

# Community Emergency Plan

## West Down Parish

Public only version

December 2025

Version 1.2



## Amendments

Date	Page Number	Reason for Amendment	Changed by
24/9/24	29	Clearer OS map of the village inserted.	Coordinator
24/9/24	9	Typo corrected.	Coordinator
24/9/24	Varies	Feedback from Devon Communities Together	Coordinator
20/12/25	Front Cover, 6, 9, 13-16, 21-22, 30 and 33	Changes made in respect of the names and position of Parish Councillors and Clerk plus the addition of a table (Appendix K) regarding responses to Yellow, Amber and Red alerts.	Coordinator

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# 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
EP	Emergency Plan
Evac.	Evacuation
FCP	Forward Command Post
Gold Command	Strategic Command
GR	Grid Reference
HLS	Helicopter Landing Site
ICP	Incident Control Point
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
NDDC	North Devon District Council
NHS	National Health Service
PTFA	Parent Teachers and Friends Association
SAR	Search and Rescue
Severe Flood Warning	Severe flooding. Danger to life
Silver Command	Tactical Command
WDEWS	West Down Early Warning System
WI	West Down Womens' Institute

## **1.0 Introduction**

An emergency/major/critical 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 wholly 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 potential hazards and make simple plans on how they could respond to them.

This plan has been developed to provide resilience for the community of West Down in the pre-event phase or early stages of an emergency.

The West Down 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.

The Plan was developed based on Braunton's Community Emergency Plan (CEP) with the kind assistance of a member of Rotary who provided information about how their Plan was developed, equipment requirements and exercising. We are grateful for the assistance provided.

## **1.1 Aim**

The aim of this plan is to increase resilience within the local community through developing a robust coordinated 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 / establishments in the community
- Identify community resources available to assist during an emergency
- Provide key contact details for the CERT, 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**

Types of potential emergencies that may impact the community are:

- Flooding and Severe Weather events
- Sustained Electricity, Water, or Gas failure

- Road/Aircraft Accidents
- Fire and Explosions/Gas Leaks/Building Collapses
- Hazardous Vapour Releases
- Acts of Terrorism
- Pandemic

## 2.0 Activation Procedure/Trigger and Escalation

A guideline activation procedure can be found in **Annex A**. This procedure details the call out order, communicating of information to the community and logging of actions. The CEP is to be activated by the CERT collectively and is dependent upon the emergencies demands, a discussion amongst the CERT should be held to assess this requirement.

## 3.0 Community Emergency Response Team

The CERT has been established to coordinate the community's response to an incident. The CERT has set up a WhatsApp group to communicate in an emergency. They are also responsible for keeping the plan up to date. The CERT for West Down Parish is shown below. Personal data has been removed in the public version of this Plan.

Role	Name	Contact	Address
Coordinator	Andy Odell	07940 524302 andy.odell@sky.com	
Deputy	Nigel Tinsley-Such		
Team Member	Sue Ayre		
Team Member	Mike Reeves, Parish Council Chair		
Team Member (Communications)	Judi Roome		
Team Member	Richard Kenshole		
Team Member	Sue Carey		
Team Member	Debbie Radley		

Team Member Vulnerable Persons	Di McGahran		
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**The role of the CERT Coordinator is to:**

- Pull together the Community Emergency Plan
- Ensure that the plan is regularly reviewed and updated
- Report annually to the Community 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 District and County Councils and the emergency services, to ensure that two-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 Coordinator should ensure that all team members are engaged in the planning and response processes.

**All members of the CERT 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 District 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 Coordinator in their absence

The Deputy and other team members should support the Coordinator in carrying out their role.

## **Team Member Communications**

Responsible for updating social media interfaces to warn and inform the community. There is a dedicated Facebook page created by the CERT and in addition a CEP page has been established within the West Down Community Website.

## **4.0 Incident Co-ordination**

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

- The primary ICP 1 will be at: West Down Parish Hall, Ilfracombe Road
- The secondary ICP 2 will be at: St Calixtus Church Hall (Iron Room), Stang Lane

All ICP equipment is located at ICP 1. Most ICP equipment is located at ICP 2. If ICP 1 is not accessible, ICP 2 should be elected and vice versa.

Upon arrival of the emergency services, who may locate at a different ICP, the CERT Coordinator should make him/herself 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 to an alternative ICP. Upon relocation, the CERT Coordinator should assist the Police at this location.

An out of village ICP is still being considered if any incident is so widespread and ICPs 1 and 2 are not available.

## **5.0 Evacuation Assembly Points**

Due to the demands of an emergency, it may not be possible for North Devon Council to provide immediate Humanitarian Assistance, the Parish 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 Devon County Council 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 chosen by the community are:

- West Down Parish Hall, Ilfracombe Road, EX34 8NF
- West Down School, Stang Lane, EX34 8NF
- St Calixtus Church Hall (Iron Room), Stang Lane, EX34 8NF
- The Crown Inn, West Down Square, EX34 8NF

The location of the main EAP will be determined by the CERT Coordinator in liaison with the Emergency Services. The location will take in to account where the ICP is to be located. More than one EAP may be chosen depending on the nature of the emergency. For key holder contacts please refer to Annex B.

EAPs located out of the village to be considered are:

- The Landmark Theatre Ilfracombe

- Braunton Parish Hall
- Woolacombe Parish Hall

The Police Command Centre will be located at the discretion of the senior police officer at the scene. The ideal location is deemed to be at ICP1.

## **5.1 Establishment and Operation of EAP**

Instructions for the establishment and operation of the EAP are at Annex H.

## **6.0 Helicopter Landing Sites (HLS)**

These facilities will only be used following liaison between the Emergency Services and the Marine & Coastguard Agency SAR in the Rescue Phase of an incident.

There is already a designated landing site in the West Down Community Park. Should that site not be available, the CERT will be advised of alternatives.

These options are for the Emergency Services and the Marine & Coastguard Agency SAR to decide from dependent upon incident circumstances.

## **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 Logging Sheet
Annex B	Key Contact List
Annex C	Risk Assessments and Actions
Annex C1	Description of Emergencies and Impacts
Annex D	Community Resources
Annex E	Householders Self Help
Annex F	Communications
Annex G	Maps of the Community
Annex H	Instructions for the establishment and operation of the EAP
Annex I	Plan Distribution
Annex J	Aerial shots of ICPs and EAPs

## **8.0 Plan Maintenance**

The CERT will meet to discuss the community's resilience arrangements at least annually, (ideally in June), when new facilities or information become available which affects trigger points, e.g. installation of engineering solutions, and after any events, e.g. where the plan has been utilised.

A full review of the plan by the CERT will 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.

## **9.0 West Down Early Warning System**

If notice is given by the authorities or emergency services of an impending incident which may require activation of the CEP then the CERT will meet and communicate with the community through the Emergency Response page on the Village Website and the West Down Emergency Facebook page. This will take the form of an early warning and action required with updates as any incident unfolds – also see Appendix K.

## Annex A

### Emergency Action Check List

Action		Complete
1	Where an emergency is possible or anticipated CERT members will meet and monitor the situation and warn members of community as appropriate. Be prepared to respond urgently.	
2	Dial <b>999</b> and ensure the emergency services are aware of the emergency and follow any advice given. If it's a flood, call the Flood Incident Line on 0800 80 70 60.  Call 101 and ask for the CERT Coordinators details to be forwarded onto Silver Command as a point of contact	
3	Contact and inform North Devon District Council or Devon County Council (See Section 3.0 Key Contacts)	
4	CERT to begin recording details on the Log Sheet overleaf 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>	
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"><li>• The Parish Council / Councillors via the Parish Clerk</li><li>• Volunteers and key holders as appropriate</li></ul>	
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**

## Log Sheet

It is important to record all information during an emergency. Completing a logging sheet is an easy way to ensure information is not lost. It can also help support / justify any decisions made or actions taken.

[illegible]

## Annex B

### Key Contacts List

E.g. Emergency Services, Health Organisations, Parish / District / County Councils, Water Company, Gas, Doctors, Highways, Environment Agency, and Schools.  
Individual personal data has been removed in the public version of this Plan.

	Service / Name	Telephone Number	Additional Information
Individuals	CERT Contacts, see Section 3.0		
	John Barnett	07469 611839	Parish Clerk
	Mike Reeves	See CERT	Parish Council Chair
	Keith Oades		West Down Parish Hall Bookings
	Andy Odell	See CERT	Iron Room (Church Hall) Bookings
Emergency Services	Police	Emergency: 999 Non-Emergency: 101	
	Devon and Somerset Fire and Rescue Service	Emergency: 999 Office: 01392 872 200	Fire/Flood Rescue, Support/Resources
	Ambulance Service	Emergency: 999 General: 0300 3690130	
	HM Coastguard	Emergency: 999 General: 020 381 72630	Water Rescue Resources/Support
Activation and Emergency Planning	NDDC Activation	01271 388240	Emergency Planning Callout
	DCC Emergency Planning Service	01392 382680	
	NDDC Emergency Planner	07584 382324	Alex Miles
	Devon County Council	0345 1551015	General Enquiries

Flooding and Forecasting	Environment Agency Floodline	0345 9881188	Flooding Events
	Met Office	0370 9000100	Meteorological Forecasting
	South West Water	0344 346 2020	Non-domestic water leaks
	National Grid	Office: 0800 096 3080 0800 6783 105	Power cuts
	British Gas	0800 111 999	Gas leaks

Utilities	Wales and West	0800 111 999 General: 0800 912 2999	Gas Leaks
	National Gas	0800 111 999	Gas Leaks
	BT	01525 290647 0800 800150	Telecommunications
Healthcare	Local Doctors Surgery	Caen 01271 818030 Ilfracombe 01271 863119	Medical/Healthcare
	NHS Non-Emergency	111	Advice
	North Devon District Hospital	01271 322577	Medical/Healthcare
	Combe Coastal Medical Practice	01271 863448	Medical/Healthcare
Highways	Devon County Council Highways	0345 155 1004	Highways Management
	Highways Agency Information Line	0300 123 5000.	Highways Information
Vehicle Recovery	RAC Breakdown	0800 828282	Vehicle Recovery
	AA Roadwatch	0906 884322	84322 from mobile
	AA Breakdown	0800 88 77 66 0121 275 3746	
	Horne Park Garage	01271 865087	Vehicle Recovery
School	West Down	See CERT	
Local Media Services	BBC Radio Devon	News: 01752 234511 Travel: 0808 100 2829 On air: 0808 100 1034 Plym'th: 01752 260323 Text: 81333 start your message DEVON	Media, Warning, Informing
	The Voice	On Air: 01271 323010 Text: 66777 start your message VOICE	Media, Warning, Informing
	Heart North Devon	0345 481 0088 Text 82122 start your message WEST	Media, Warning, Informing
	North Devon Journal	01271 343064	Media, Warning, Informing
	North Devon Gazette	01271 344303	Media, Warning, Informing
	RSPCA	24 hour: 0300 1234999	Animal Welfare

Animal Welfare	DSFRS Large Animal Rescue	Only to be requested via the on-scene Fire Commander	Large Animal Rescue
	Samaritans 24 hours	0845 3030900	Support
Emotional Support Services	Victim Support 8am-8pm	0845 3030900 0845 676 1020	Support
			Station Officer

## Annex C

### Risks

When assessing risks in the community likelihood and the impact of the event has been considered. Many of the risks will be planned for at a national / Regional / County or District level. Risk Assessments were undertaken to consider how the community can respond to ensure the community's safety / wellbeing.

Risk / Hazard	Incident	Possible Actions
Pandemic (Very High)	Forecast	Any actions taken are under the guidance of the Local Health Authority <ul style="list-style-type: none"> <li>CERT to discuss implementation of health protection measures.</li> <li>Consult Annex D and activate accordingly</li> <li>Consider cascade to, and check of vulnerable persons, this may have to be completed through the WDEWS</li> </ul> Advise community to be self-sufficient in the provision of food and water until temporary arrangements are put in place.
Extreme Heat (Very High)	Forecast	CERT to meet and, <ul style="list-style-type: none"> <li>Consult Annex D and activate accordingly</li> <li>Consider cascade to, and check of vulnerable persons, this may have to be completed through the WDEWS</li> </ul> Advise community to be self-sufficient in the provision of fans and water
Heavy Snow/Ice (Very High)	Forecast	CERT to discuss situation: <ul style="list-style-type: none"> <li>Consider preparing the ICP</li> <li>Advise the community to obtain salt</li> <li>Parish Council to consider activating Snow Warden (providing support from the CERT as required) for salt spreading, if appropriate</li> </ul> Consider cascade to, and check of vulnerable persons, this may have to be completed through the WDEWS
	Not Forecasted	CERT to establish contact and discuss: <ul style="list-style-type: none"> <li>Parish Council to consider activation of Snow Warden</li> <li>Consider cascade to, and check of vulnerable persons, this may have to be completed through the WDEWS</li> </ul> Consult and activate appropriate Community Resources - Annex D
Severe Weather: High Winds (Very High)	Unexpected winds fell trees causing damage and disruption	CERT to establish contact and discuss: <ul style="list-style-type: none"> <li>Consider cascade to, and check of vulnerable persons, this may have to be completed through the WDEWS</li> <li>Identify blocked roads and communicate to NDDC (see Annex B)</li> <li>Identify areas and extent of damage, consider the provision of shelter (EAP)</li> </ul>

		<ul style="list-style-type: none"> <li>In the event of a red wind warning consider using St Calixtus Church as a safe haven for all parties.</li> </ul>
	DCC unable to assist in clearing roads	<ul style="list-style-type: none"> <li>Identify roads requiring immediate clearance and clear</li> <li>CERT to refer to Annex D</li> </ul>
	Residents require shelter	<ul style="list-style-type: none"> <li>Advise to shelter with relatives/friends or,</li> <li>Consider opening EAP with assistance from voluntary groups</li> </ul>
Loss of Communications (Very High)	Unplanned	See Annex F. Please note that the risk is significantly increased if the loss of communications occurs when another incident is happening or being planned for.
Road Traffic Collision (Very High)	Spontaneous	<p><b>Primary Responsibility: Emergency Services, rapid deployment. A major/critical incident may be declared by one of more of the emergency services.</b></p> <ul style="list-style-type: none"> <li>Act on direction from the emergency services and CERT to consider what assistance can be provided.</li> </ul> <p>Possible use of EAP for those delayed/evacuated from homes/cars</p>
Sustained Cold Period (High)	Ongoing	<p>CERT to meet and,</p> <ul style="list-style-type: none"> <li>Consult Annex D and activate accordingly</li> <li>Consider cascade to, and check of vulnerable persons, this may have to be completed through the WDEWS</li> <li>Advise community to be self-sufficient in the provision of salt</li> </ul>
Loss of Mains Services: Power (Medium)	Supply failure with no immediate relief available	<p>CERT to meet and,</p> <ul style="list-style-type: none"> <li>Identify areas affected</li> <li>Identify if temporary shelter is required – prepare to notify volunteers</li> <li>Consider cascade to, and check of vulnerable persons, this may have to be completed through the WDEWS</li> </ul>
	Residents require temporary shelter	<ul style="list-style-type: none"> <li>Advise to shelter with relatives/friends or,</li> </ul> <p>Consider opening EAP with assistance from volunteer groups</p>
Drought (High)	Forecast.	<p>CERT to meet and,</p> <ul style="list-style-type: none"> <li>Consult Annex D and activate accordingly</li> <li>Consider cascade to, and check of vulnerable persons, this may have to be completed through the WDEWS</li> <li>Advise community to be self-sufficient in the provision of water</li> <li>Please see above for a loss of mains water. Many locations may be affected by ground water sources drying up.</li> </ul>
Loss of Mains Services: Water/Waste Water (High)	Supply failure with no immediate relief available	<p>CERT to meet and,</p> <ul style="list-style-type: none"> <li>Identify areas affected</li> <li>Identify if temporary shelter is required – prepare to notify community volunteers</li> <li>Consider cascade to, and check of</li> </ul>

		<p>vulnerable persons, this may have to be completed through the WDEWS</p> <ul style="list-style-type: none"> <li>CERT to reference Annex D for appropriate resources</li> </ul>
Aircraft Crash (Medium)	Aircraft crashes into houses, many injured and buildings damaged and on fire	<p><b>Primary Responsibility: Emergency Services, rapid deployment. A major/critical incident may be declared by one of more of the emergency services.</b></p> <ul style="list-style-type: none"> <li>Act on direction from the emergency services and CERT to consider what assistance can be provided.</li> <li>Consider cascade to, and check of vulnerable persons, this may have to be completed by volunteers</li> <li>Consider evacuation of walking wounded/casualties to suitable upwind location</li> </ul>
Flood (Medium)	Forecast/Ongoing	CERT to discuss situation and decide if any action is deemed necessary.
Mains Gas/Bottle Gas failure of supply (Low)	Unforeseen	<p>CERT to meet and,</p> <ul style="list-style-type: none"> <li>Identify areas affected</li> <li>Identify if temporary shelter is required – prepare to notify community volunteers</li> <li>Consider cascade to, and check of vulnerable persons, this may have to be completed through the WDEWS</li> <li>CERT to reference Annex D for appropriate resources</li> </ul>
<p>Hazardous Vapour Release (Very High)</p> <p>Gas Leak (Low)</p> <p>Fire/Explosion (Medium)</p> <p>Building Collapse/Sink Hole (Low)</p> <p>Terrorism/Violence (Medium)</p>	Unforeseen	<p><b>Primary Responsibility: Emergency Services, rapid deployment. A major/critical incident may be declared by one of more of the emergency services.</b></p> <ul style="list-style-type: none"> <li>Act on direction from the emergency services and CERT to consider what assistance can be provided.</li> <li>Consider cascade systems to those most at risk downwind, and vulnerable persons, this may need to be completed by volunteers</li> <li>Consider provision of shelter and evacuation to upwind location(s) as necessary</li> <li>Note that the need to respond will vary significantly based on the severity of the incident which could be localised, affecting one or more property, or a major part of the (extending to the whole) village.</li> </ul>

## C1 Description of Emergencies and Impacts

Some events are the responsibility of the Emergency Services, but West Down community can assist as shown in each section below.

Incident	Description of Impact
Flooding	Prolonged rainfall causing surface water to flood in to vulnerable parts of the parish and/or local rivers and streams to breach their banks putting housing and businesses at risk.
	This may be anticipated by monitoring the weather forecasts, the duration and intensity of the rainfall up-stream, and the river levels
	Heavy rains leading to infiltration and overland flow (flash flood) event may not be anticipated and flooding can occur very rapidly.
	Also be aware that Snowmelt also causes flooding by delaying the arrival of water at the soil. Once it does reach the soil, water from snowmelt behaves as it would if it had come from rain - the water either infiltrates into the soil or it runs off (or both).
Heavy Snow  Heavy snow is the only event that is likely to completely isolate West Down village and/or outlying areas of the Parish. It will prevent traffic movement into, out of, around and through the village. It may be forecast or not,  It will have several effects:	Disruption of traffic movement and the cause of vehicle accidents,  For the A361 it is only likely to last for a short time until snow ploughs can clear the road. However, priority will not, in the first instance, be given to villages and experience has shown that the community could be cut off for many days.
	Disruption of foot movement and the cause of physical injury,  Care provider agencies operating in the West Down area should have their own contingency plans to get their staff to those for whom they care.
Severe Weather: High Winds	This is likely to manifest itself as strong and destructive winds, causing damage to buildings, loss of electricity and fallen trees blocking roads.
Electricity, Water, or Gas Failure	The loss of electricity, water or gas to homes could result in the requirement to provide shelter and facilities to those affected, particularly during inclement weather.
Failure of the sewerage system	The loss of the sewerage system from homes could result in the requirement to provide shelter and facilities to those affected.
Road Traffic Collision	An event involving a coach or bus resulting in the need to provide immediate shelter for casualties and survivors.

Fire/Building Collapse	A major fire in a public or private building could produce a requirement to provide shelter to those evacuated.
Gas Leak/Explosion	This event could produce a requirement to provide shelter to those evacuated
Terrorism/Violence	An incident, possibly related to terrorism, violence or armed criminality, could require an area of West Down to be evacuated and the evacuees requiring shelter
Aircraft Accident	<p>An aircraft crash may or may not require a CERT response. This would be determined by the location and severity of the crash and any direction from the emergency services.</p> <p>In the event of an aircraft impacting on buildings there will be casualties and others will need to be evacuated.</p>
Hazardous Vapour Release	<p>An incident in or adjacent to the village could place residents and/or visitors in the downwind hazard area.</p> <p>This could require the evacuation of a large area of the village for some considerable period.</p>
Disease/Pandemic	<p>The community should be prepared to react to the outbreak of a pandemic disease, however the response would be under the guidance of the Local Health Authority</p> <p>In the event of an outbreak the CERT will meet and decide how to implement this any health protection measures and to support vulnerable members of the community.</p>
Drought	<p>The community should be prepared for drought conditions to occur following a long period of extreme heat or low rainfall. South West Water may have introduced measures to restrict usage like a hosepipe ban and the introduction of standpipes.</p> <p>The main concern is that many in the community rely on ground sources for their water and these have dried up in recent years (2022) leaving households without water. A low supply of ground source water and running dry increases the risk of “dirty” water when the supply is restarted.</p> <p>In the event of a drought the CERT will consider how to implement any health protection measures and to support vulnerable members of the community.</p>

## Annex D

### Community Resources

Key resources available to support the local community are listed here. Please note that further information will be added once responses from the community letter are reviewed. Individual personal data has been removed.

Resource	Contact /Key Holder	Contact Number	Additional Information
Church	Rev Glyn Lewry	01271 600744	North Taw Villages Mission Community
	Margaret Rusling	07469 204398	St Calixtus Church Warden
	Rev Caroline Raby	01271 815560	North Taw Villages Mission Community (Safeguarding rep)
Jewson Ilfracombe (Sand)	<a href="mailto:Branch4032@jewson.co.uk">Branch4032@jewson.co.uk</a>	01271 863578	Sand Deliveries
Child Care	Springfield Nursery	01271 329028	Provision of Childcare
Voluntary Group	Catherine Williams Women's Institute	01271 867859	Volunteers
Voluntary Group	Debbie Radley PTFA		Volunteers
Voluntary Group	Jan Oades Gardening Club		Volunteers
Individuals	Peter and Ruth Mahaffey		Volunteers

Healthcare	Caen Medical Centre Combe Costal Practice	01271 818030	Registered Drs
		01271 863119 Out of hours 111	Registered Nurses
Vehicle Recovery and Flat Bed	Horne Park Garage	01271 865087	
4X4 Vehicles	Devon and Cornwall 4X4 Response	Normally only activated via the Police	
General Emergency Response Equipment	Information held in CERT database	Available to CERT members	
<b>Community Defibrillators</b>			
West Down Shop		01271 864264	
West Down Parish Hall		(please see box for instructions)	
<b>Snow/Ice</b>			
Salt and Spreader  Salt (1 ton) Mullacott Industrial Est	West Down Community Field  Snow Warden  Nigel / Matt Simpson Keith Oades		In container in Community Field
4x4 Vehicles	Devon and Cornwall 4X4 Response	Normally only activated via the Police	
<b>Severe Weather</b>			
4x4 Vehicles	Devon and Cornwall 4X4 Response	Normally only activated via the Police	

CERT Pack Contents (per pack)	
Resource and Quantity	Storage Location
Register (1)	At ICP1 and ICP2
Log Sheets (5)	
EAP Welcome Information (multiple copies of)	
Paper Reams (1)	
Pens/Pencils (1 box)	
A3 Map (2)	
'Evacuation Assembly Point' Signage (2)	
Hi Visibility Jackets – various sizes	
Cordon Tape (1)	
Road Closed Signs (2)	
Loud Hailer (1)	
Hand-held two way licence free radios, chargers, etc. to be split between ICP1 and ICP2. Please note that during term time the School (EAP3) does have additional hand held radios that may be used by the CERT.	

## Annex E

### Household Emergency Plan

Emergencies can affect the community 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 telecoms 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, LOG ON.**

Media	Frequency	Website
Facebook		<a href="mailto:WDEmergencyHub@yahoo.com">WDEmergencyHub@yahoo.com</a>
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>
The Voice	97 – 103 FM	<a href="http://www.thevoicefm.co.uk">http://www.thevoicefm.co.uk</a>
Heart North Devon	96.2FM and 97.3FM	<a href="http://www.heart.co.uk/barnstaple/">http://www.heart.co.uk/barnstaple/</a>
North Devon Journal	-	<a href="https://www.facebook.com/DevonLiveNews">https://www.facebook.com/DevonLiveNews</a>
North Devon Gazette	-	<a href="https://www.facebook.com/NorthDevonGazette">https://www.facebook.com/NorthDevonGazette</a>

#### Inform the rest of your Family or 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	999	Doctor	
NHS Non Emergency	111	School	
Local Police Station	101	Home Insurance	
Local Authority	01271 327711		

### Create an Emergency Box

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

Suggested items include:	
Torch and spare batteries	Toiletries
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
Torch and spare batteries	

If you are in a position where you are able to offer help to your community, start by checking that your neighbours are safe and well.

Name	Address	Home Telephone	Mobile

Useful Websites	
Devon County Council	<a href="http://www.devon.gov.uk">www.devon.gov.uk</a> (Search: 'Emergency Planning')
Environment Agency	<a href="http://www.environment-agency.gov.uk">www.environment-agency.gov.uk</a>
BBC Devon	<a href="http://www.bbc.co.uk/devon">www.bbc.co.uk/devon</a>
National Flood Forum	<a href="http://www.nationalfloodforum.org.uk">www.nationalfloodforum.org.uk</a>

Individuals and families are encouraged to have their own sand, sandbags, and Polythene sheets to help protect their properties from flooding, and are encouraged to attend community Flood Workshops where advice will be given.

The Environment Agency also has a selection of online help toolkits, visit,

<http://www.environment-agency.gov.uk/homeandleisure/floods/38329.aspx>

Notes:

## Annex F

### Communications

Providing accurate information is essential during an emergency. Methods available will differ depending upon the type of incident, therefore alternatives have been considered. Individual personal data has been removed.

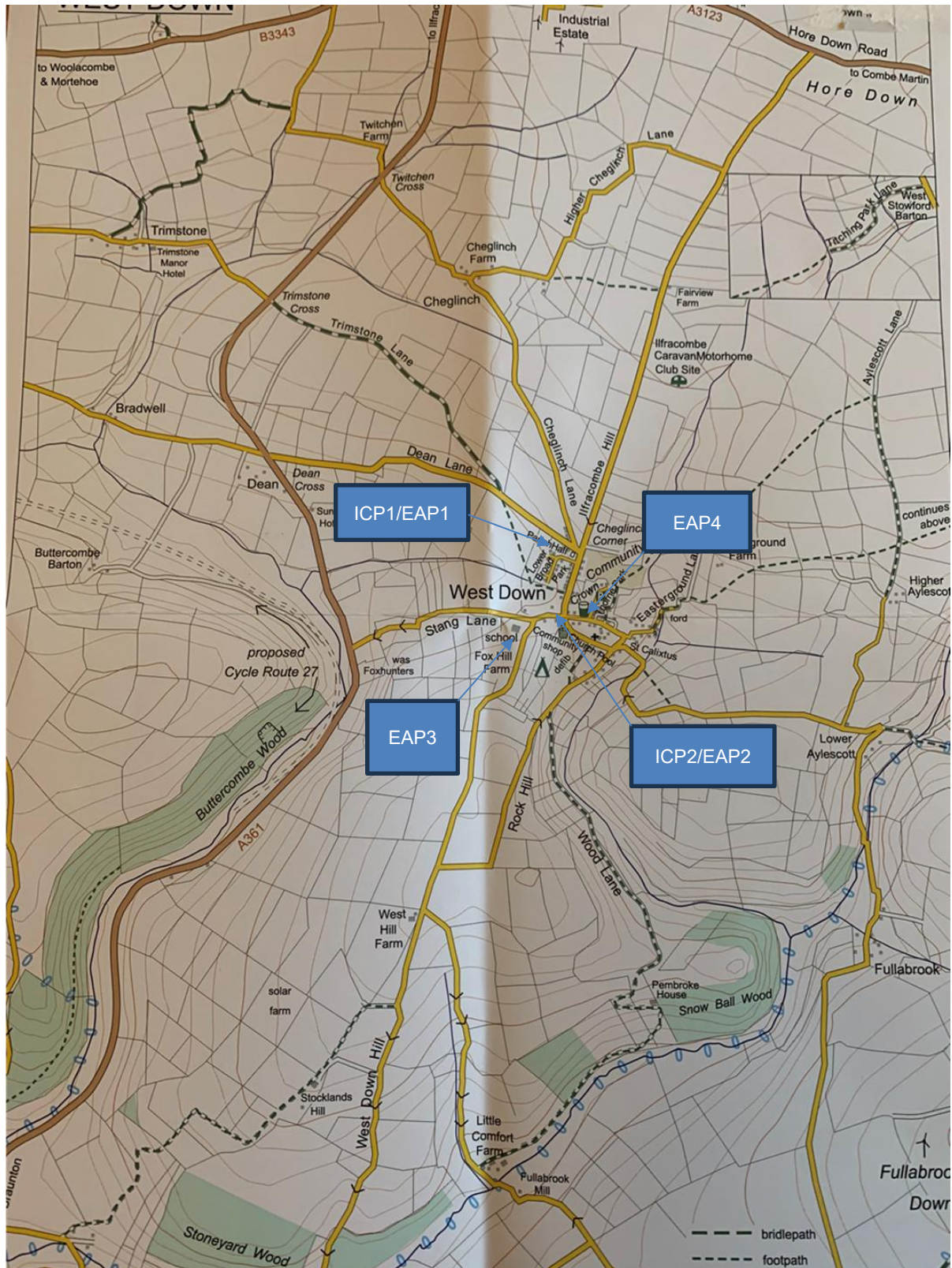
Method	Location (If applicable)	Contact /Responsibility	Additional Information
Incident Control Points (ICPs) – see Section 4. In priority order			
ICP 1	West Down Parish Hall	Keith Oades	<ul style="list-style-type: none"><li>• No Landline</li><li>• Internet access available.</li><li>• 4G good signal and fast speed.</li><li>• Keyholder – keypad access known to CERT members</li></ul>
ICP 2	St Calixtus Church Hall (Iron Room)	Andy Odell – see CERT	<ul style="list-style-type: none"><li>• No Landline</li><li>• No Internet access</li><li>• 4G good signal and fast speed.</li><li>• Keyholder – the main keyholder is Andy Odell (Caretaker). Other keyholders include Di McGahran, David Ravenscroft, Community Shop and School.</li></ul>
Evacuation Assembly Points (EAPs) – see Section 5. Not in priority order			
EAP 1	West Down Parish Hall	Keith Oades	As above
EAP 2	St Calixtus Church Hall (Iron Room)	Andy Odell – see CERT	As above
EAP 3	West Down School	01271 863461 (main number)	<ul style="list-style-type: none"><li>• Landline</li><li>• High Speed Internet access</li><li>• 4G good signal and fast speed.</li><li>• Keyholder – see CERT</li></ul>

EAP 4	The Crown Inn	01271 862790 info@crownnnw estdown.co.uk	<ul style="list-style-type: none"> <li>• Landline</li> <li>• High Speed Internet access</li> <li>• 4G good signal and fast speed.</li> <li>• Keyholder – Sue and Mark (normally open 4 pm to late)</li> </ul>
Personal Mobiles	Individuals		See Section 3 (CERT), Numbers in Annexes B and D.
Volunteers			To be obtained from: PTFA, WI & Garden Club
Information such as road or school closures will usually be reported on local radio			
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>
The Voice	97 - 103FM		<a href="http://www.thevoicefm.co.uk">http://www.thevoicefm.co.uk</a>
Heart North Devon	96.2FM and 97.3FM		<a href="http://www.heart.co.uk/barnstaple/">http://www.heart.co.uk/barnstaple/</a>
Emergency Plan Facebook			<a href="mailto:WDEmergencyHub@yahoo.com">WDEmergencyHub@yahoo.com</a>
West Down Community Website			<a href="http://www.westdown.org.uk/emergency-plan/">http://www.westdown.org.uk/emergency-plan/</a>

## Annex G

### Map of the Community

Map of the community highlighting ICPs and EAPs. Aerial shots are shown in Annex J.



## ANNEX H

### Instructions for the Establishment and 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 it is necessary to evacuate residents to a place of safety.

#### 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
1	EAP Coordinator	<ul style="list-style-type: none"><li>• Located at designated EAP</li><li>• Manage EAP</li><li>• Provide feedback to ICP</li></ul>
2	Receptionist 1	<ul style="list-style-type: none"><li>• Staff Reception Desk</li><li>• Maintain Register of those entering</li></ul>
3	Receptionist 2	
4	Volunteer 1 <sup>st</sup> Aiders (See Section 3 and Annex D)	<ul style="list-style-type: none"><li>• Provide basic 1<sup>st</sup> Aid as required</li></ul>
5	Volunteer Cooks	<ul style="list-style-type: none"><li>• Provide snacks/meals as required</li></ul>
6	Volunteers Evac. Assistants	<ul style="list-style-type: none"><li>• Assist Evacuees as required</li><li>• Issue blankets etc.</li></ul>
7.	Pastoral Care	<ul style="list-style-type: none"><li>• See Padre (Annex D)</li></ul>
8.	Volunteers	<ul style="list-style-type: none"><li>• Top be drawn from Voluntary Groups (Annex D)</li></ul>

Note: Planning for this situation needs to be dynamic.

# 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.

# Evacuation Assembly Point Evacuee Register

[illegible]

# Annex I

## Plan Distribution

Please note that personal data has been removed from this public version of the Plan and the names and addresses were correct at the time of publication.

There is a non-public version of the Plan which is held by each member of the CERT which contains personal data.

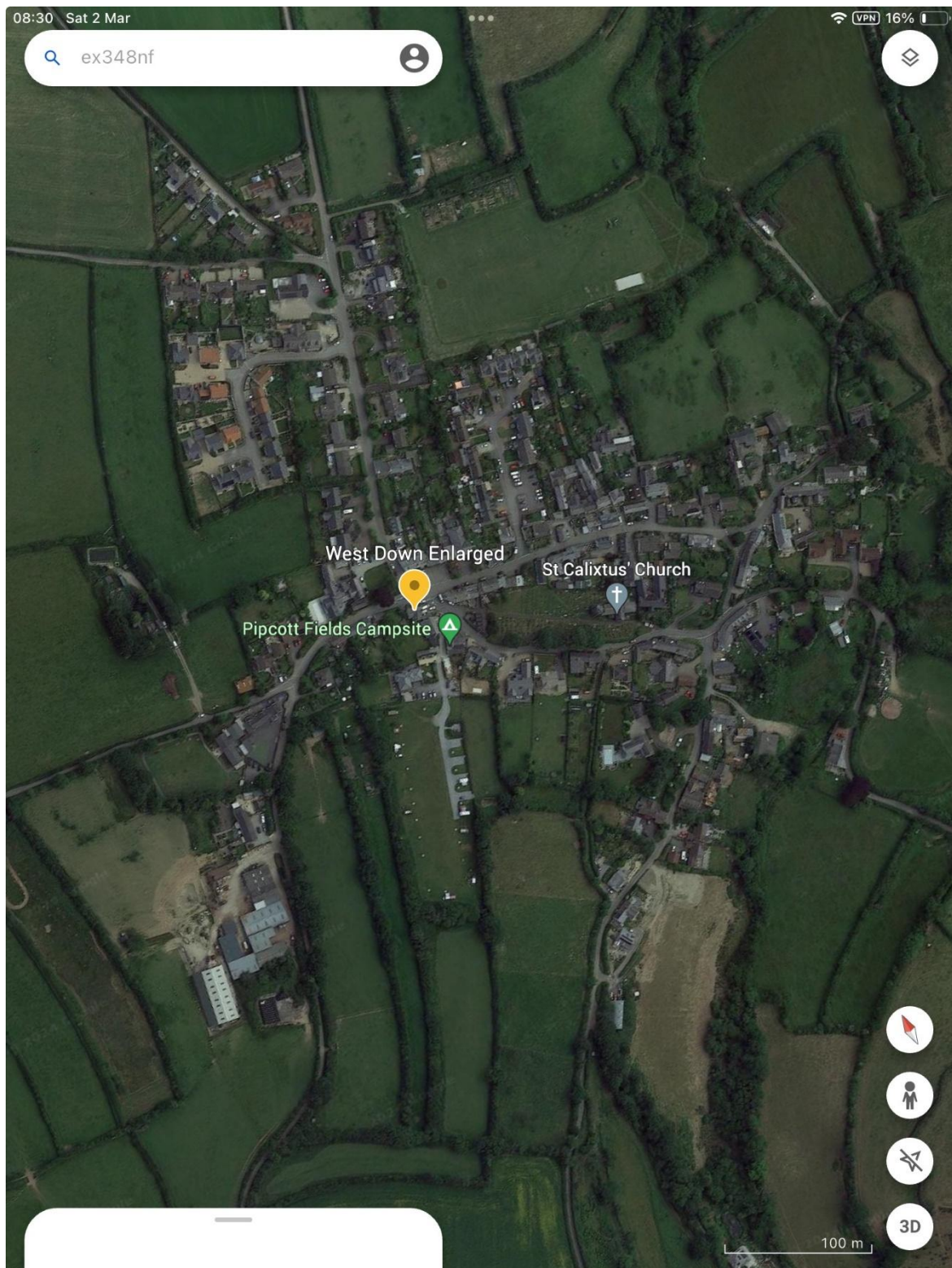
Name/Organisation	Contact Details	Number Issued
Project Manager, Devon Communities Together		1 soft copy
<a href="http://www.westdown.org.uk">www.westdown.org.uk</a>		Hard copy available to download
Facebook - WDEmergencyHub		Hard copy available to download
Digital Content Officer, Devon and Somerset Fire and Rescue Service, The Knowle, Clyst St George, Exeter, EX3 0NW		1 soft copy
The Clerk to the West Down Parish Council		1 soft copy
Emergency Planning Officer, North Devon District Council		1 soft copy
Clerk to the Council Braunton Parish Council		1 soft copy
Neighbourhood Beat Manager, North And West Devon LPA, Ilfracombe Police Station, Princess Avenue, Ilfracombe, Devon, EX34 9LW		1 soft copy
Devon and Somerset Fire and Rescue Service, <a href="mailto:comments@dsfire.gov.uk">comments@dsfire.gov.uk</a>		1 soft copy

## Annex J

### Aerial shots of ICPs and EAPs within the Parish

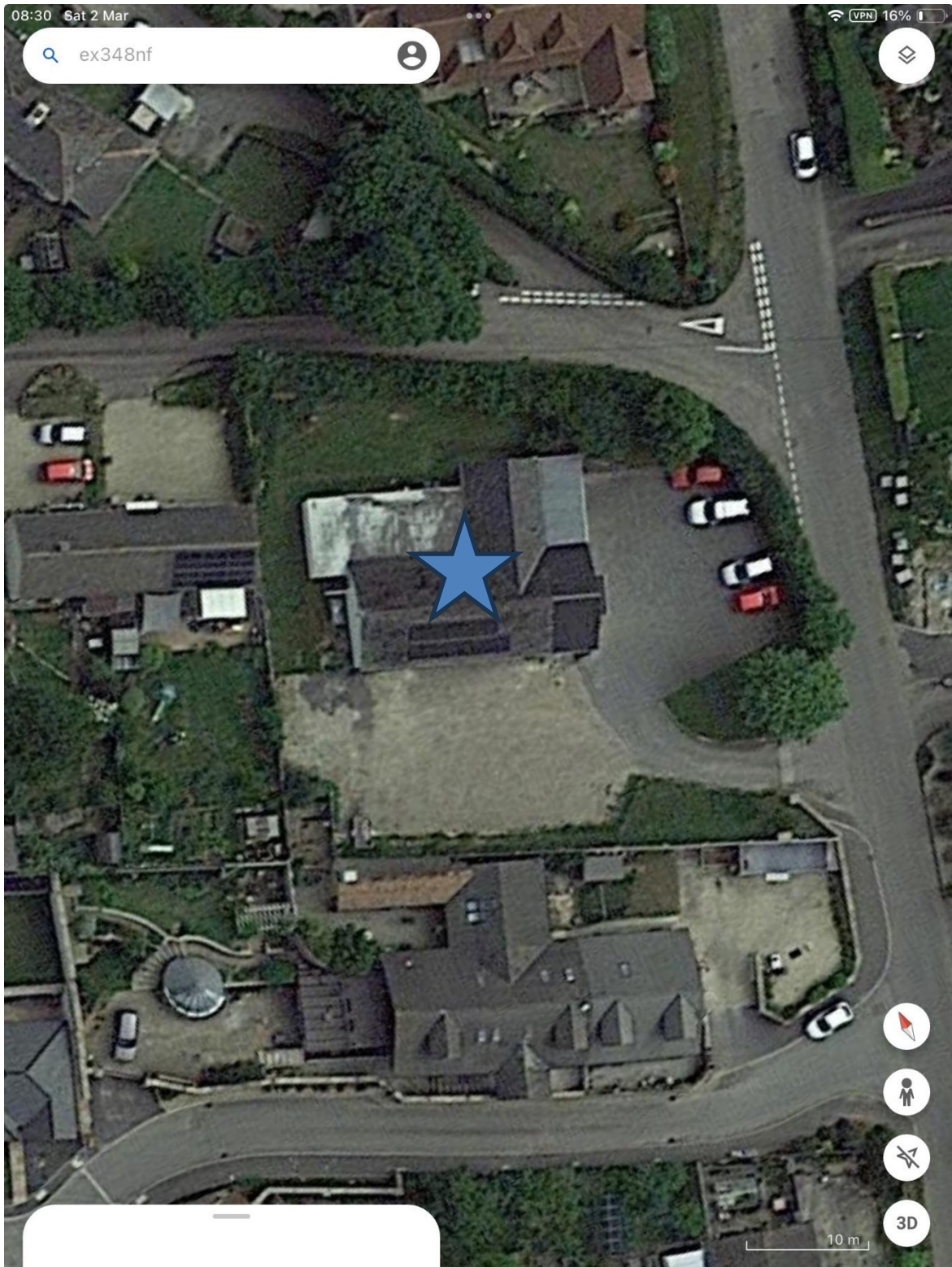
#### West Down Village

Centre of the village – Just three words – bead.once.meanwhile



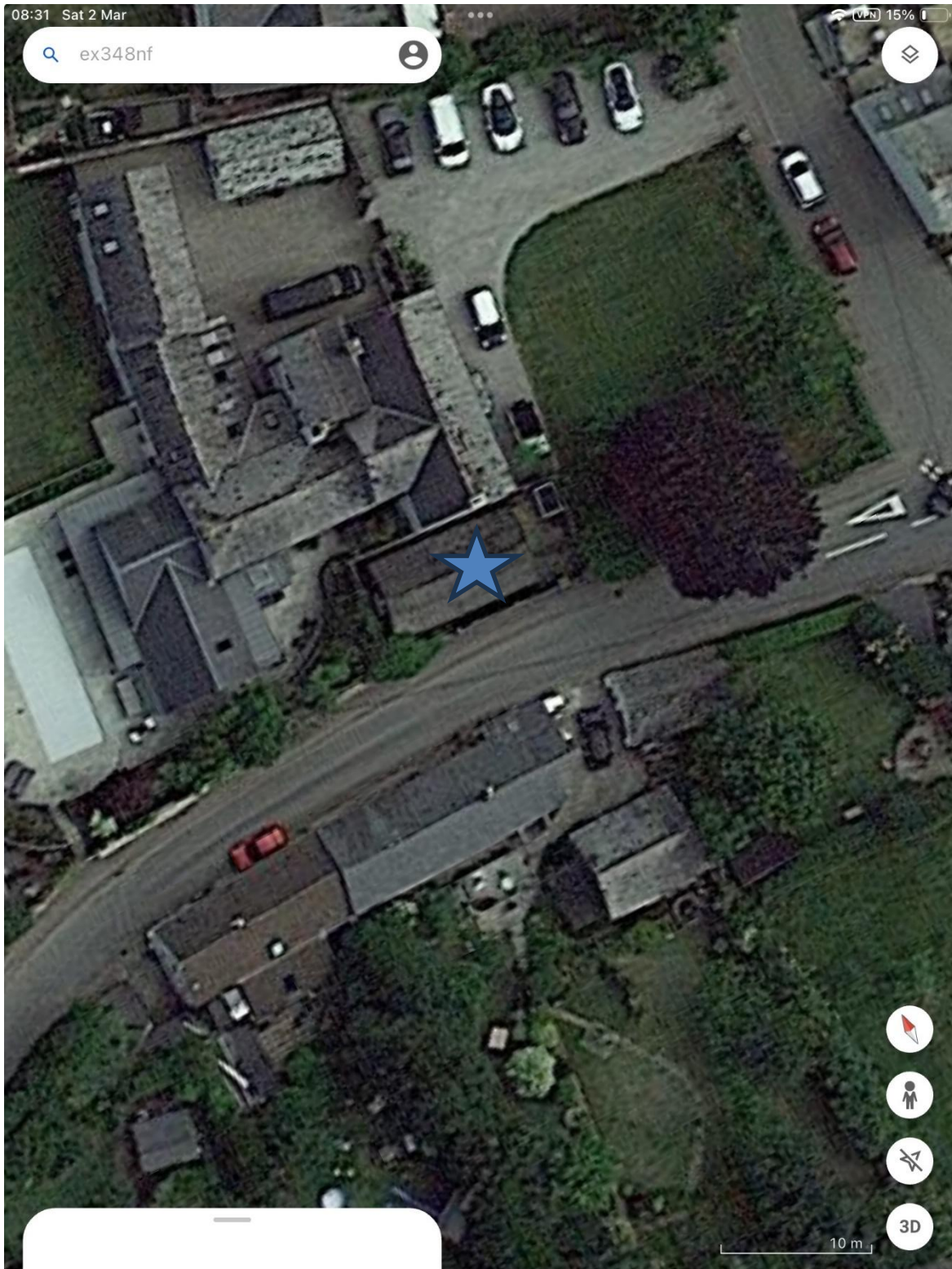
## West Down Parish Hall (Ilfracombe Road)

Just three words – faded.scores.supposes



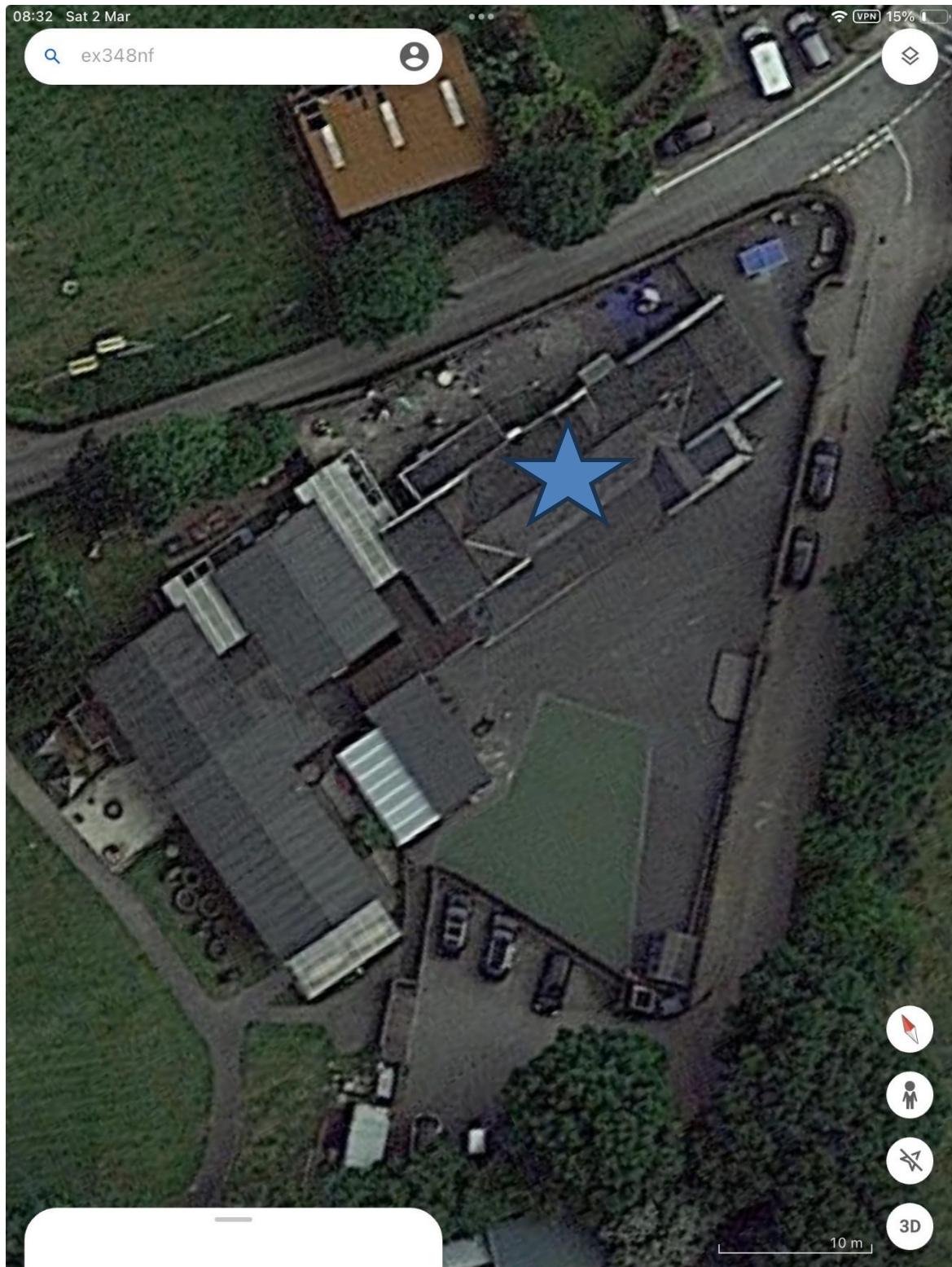
## St Calixtus Church Hall known as the Iron Room (Stang Lane)

Just three words – worker.energetic.cushy



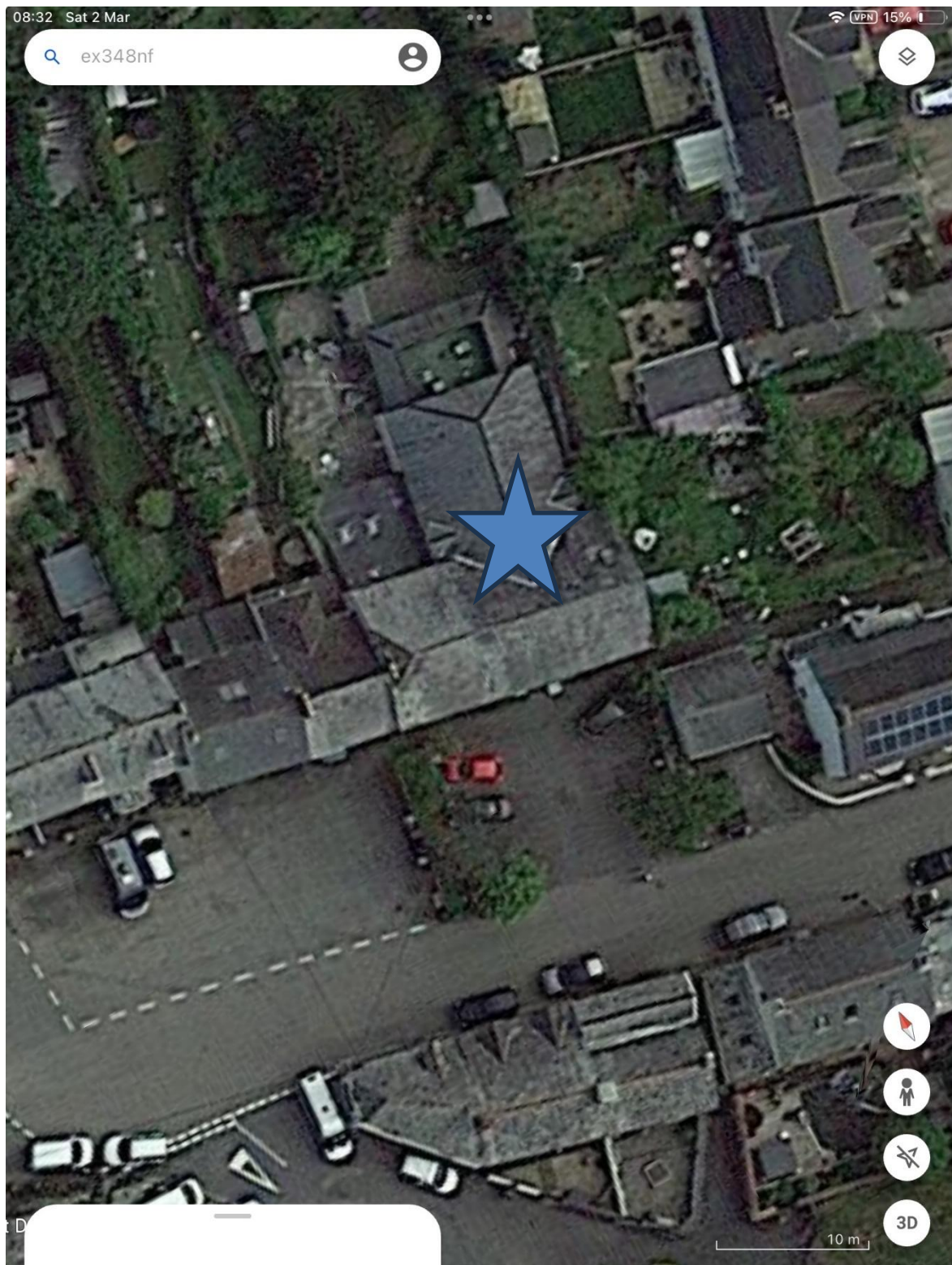
## West Down School (Stang Lane)

Just three words – library.gosh.celebrate



## The Crown Inn (West Down Square)

Just Three words – [dynasties.unsecured.blocking](#)



## Annex K

### How we respond to warnings

Based on the first 18 months experience of having a CERP, we have framed the following approach as to how the CERT responds to warning – both health and weather.

Warning Type	CERT response	Comments
Yellow of any type	No formal action just monitor to see if the alert is upgraded to Amber or Red.	Based on all the yellow alerts that have occurred, there has been no need to respond.
Amber - Health	<ul style="list-style-type: none"><li>• Our designated CERT member (or deputy) will engage with those who have declared themselves as vulnerable and act as necessary</li><li>• Provide community advice as shown below</li></ul>	There is a list of names and addresses held by the CERT member. If any community member thinks they should be added to the list would they please contact Di McGahran.
Amber – Wind and Rain	The CERT will: <ul style="list-style-type: none"><li>• monitor warning levels</li><li>• advise, through the West Down Facebook page/internet site, what action to take in accordance with the warning</li><li>• if not done so recently, ensure hand held radios and back up lights at ICP1/2 are fully charged</li><li>• Deploy hand held radios so some CERT members</li></ul>	<ul style="list-style-type: none"><li>• Observations regarding rain warnings have not revealed a significant flooding risk to properties – the risk is mainly to roads becoming blocked with flood water.</li><li>• Amber warnings for wind have yet to reveal any likely and significant damage locations.</li></ul>
Red warnings - Health	<ul style="list-style-type: none"><li>• As for yellow warnings</li><li>• Consider activating CERP and issuing warning</li></ul>	We have not had a sustained red health warning.

	<p>messages though the Emergency Plan Facebook page.</p> <ul style="list-style-type: none"> <li>• Act as necessary which may include opening up ICP1/EAP1</li> </ul>	
Red warnings – wind and rain	<ul style="list-style-type: none"> <li>• As for yellow warnings</li> <li>• Consider activating CERP</li> <li>• Act as necessary which may include opening up ICP/EAP at locations depending on those affected.</li> </ul>	<ul style="list-style-type: none"> <li>• As for yellow warnings</li> <li>• The red wind warning in December 2024 produced damage to fences and garden buildings. A number of roads were blocked by fallen trees which took some time to clear (in a few cases days)</li> <li>• Should there be significant damage to buildings, then it has been decided that the church is the safest place in the village.</li> </ul>

ENDS