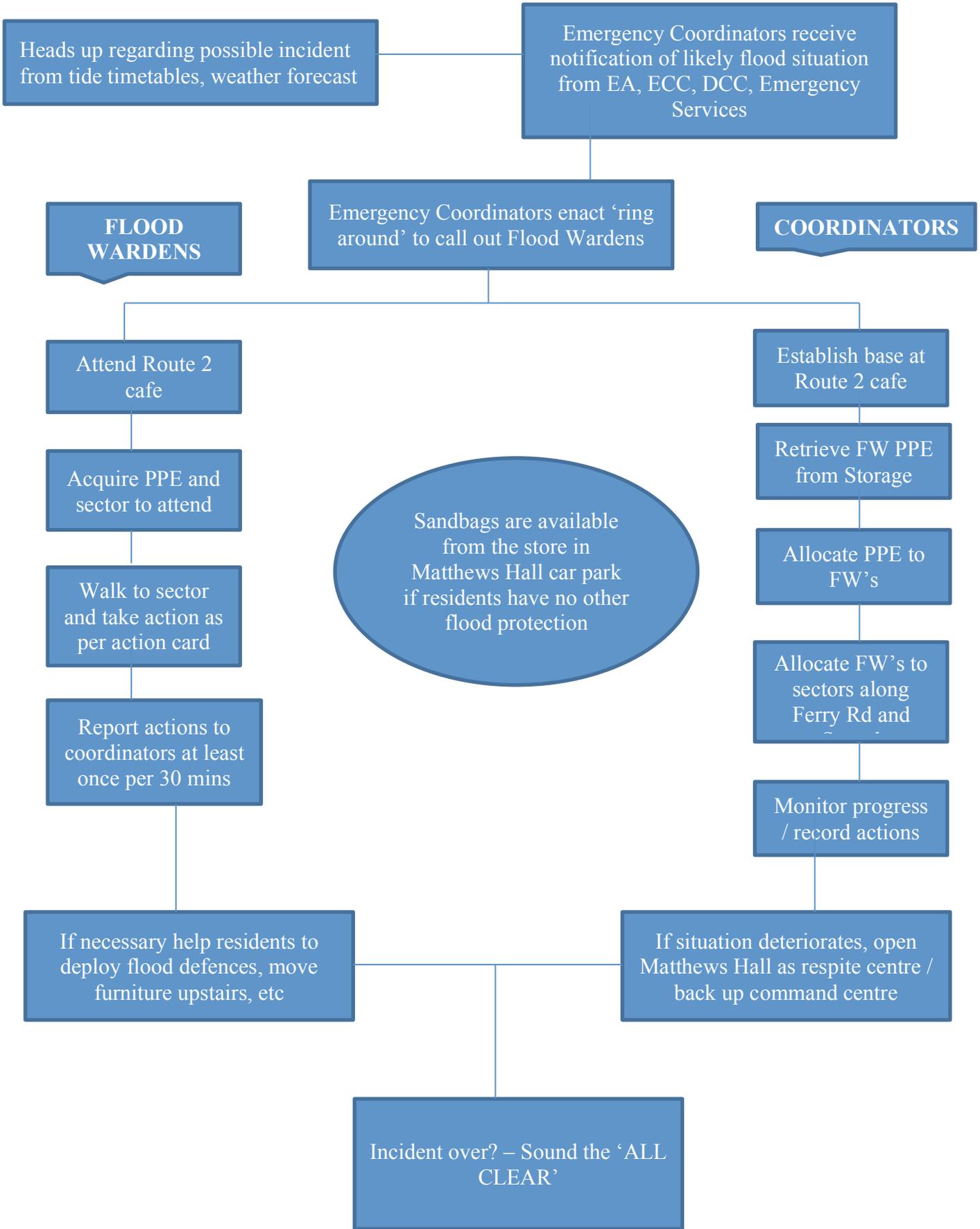


### Annex A3 – Situation Report (SITREP)

Use this form to record information about an emergency and give it to the Emergency Services when they first arrive.

<b>Situation report</b>		
<b>E</b>	Exact location of the emergency	
<b>T</b>	Type of emergency	
<b>H</b>	Hazards present or suspected	
<b>A</b>	Access – routes that are safe to use	
<b>N</b>	Number, type and severity of casualties	
<b>E</b>	Emergency services present?	

**Annex A4 – Flood Warden Activation Outline**



## Annex B - Local Resources

### B1 - Emergency Services and National Agencies – Local contact points

Service	Named Contact (if possible)	Telephone Number	Additional Information
<b>Emergency Services</b>			
Police		999 or 101	Non-emergency number
	Anthony Keller	101	PCSO 30421
Fire		999	
	Ben Redwood	01392 874489	Topsham Fire Station
Ambulance		999	
Coastguard		999	Emergency situation
	Sam Houston	07583 163 558	Topsham is covered by the Exmouth Coastguard team who are a DEFRA Type D Flood Rescue Team (Water Rescue First Responder Team)
<b>Health Services</b>			
RD&E (Exeter)		01392 411611	
NHS Devon		01392 205205	
Topsham Surgery		01392 874646	Out of hours 0845 6710 270
Topsham Pharmacy		01392 873063	
<b>Local Councils</b>			
Exeter City Council		01392 277888	
ECC Emergency Planning		01392 382689	
Devon County Council		0845 155 1015	
DCC Emergency Planning		01392 382680	24/7 pager 07699734637
<b>Utilities</b>			
Water	S W Water	01392 431847	

Electricity	24/7 emergency number	0800 40 40 90	
	Western Power Distribution	0845 2989 601	
Telecoms			
Gas	24/7 emergency number	0800 2414 917	
<b>Other Agencies</b>			
Environment Agency - general	Customer contact centre	08708 506506	
EA – Flood Line		0845 988 188	<a href="http://www.environment-agency.gov.uk/homeandleisure/floods/31618.aspx">http://www.environment-agency.gov.uk/homeandleisure/floods/31618.aspx</a>
Local Harbour Authority	(Exeter CC)	01392 274306 (0730 – 1530)	<a href="mailto:River.canal@exeter.gov.uk">River.canal@exeter.gov.uk</a>
	Steve Acton	08453 511060 out of hours	Parks & Waterways manager
	Peter Stewart	01392 265592	

**Annex B2 - Community Resources**

<b>Resource</b>	<b>Conditions of Use</b>	<b>Contact / keyholder details</b>	<b>Additional Information</b>
<b>Trout's Boatyard</b> have the following equipment:	All items only usable with explicit permission of owner	Mark Trout 01392 873044 (office) 07951 311852	
Pump			Small portable pump 600 litres per min
Tractor			New Holland 4385
Crane	Only insured for use within ½ mile of Topsham Quay		15 tonne crane
Boats: - 18' motor launch - Rigid Inflatable Boat (RIB)	Suitable for use in estuary only		Suitable for in-shore rescue
Generator			Small – can be used to power hand tools only
<b>Darts Farm</b> have the following equipment:	All items only usable with explicit permission of owner	Paul Dart	
Tractor			John Deere 4WD
'Tele-Handler'			Caterpillar 4wd Multiple buckets / forks / grabs
<b>Topsham Sailing Club</b>	All equipment to be used by trained operatives only	Sailing Club, Hawkins Quay, Topsham 01392 877524	Range of Sailing Club members are trained in the use of various items of equipment
Slipway into the River Exe		Out of hours: Donald McLintock	Accessible for launching boats in all normal tide conditions
<b><i>Note that between end of October to end of March facilities at the Sailing Club are limited because Hawkins Quay is full of stored boats and yachts which block access to the river.</i></b>			
Boats: - 17' motor launch - Rigid Inflatable Boat (RIB)	Moored on the pontoon in summer  Unavailable in winter		Suitable for in-shore rescue
Other motor launches and sailing dinghys, privately owned by Sailing Club members, would potentially be available in an emergency			

Resource	Conditions of Use	Contact / keyholder details	Additional Information
Petrol-driven winch (capacity 2 tonnes)			For hauling boats up from R Exe
2 heavy duty trolley jacks			Suitable for lifting
Range of nautical accessories			EG flash lights, oars, sails, tarpaulins, canoes
<b>Ash Marine</b> have the following resources:	Use available with staffed manpower and engineers	Barnaby or Ashley Isard	Based at Darts Farm Business Park with access to Odhams Wharf on R Clyst
Towing vehicles 4x4's			
Trailers			
Inflatable boats			
Life jackets and personal protective equipment (shop)			
Outboard motors			
Pumps – petrol			
<b>Retreat Boatyard</b> have the following equipment	Use with employed manpower and expertise including engineers	Simon Reader	Access direct to river with pontoon and craned access
Boats – dory and inflatables			
Pumps – electric and petrol driven			
Cranes and boat hoist			
Trailers and tractors			
<b>HM Coastguard</b> have the following (summary):	All via Coastguard	Sam Houston, Area 10 Senior Coastal Operations Officer	Based on the Dinan Way Ind Estate, Exmouth

<b>Resource</b>	<b>Conditions of Use</b>	<b>Contact / keyholder details</b>	<b>Additional Information</b>
<b>Rope rescue</b> equipment, including harnesses, cliff line, capstan winches and hauling equipment			
<b>Water rescue</b> equipment, including casualty lifejackets, floating stretchers, wading suits and wading poles			
<b>Mud rescue</b> equipment, including specific mud lines, air and water extraction kits			
<b>General equipment,</b> including blankets, first aid kits, maps compasses, GPS, generators and lighting rig, search lights			
Access to Area Water Kit			
<b>Topsham Sea Scouts</b> have the following equipment:		Vic Guest	Based at Scout HQ, Ferry Rd Topsham
Tents – range from 2 man through to large tent 20' x 14'			
Range of canoes			
Safety Boat – Jeneau – can seat 6			
<b>Water / emergency food supplies</b>		Topsham News – Exeter Rd	Prop: Simon Hennesy
		Co-op – Fore St Open 07:00 – 22:00 every day	No 24/7 access
<b>Wall mounted defibulator</b> (for cardiac arrest)	Can be used by anyone - read instructions on defibulator	No. EX3 0HO	Outside Est League of Friends shop in Fore St Topsham
<b>Sandbags / property flood protection</b>		See annex G4	Residents expected to make their own arrangements

## **Annex B3 - Local Utility Infrastructure**

### **Water / Sewage**

There is a sewerage pumping station at the southern end of Topsham Rec, adjacent to the Scout Hut and Holman Centre.

Contact details for South West Water

Reporting a Leak (24hr) - 0800 230 0561  
Water and sewerage emergencies - 0344 346 2020

### **Electricity**

There are sub-stations in Topsham which include:

- Behind Topsham Swimming Pool, off Parkfield Rd – 33,000 volt sub-station
- In the basement of Strand Court – Topsham 362
- On Topsham Quay, in a small room at the northern end of the Quay Antiques centre – Topsham 31/0212

Contact details for Western Power Distribution are:

Ian Cornall (Fault team leader direct number) - 01392 352549  
Emergency number - 0800 678 3105 (landline) or 0330 123 5002 (mobile)  
General enquiries - 0845 601 2989

### **Gas**

There are no facilities to note in the Emergency Plan. In an emergency contact the National Gas Emergency Service on 0800 111 999.

### **Telecoms**

There are no facilities to note in the Emergency Plan.

## Annex C - Community Shelters

### C1 - Places of Shelter

Building	Location	Potential Use in an Emergency	Key Holder Contact Details
Matthews Hall	Fore Street	Rest Centre / Place of Shelter	Steve Hilton
Topsham Rugby Club	Bonfire Field, Exeter Rd, Topsham	Place of Shelter	Bee Jenkins Facilities Manager
Topsham School	Orchard Way	Rest Centre / Place of Shelter	Sean Millar
St Margarets Church Hall	Fore St, aside St Margarets Church	Place of Shelter	Keir Bovis
Topsham Surgery – meeting room	Holman Way, nr Car Park	Place of Shelter	Sandra Preece

Should there be a requirement to look after displaced people for an extended period of time then help would be available from Exeter City Council and/or Devon County Council. This would be in the form of trained staff and, possibly, supplies.

## **Annex C2 - Community Shelter Operating Instructions**

In the rare event of an evacuation of residents, a community shelter would be established at Matthews Hall or other convenient location. The decision to open the Community Shelter would be taken by the Coordinator, in conjunction with Exeter City Council and/or Devon County Council.

We would require local volunteers to staff the community shelter – see Annex C3.

A suggested skeleton staffing is as follows:

	Post	Responsibilities
1	Community shelter coordinator	<ul style="list-style-type: none"><li>• Located at CS</li><li>• Manage shelter</li><li>• Provide feedback to incident control</li></ul>
2	Receptionist 1	<ul style="list-style-type: none"><li>• Staff reception desk</li><li>• Maintain register</li></ul>
3	Receptionist 2	As above
4	Volunteer first aiders	<ul style="list-style-type: none"><li>• Provide basic first aid as required</li></ul>
5	Volunteer cook	<ul style="list-style-type: none"><li>• Provide snacks/meals and hot drinks</li></ul>
6	Volunteer evac. assistants	<ul style="list-style-type: none"><li>• Assist evacuees</li><li>• Issue blankets etc.</li></ul>

Suggested guidelines for evacuees are as follows:

### **Registration**

Please register at the reception desk. You don't have to register, but it is recommended, as it helps staff if any of your relatives are looking for you. Registration information is confidential.

### **Smoking and alcohol**

Smoking and the consumption of alcohol is not permitted in the CS.

### **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 their children. Please don't leave them unattended.

### **Medical and injuries**

If you have a medical condition that needs special consideration, i.e., heart condition, recent surgery, or pregnancy, please tell the staff. All medical information will be written on your registration card and is confidential.

### **Pets**

We understand pets are part of your family. Unfortunately our shelter may not be suitable for them. Tell us about your pets and we can help locate a temporary home for them where they will be well looked after. Registered Guide/Hearing Dogs are allowed within the CS.

**Bulletin boards**

Updates and bulletins will be put on a notice board for your information.

**Volunteering and help**

Evacuees are encouraged to help in the CS. Speak to the staff if you can help.

**Telephones**

We encourage you to tell a family member or friend where you are and ask them to tell others that may be worried about you. Please be considerate when using a mobile phone by speaking quietly.

**Community Shelter(s) coordinator**

Please listen to the coordinator and staff. They are the officials in the CS.

**Problems and complaints**

Please direct all comments about the CS operation to the coordinator.

**News/media**

News/media often visit the CS during an emergency. They may request interviews or photographs; however, they must ask your permission first. It is your right to refuse. Please report any problems or questions about the media to the coordinator.

**Special needs/requirements**

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

If you require further information please ask any of the staff.

## Annex C3

### Community Shelters – People / Volunteers

*(Excludes members of the Topsham Emergency Group)*

Listed below are a small number of contacts who, it is hoped, would be able to access larger numbers of people in an emergency (we are doing this in order to avoid listing many people and phone numbers).

Who	Contact	Area of influence
Rachel Gilpin		Estuary League of Friends
Jan Betteridge		Topsham Museum
Vic Guest		Topsham Sea Scouts
Bee Jenkins		Topsham Rugby Club

## Annex D

### Communications, Warning & Informing

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

Method	Location (If applicable)	Contact / Responsibility	Additional information
Notice Boards	Matthews Hall	Caretaker	
	Fore St / Majorfield Rd	London House (shop)	
	Follett Rd / Fore St	Topsham Wines	
	Topsham News, Exeter Rd		
Local meeting	Matthews Hall	Caretaker	
Community leaflets / flyers			Could be specific to flood zone
Website	<a href="http://www.topfloods.co.uk">www.topfloods.co.uk</a>		
Email	<a href="mailto:topfloods@topsham.org.uk">topfloods@topsham.org.uk</a>		

Information about local radio and news media is given below:

#### LOCAL RADIO STATIONS

Station	Frequency	Website / Contact Details
BBC Radio Devon	94.8, 95.8, 96, 103.4, 104.3 FM	<a href="http://www.bbc.co.uk/devon">www.bbc.co.uk/devon</a>
		Local reporter – Harriet Bradshaw <a href="mailto:Harriet.bradshaw@bbc.co.uk">Harriet.bradshaw@bbc.co.uk</a>
Heart FM	97 – 103 FM	<a href="http://www.heart.co.uk/exeter/contact-us/">http://www.heart.co.uk/exeter/contact-us/</a>
Radio Exe	107.3 FM	<a href="http://www.radioexe.co.uk/">http://www.radioexe.co.uk/</a>

#### LOCAL NEWSPAPERS

Newspaper	Current contact (2016)	Phone no.	Website
Express & Echo	Newsdesk	01392 348444	<a href="http://www.thisisexeter.co.uk/">http://www.thisisexeter.co.uk/</a>
Exmouth Journal	Shaun Keywood	01392 888506	<a href="http://www.exmouthjournal.co.uk/">http://www.exmouthjournal.co.uk/</a>
Estuary Magazine	Diana Trout	01392 832723	<a href="mailto:editorestuary@gmail.com">editorestuary@gmail.com</a>

## Annex E

### Vulnerable People and Places

Name / Organisation	Telephone Number	Address	Additional Information
<b>Current information on Vulnerable individuals can be obtained as follows:</b>			
Doctor's surgeries	See Annex B above		
Devon CC Social Care Services	0845 155 1007		Care Direct 8 – 8 weekdays 9 – 1 Saturday
DCC – Children & Families	0845 155 1013		Ditto
Partners in Care	01392 876700	Denver Rd, Topsham	
Estuary League of Friends	01392 879009		Rachel Gilpin – main contact
<b>'Wardened' homes, with elderly therefore potentially vulnerable people are as follows:</b>			
Globefields	01392 265726	Topsham, Exeter, EX3 0EZ.	Exeter City Council
Nelson Close	01392 265726	Topsham, Exeter EX3 0DX.	Exeter City Council
Grove House	0845 880 5560	Fore Street, Topsham, Exeter, EX3 0HF	Peverel
Trafalgar Court	0845 880 5560	High Street, Topsham, Exeter, Devon EX3 0DU	Peverel
Armada Court	0845 880 5560	Parkfield Road, Topsham, Devon EX3 0EW	Peverel
For all above properties, to contact warden go via Rachel Gilpin, contact ourselves on 01392 879009 or out of hours 07761 461852.			
<b>Children – vulnerable establishments / settings</b>			
Twiglets – after school club	01392 874498	EX3 0DN	Located at Topsham School
Little Acorns Nursery (3 – 5 year olds)	01392 874498	EX3 0DN	Located at Topsham School
The Topsham School	01392 874498	EX3 0DN	
Topsham Sea Scouts	07810 448718	EX3 0JW	Located in the Holman Centre
Pop-up Nursery	07799 114493		At Topsham Rugby Club
Dorothy Holman Youth & Commty Centre		Ferry Rd Topsham EX3 0JW	

## Annex F

### Risk Assessment

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 / wellbeing.

The following risks have been identified by the community as being particularly of concern for Topsham.

<b>Risk / Hazard</b>	<b>Possible Community Actions</b>
Flooding	Make people living in flood areas aware of the risk of flooding and mitigating actions they can take to reduce that risk, eg installation of individual property protection
	Sandbags are available from a store shed in the corner of Matthews Hall car park
	See more details in Annex G below
Flu Pandemic	Distribute the 'H' cards (see annex H) to people known to be vulnerable in the community (this could be done in association with the Social Care Services). When displayed in a window, seek help, either from the emergency services or via the Topsham EG
Sustained local power failure	Make a note of any vulnerable people and ensure they are the first to be contacted by the emergency services, should this situation arise.
Fire in multiple buildings	Call 999 Offer place of shelter to those affected (see annex C1)
Business Recovery	Inform local business forum

## Annex G

### G1 - Flood Warden Activation

Flood Wardens will usually be called out before a flooding incident – incidents are predictable with tidal and weather forecast information to hand, although we don't always get it right! The activation protocol is described diagrammatically in Annex A4 above.

All flood wardens have been issued with yellow laminated Action Cards, which describe their role and give contact details, as below.

#### Flood Wardens - Action Cards

##### *Before*

- On receipt of call-out from Emergency Coordinator assemble at Route 2 café for further instruction
- Come suitably dressed
- Pick up additional Personal Protective Equipment (PPE) from Route 2.

##### *During*

Attend allocated sector and check residents for:

- Flood defences – help deployment as appropriate
- Reassurance
- Understand and note what is required for vulnerable individuals
- Help (if quick/easy) or note and get back (more difficult)
- Keep a log of all actions taken and timings
- If you are able, take data records – timings, levels, wave heights, wind, where overtopping occurs and depths of water in properties. *Obviously prioritise on helping people first, we can always collect this data from what you can remember later.*
- Report information to Emergency Control at Route 2 café.

Enact road closures as directed and direct traffic appropriately

##### *After*

- Sound / indicate 'All Clear'
- Check any flooded properties
- Help with removal of flood defences in sector
- Note any property damage
- Give property owner advice including the Environment Agency leaflet : What to do before, during and after a flood.

### ***Emergency contact details***

- Dial 999 if there is a life threatening situation
- Dial 101 (Police non-emergency number) to relay information direct to Emergency Services
- Local contacts
  - o Richard Horne (lead coordinator)
  - o Liz Hodges (lead coordinator)
  - o Route 2 café

### ***Methods of working***

- Work in pairs whenever possible
- NEVER wade/walk through flood water more than 6” deep
- Be aware of timing of high tides
- Prioritise your own safety at all times and take regular breaks
- Communicate closely with Emergency Control – via mobile phone (no communication equipment provided) – at least once every half an hour
- Use your mobile to take a photo of any issue / problem you encounter
- Always wear allocated PPE, in particular the yellow ‘Flood Warden’ jackets
- Follow guidance from Emergency Services when they are present
- Provide Emergency Services with local knowledge and information, as appropriate
- Do NOT use any equipment that you have not been trained or authorised to use.

## **Annex G2 - Equipment**

Equipment for flood wardens is kept in a privately owned lock-up on Topsham Quay. Access is via the Coordinators, who have a key. During the winter access is more difficult due to storage of sailing boats in the immediate vicinity. There is a code for the gate to access this area which can be obtained from Brian Grimshaw, Chris Lambert (who lives at Wixels, Ferry Rd) or via Coordinators.

In an emergency the Coordinator(s) will direct one member of the TEG to access the equipment, which is stored in portable boxes, and bring to Route 2 Café – a short distance, no more than 100 metres. There is a trolley to ease transportation

We have the following equipment:

- 15 yellow fluorescent jackets
- 15 pairs of waterproof trousers
- 12 torches
- 12 head torches
- 15 whistles
- 30 foil blankets
- 20 heavy duty gloves

The equipment is kept in 3 – 4 storage boxes. In addition there are supplies of hand sanitiser, disposable gloves, notepads and pencils.

In addition there are 4 'road closed' signs and 2 'flood' signs – see also annex G8.

### Annex G3 - Flood Warden Sectors

The TEG have divided up the flood zone into 6 sectors, starting at Topsham Rec (north), proceeding to Riversmeet (south). This allows wardens to be allocated by sector and with the exercises that take place regularly, allows wardens to become familiar with residents and issues in their sector.

Whilst the provisional allocation of wardens to sectors is given in the table below, allocation is at the discretion of the incident coordinators and will depend on who is available during any particular incident.

Ref	Sector	Approx no. properties	FW	Comment
1	Rec – Follett Rd	20	David Burley Roger Davies	Includes houses bordering Rec
2	Follett Rd – Exe St	30	Chris and Rosie Hanvey	
3	Exe St – Lighter	30	Chris and Rosie Hanvey	Split if enough FW's
4	Topsham Quay – Hannafords Quay	20	Adrian Folland – Paul McGahey	
5	Hannafords Quay – Strand Court	40	Dave Hodges Steve Moran	Includes Strand Court
6	End of Strand/ Riversmeet	15	JackNott Liz Stanley	
		c.150		

## **Annex G4 - Property Protection**

Many properties on the Topsham waterfront now have their own property protection, provided by flood gates, flood boards or similar. We estimate that as at September 2015, circa 50% of properties are protected in this way, including a large majority of the most vulnerable. Whilst we encourage property protection at every opportunity, it is down to property owners / residents to make their own decision based on their risk assessment / risk appetite in each individual situation.

The early warning system developed by the TEG is designed to encourage property owners to deploy their flood defences at appropriate times, ie when there is a medium or greater risk of flooding. However weather systems are changeable and often subject to last minute adjustments, also most property owners will be absent from their properties at some stage during the year, so there is always a risk.

Sandbags are not suitable for long term property protection and they have many downsides. However, in an emergency where the water flow is unpredictable, or where property owners do not have their own protection or where protection can not be deployed, sandbags are very useful as a last resort.

There is a Sandbag store located in a secure (ie locked) shed in the far corner of the Matthews Hall car park (adjacent to the tennis court). In the store is a mixture of filled bags, loose sand and empty bags. The sandbags are for use during an emergency only.

In an emergency, the sandbags are made available to residents in properties threatened with or experiencing flooding on a 'first come first served' basis. The shed is secured with a padlock, which is unlocked by Exeter City Council during flood and potential flood situations, and re-secured when the threat has passed. The materials in the store are provided by ECC, therefore they have the ultimate say in what happens and how this resource is used. Members of the Topsham Emergency Group also have a key which enables access. Volunteers may be called out to fill sandbags and to take them to Topsham residents threatened with flooding, if they are unable to collect them in person.

Generally, the store will be unlocked when flooding is imminent, usually when the Environment Agency issuing a 'Flood Warning / Serious Flood Warning' for the Topsham area (NB Topsham is covered by the category 'South Devon coast at Topsham and Cockwood' on the EA website, see <https://flood-warning-information.service.gov.uk/warnings> ).

Exeter City Council have to date been responsible for the replenishment of the sand and sandbags. As this is the only store in the City, the sandbags are used in any location subject to flooding across the City. Contact details are:

- 01392 265592 (office hours) or
- 0845 351 1060 (out of office hours)

## **Annex G5 Flooding Specific Actions (Householders)**

The Environment Agency have identified a number of actions that should be taken before, during and after a flood. Full details can be found on their website at <http://www.environment-agency.gov.uk/homeandleisure/floods>.

### **Before a Flood**

- Know what to do if evacuated, and how you will stay in contact with your family and close relatives
- Move items of value to the top floor of your house, or out of reach of flood water, if possible
- Check your insurance cover
- Know how to turn off electricity and gas – at the meter, where the mains supply enters your property
- Prepare a flood kit of essential items, assuming that power, light and heating will be turned off – this would include a torch, bottled water and possibly a battery radio for communications
- Protect your property – with flood boards, sandbags or similar.

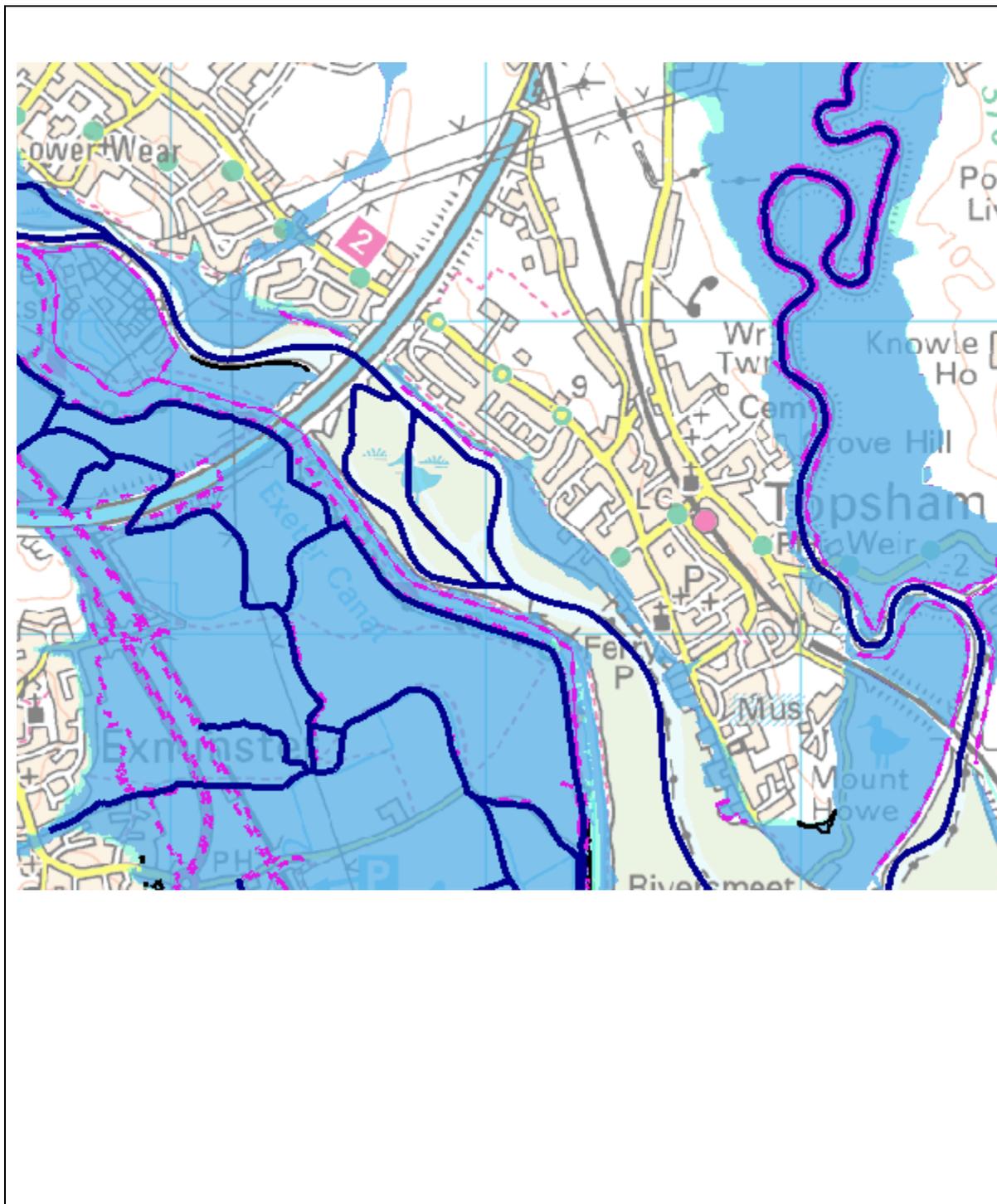
### **During a Flood**

- Cooperate with the emergency services – be prepared to evacuate your property if instructed
- Be alert to ‘surface water’ type flooding – this can occur unexpectedly, eg through drainage systems being unable to cope with water volumes, or run off from fields
- Flood water is dangerous – 6” of fast flowing water can knock over an adult, 2’ of water can move a car, and less can disable one
- Avoid walking through flood water if possible, as it may well be contaminated
- Wash hands thoroughly once reaching a place of safety
- If you have a pet, take it/them with you – most evacuation centres have facilities for animals.

### **After a Flood**

- Assess the damage to your property
- When clearing up, always wear waterproof outer clothing, wellington boots and gloves – flood waters are likely to be contaminated
- You can clean and disinfect your property using normal household products
- Let the insurance company know – they will send a loss-adjustor. If you do not have insurance, contact the local authority for advice
- When contacting the insurance company:
  - Clarify who is responsible for cleaning up your property
  - Make your own record of flood damage
  - Clarify what is covered and what is not in the clear up
- Photograph or video record the damage
- In restoring your house, ensure there is provision for future flooding, eg:
  - Lay ceramic tiles on the ground floor rather than carpets
  - Raise the height of electrical sockets to 1.5 meters above the floor
  - Fit non-return valves to all drains and water pipes
- Always use reputable building contractors.

## Annex G6 – Flood Maps



The above map shows the areas of Topsham subject to possible flooding:

- The heavy blue lines indicate main rivers
- The lighter blue shaded area indicates possible flood inundation areas
- The purple dotted lines indicate flood defences.

## **Annex G7**

### **High Priority Drains**

During a flood incident, the risk of flooding can be significantly increased by blocked drains. We have identified a number of drains in this regard and have requested that the Highways Authority keep them clear. The drains are as follows:

#### **Strand**

- Two by Route 2 cafe (Holman Way / Monmouth Hill intersection)
- opposite Casa furniture shop
- Hannafords Quay
- outside no. 50
- outside no. 49A / outside no. 20 (these are a pair opposite each other)
- by Oak slipway

#### **Ferry Rd**

- opposite Trouts boatyard
- outside no. 17
- bottom of Exe St by Sailing Club
- pair by the Passage
- bottom of Follett Rd by lamp post
- Topsham Rec by Scout hut.

## **Annex G8**

### **Emergency Road Closures**

The Emergency Group have a number of road closure signs

#### Storage and access

- Two triangular 'Flood' signs
- 4 double sided 'Road Closed' signs, rectangular, + mounting frames
- Stored in the warehouse on the Quay
- Access as for emergency equipment – see annex G2

#### Usage

- signs can be used at the discretion of the emergency group, during an emergency
- they can also be used in conjunction with local events – please see guidance outlined in annex J
- signage can only be deployed by individuals who are 'Chapter 8' trained (ie Ch 8 of the Traffic Signs Manual)
- this qualification is obtained under direction of the local highways authority.

Main contact for signage – Liz Hodges (see contact details in main plan).

## **Annex G9**

### **Car Parking in an Emergency**

Should conditions be such that car parking is not available along stretches of Ferry Rd and/or the Strand arrangements have been made to use the car park at Topsham Rugby Club.

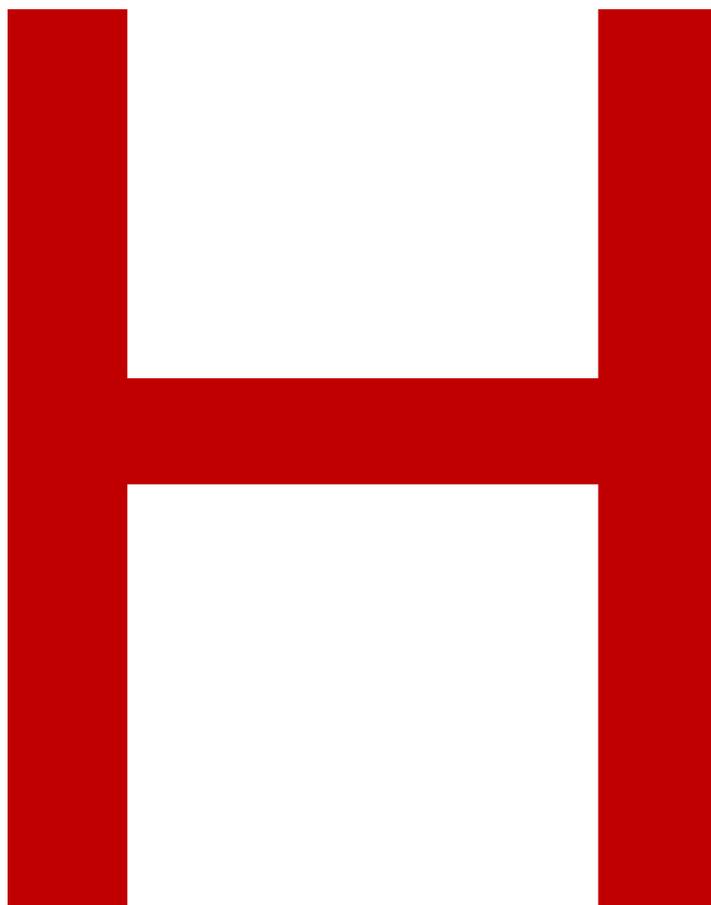
Access is via the Facilities Manager (Bee Jenkins – see contact in Annex C1 above).

It is necessary to use a code to access the car park outside of normal office hours (or when the field is not in use for Rugby, Cricket or other activities). Coordinators will obtain this from the Facilities Manager.

## Annex H

### 'H' Card

In an emergency the vulnerable person should display the card / form overleaf in their window. On seeing it displayed, someone in the community should contact the emergency services, or see what they can do to help.



## **Annex J**

### **Events Planning Guidance**

#### **Introduction and Background**

Topsham has a long history of successfully staging community events, a cornerstone of an active and vibrant community. Events staged annually include:

- Topsham Town Fayre and Carnival (August)
- Ferryman's swim, Passage to Turf Locks Hotel (August)
- Bonfire Night Fireworks at Topsham Rugby Club (November)
- Nello's longest table / Topsham Food Festival (June, bi-annually)
- Topsham Christmas Lights Festival (December)
- Force Century Cycle Ride (June)

The following guidance is a brief outline of the issues that organisers should consider before staging an event. The Topsham community has considerable experience of staging events, so there is much local expertise to draw upon – please contact the TCA who can identify individuals.

#### **Plan the Event**

- Outline an event description
- Choose a suitable date to stage the event
- Identify participants and likely attendees
- Form an organising group or committee, with representatives from interested parties – this can be formal or informal. The committee will be responsible for the planning and arrangements for the event, the delivery of the event, and the consequences should anything go wrong
- Ensure that the main interested parties are involved from the outset, including informing the Police and Local Authorities where appropriate
- The organiser is responsible for the Health and Safety of those involved and those attending the event, therefore this must be paramount when organising an event. Effective planning is concerned with prevention through identifying, eliminating and controlling hazards and risks
- Generally, sufficient lead time must be given to plan an event. A minimum would be 3 months (road closure notices take that long to process – see below), up to around 9 months for say a major music event
- An early assessment of the numbers of participants and attendees is necessary in order that the arrangements can be scaled accordingly
- Undertake an assessment of who needs to be informed / involved in the staging of the event
- Undertake a risk assessment of the event itself – what are the main issues and concerns that could occur that may impact the staging of the event, including things that could go wrong on the day?

#### **Further Considerations**

- What equipment and materials are needed?
- Where will the event be staged, what premises or land or open space needs to be available and organised?
- Are special facilities required for the disabled, children and young people, or other special interest group?
- What are the cost implications?

## Licenses, Permissions, etc

- Insurance
  - Obtain Public Liability Insurance, in advance of application for licences (as it will be one of the questions the licencing authorities will ask)
  - Use a local broker, eg Topsham Insurance Services
  - If using workers or volunteers in staging the event, check whether you also need employers insurance
  - Note that any 3<sup>rd</sup> party vendors present at the event – eg for food and drink, crafts, etc – will need their own insurance of this nature
- Use of public space
  - If the event is to use a public area or space in Topsham – eg Topsham Quay, Recreation Ground – then permission should be sought from Exeter City Council or Devon County Council
  - Obviously, if on private property then consent of the land owner is required
- Temporary Event Notice (TEN):
  - This required for a one-off event – eg music or entertainment – involving up to 500 people. This should suffice for most events taking place in the town.
  - Contact Exeter City Council, see website:  
<http://www.exeter.gov.uk/index.aspx?articleid=11371>
  - Allow 10 days for the application to be processed
  - Cost £21
  - One individual should be identified as the ‘premises user’ and should submit the TEN
- Road Closures:
  - Permission for road closures, or any impact on the public highway, is organised via Devon Highways, through a Temporary Traffic Regulation Orders (TTRO). A TTRO will:
    - facilitate holding of the event
    - enable members of the public to watch the event
    - reduce the disruption to traffic likely to be caused by the event.
  - Please note:
    - Anyone can apply for a TTRO
    - At least 3 months notice is required by the Highways Authority
    - An event with <500 attendees attracts no charge, there is then a sliding scale up to £200 for 5,000+ attendees
    - Contact [roadclosures@devon.gov.uk](mailto:roadclosures@devon.gov.uk) or see the DCC website
    - In certain circumstances it may be necessary to involve other agencies, such as the Police, Fire or Ambulance Services – the council will advise on this.
  - The organiser may be required to work with the Highways Authority to plan alternative routes for traffic during the event
  - Consideration should also be given to access for emergency vehicles, should something go wrong during the event.

## **Risk Assessment and Risk Management**

The purpose of a risk assessment is to identify hazards which could cause harm, assess the risks which may arise from those hazards and decide on suitable measures to eliminate, or control, the risks, considering:

- Those taking part:
  - o Is the event in anyway dangerous – eg fireworks?
  - o Will there be a threat from road traffic?
  - o Does the venue pose any hazards?
  - o What is the potential impact of adverse weather?
- Spectators / audience / passers by
  - o How to seat or contain the audience?
  - o Are there any ingress / egress issues?
  - o Refreshments, bar, etc
  - o Toilet facilities
  - o Possible threats or hazards if things go wrong – eg emergency evacuation

Effective planning is about the early identification of risk, the assessment of potential impact and likelihood, then implementation of mitigating actions to either eliminate or reduce the most significant risks associated with the event. For example, if the event could cause potential injury to participants or spectators, a mitigating action would be to ensure that medical cover is available on the night (see below).

### **Other considerations**

#### ***Travel Plan***

- Consider how people from outside of Topsham will travel to and from the event
- Consider alerting public transport operators:
  - o Stagecoach - <http://www.stagecoachbus.com/localdefault.aspx?Tag=South%20Devon>
  - o First Great Western - <http://www.firstgreatwestern.co.uk/>
- Car parking – should additional car parking and signage be in place?
- Cycling and walking – ditto, additional signage and directions?

#### ***Stewarding***

- If numbers of people attending an event are significant, then consideration should be given to hiring or appointing stewards to deal with the expected crowd
- Stewards act as agents for the organiser, and help to ensure that the event proceeds to plan
- Sufficient stewards should be provided to ensure that those attending are controlled in an orderly manner, for example in dealing with traffic for the event
- Stewards must be briefed prior to the event so that they understand the event planning and their role in the safe and effective running of the event
- Stewards must also be briefed on emergency procedures, including when to involve the emergency services – where necessary, this should be through a pre-prepared emergency plan (see below)
- Remember, stewards act as the on-the-day interface between the event organiser and those attending, so it is important that their attitude and demeanour towards the audience is polite and articulate, but assertive
- Stewards are not the Police, so a clear line must be drawn as to their responsibilities, and when a breach of the peace may happen which would involve calling the Police

- Consider the requirement for 'door staff' to monitor those attending, particularly where tickets are not sold in advance. In this case it may be necessary to employ Securities Industry Authority (SIA) trained staff in this role (further information is available from Exeter City Council, the local licensing authority)
- Also, there may be the requirement for stewards trained in traffic direction and management, particularly if the event will generate additional traffic on the public highway in the vicinity
- Good practice would indicate that a de-brief of stewards should take place to ensure that any lessons learnt are taken through to future events, particularly if the event is staged on an annual or regular basis

### ***Medical Cover***

- If the nature of the event is in anyway dangerous – eg fireworks, Ferryman's swim – one factor identified through the risk assessment may be the need for medical cover
- South Western Ambulance Services usually only provide cover to larger events, where there are over 5,000 attendees (eg Football and Rugby matches)
- There are many other private or not-for-profit operators who can provide this service – eg St John Ambulance – the local authority should be able to advise given the nature of the event
- Note that such operators will charge for providing medical cover for the event
- Usually event organisers will provide some kind of first aid facility – it is essential that any volunteers in this role have first aid training (available from a number of providers, eg British Red Cross).

### ***Emergency Plan***

- It may be necessary to have an emergency evacuation plan, should something go wrong at the event itself
- This will include the identification of access routes for emergency vehicles
- The Police, local council or local safety advisory group (via Exeter City Council) can advise on this.

### ***De-briefing***

- After the event the organiser should arrange for the organising group or committee to conduct a 'de-brief' of the event, whereby the positive and negative aspects of the event, including the pre-planning, can be assessed
- Where stewards have been employed, a 'hot debrief' may be held immediately after the event, whilst staff are present, to pick up any immediate points arising
- These points can then be considered in 'slow time' at the main event de-brief, which should involve all parties, including emergency services and local authorities where appropriate.

More information on staging events can be found at:

<http://www.hse.gov.uk/pubns/priced/hsg195.pdf>

## Annex K

### Plan Distribution – Hard Copies

Number	Organisation	Main Contact
1	Topsham Community Association	Bob Dury
2	Estuary League of Friends (kept in Topsham Library)	Rachel Gilpin
3	Topsham Museum	Brian Grimshaw
4	Topsham School	Sean Millar (Head)
5	Community Police Officer	Anthony Keller
6	Topsham Fire Station	Ben Redwood
7	St Margaret's Church	Rev Juliet Horwood
8	Roman Catholic Church	Fthr Harry Doyle
9	Methodist Church	Rev. Paul Collings
10	Exeter City Council	Peter Stewart
11	Devon County Council	Dom Maxwell-Batten
12	Topsham Surgery	Sandra Preece
13	Matthews Hall Caretaker	Steve Hilton
14	Topsham Sailing Club	Donald McLintock
15	Topsham Rugby Club	Bee Jenkins
16	Topsham Emergency Group Coordinator	Richard Horne
17 - 23	Topsham Emergency Group – Core Group members	
24	Route 2 Café Topsham (Emergency Coordination hub)	Paul McGahey
25	Spare	

In addition electronic copies will be distributed to other interested local parties, such as local pubs and restaurants

