

DRAFT

Bampton Community Emergency Plan

Bampton Town Council

27 August 2025 / Draft 0.2



DEVON COMMUNITY RESILIENCE FORUM



Amendments

Date	Page number	Reason for amendment	Changed by
29 May 2025		Initial Draft	Richard Brooker
27 Aug 2025	Annex A	Short Emergency Plan added	Richard Brooker

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Contents

1.	Introduction	5
2.	Community Response Team	6
2.1	Responsibilities	6
3.	Related emergency planning	7
3.1	Arrangements between emergency services and local authorities	7
3.2	The Home Emergency Plan	7
4.	Knowing the unknowns	8
4.1	Identifying and preparing for risks	8
5.	Activating the emergency plan	8
5.1	Triggers	8
5.2	Notification	8
6.	Taking control and managing the incident	8
6.1	Incident coordination	8
7.	Skills and resources	9
7.1	Resources	9
7.2	Contacts lists	9
8.	Key facilities	9
8.1	Community Shelter(s)	9
8.2	Establishing and operating a Community Shelter(s)	9
8.3	Helicopter Landing Sites	9
9	Keeping in touch	10
9.1	Communications	10
9.2	Warning and informing	10
10	Key information	10
11	Plan maintenance	10

<u>Annex A - The Home Emergency Plan</u>	11
<u>Annex B – Community risk assessment</u>	19
<u>Annex C – Maps of the community</u>	21
<u>Annex D – Telephone tree notification system</u>	22
<u>Annex E – Activation procedure and logging sheet</u>	23
<u>Annex F - Community flood plan</u>	25
<u>Annex G – Situation report (SITREP)</u>	27
<u>Annex H - Community resources</u>	29
<u>Annex I – Key contacts list (publicly available)</u>	30
<u>Annex J –Establishing and operating a Community Shelter(s)</u>	32
<u>Annex K – Communications, warning and informing</u>	34
<u>Annex L – Plan distribution</u>	35
<u>Annex M - Glossary</u>	36
<u>Annex R1 – Vulnerable people within the community</u>	37
<u>Annex R2 - Key contacts list (not for general distribution)</u>	38

1. Introduction

Bampton Town Council has developed this plan to provide community resilience in the pre-event phase or early stages of an emergency.

The Bampton Community Response Team has been formed to assist both the activation of this plan and the emergency responders wherever possible, prior to, during and after an emergency.

The aim of this plan is to increase community resilience through developing a robust coordinated approach that complements the work of emergency responders.

The objectives of this plan are to:

- Identify risks to the community
- Identify strategies to reduce and respond to an emergency, including warning the community
- Identify vulnerable people within the community
- Identify community resources available during an emergency
- Provide contact details for the Community Response Team, community resources, the emergency services and local authorities
- Provide information and assistance to the emergency services when they arrive and throughout the event

An emergency or 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.

- While the predominant threat facing Bampton and its surrounding area is flooding, other circumstances might also result in threats to property, health and even life itself. Since the first version of the Bampton Emergency Plan was written other potential risks and hazards have become manifest.
- Closely related to flooding is the danger imposed by serious snowfall; in recent years there have been a number of occasions when blizzard-like conditions have

caused roads to be closed and the villages of the Parish to be effectively cut off for a number of days at a time. While global warming might bring warmer weather it is also likely to increase precipitation, leading to more flooding and disruptive snowfall.

- The loss of electrical power is a common occurrence in the area where so many power lines are exposed during storms. Thankfully these do not normally last long however occasionally they can do so and cause potential emergency situation, especially in winter when so many households depend of electricity to heat their homes. Also the loss of power to the pharmacy, doctors surgery and care homes can have life threatening consequences.
- A terrorism incident, focused nearby between Kenn and Exminster, involving an 'arms cache', and the failed bomb attempt at the Giraffe Café in Exeter remind us that our peaceful communities are not immune from external events. We should be prepared for any similar eventualities.
- The Covid-19 pandemic which, did not result in widespread illness and deaths in the Parish, has nonetheless disrupted all of our lives. This is a significant reminder that we remain vulnerable to such events.

Although there is no statutory responsibility for communities to plan for, respond to, or recover from emergencies, it is good practice to identify hazards and make simple plans on how they could respond to them. Certainly flooding incidents demonstrated how effective community response can be before and after an incident, while the response to excessive snowfall, showed how community responders can help the emergency services and those stranded in our midst.

Bampton Town Council has developed this plan to provide resilience for the community in the pre-event phase or early stages of an emergency.

The Bampton Community Response Team (CRT) 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. It should be noted that once any emergency service is on site, the CRT takes on the role of support and information provision, if appropriate

2. Bampton Community Response Team

A Bampton Community Response Team (CRT) should be set up to manage the community's response to an emergency and keep the plan up to date.

Role	Name	Tel	Mobile
Coordinator	Simon Fouracres		07850-477310
Deputy	Richard Brooker		07754-522357
Team member	Nick Bull	01398-332214	
Team member	Lucy Bull	01398-332214	
Team member	Rachel Grabke		07894-546247
Team member	Belinda Boyles		07565-616491
Team member	Lindsey Brock		
Team member	David Whiteway		
Team member	Rupert White		07789-377412

2.1 Responsibilities

The role of the Bampton Community Response Team Coordinator is to:

- Write and organise the Community Emergency Plan
- Regularly review and update the plan
- Report annually to the community telling them if the plan has been activated and if any members have changed
- Be a focal point for the community
- Maintain communication and be the main contact for local authorities and the emergency services
- Tell the appropriate authorities and individuals
- Communicate important messages to the community
- Involve all CRT members in the planning and response process, and give them tasks
- Activate resources when needed

All members of the Community Response Team should:

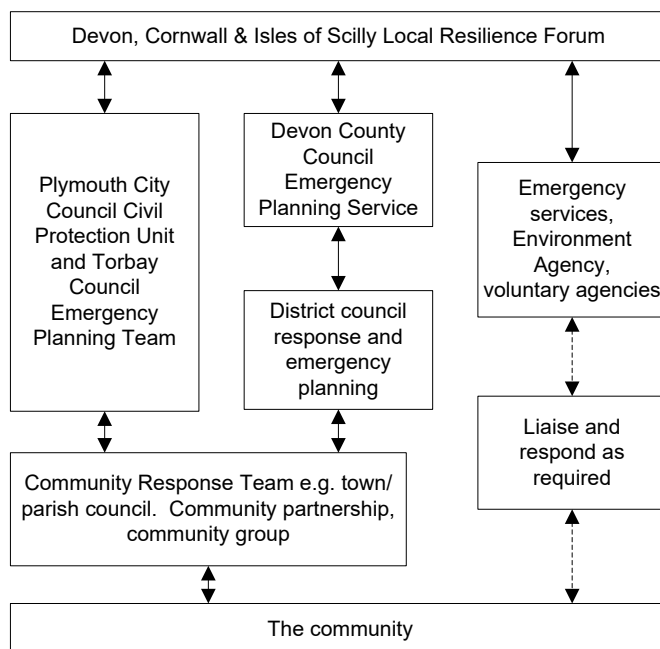
- Live in the community
- Have good local knowledge
- Have the support and speak on behalf of the community
- Provide vulnerable people with additional support
- Maintain communications within the community and with local authorities
- Check confidentiality is maintained where needed
- Maintain his/her own action log
- Create a 'grab bag' containing the plan and any suitable clothing/equipment which may be needed
- Have enough knowledge of the plan to act as coordinator

- Support the coordinator in their tasks

3. Related emergency planning

3.1 Arrangements between emergency services and local authorities

Local authorities and emergency services have an emergency response structure, as shown by the following diagram:



3.2 The Home Emergency Plan

The Home Emergency Plan can be copied and distributed to the community to help them prepare for an emergency. For a copy, see **Annex A**.

4. Knowing the unknowns

4.1 Identifying and preparing for risks

Risk assessments for the Bampton community are listed in **Annex B**.

Maps of the community, including key buildings etc. are listed in **Annex C**.

Volunteers Risk Assessment

Risks	Impact on community	Mitigation What can the CRT do to prepare
Not knowing what or where the danger is.	Volunteer put at risk	Annual and proper briefing by CRT
Not knowing their area of responsibility	Ineffectual or unable to carry out their responsibilities.	Annual and proper briefing by CRT

Vulnerable buildings/people are listed in **Annex R1**.

5. Activating the emergency plan

5.1 Triggers

Below are some of the triggers or signs that the CRT need to monitor and be vigilant for:

- Homes being flooded
- Homes without power for over 24 hours
- Loss of power to pharmacy, doctor surgery or care homes
- All roads being blocked to communities

5.2 Notification

Due to the unpredictability of emergency events, all members of the CRT are responsible for monitoring the triggers that could cause an emergency.

Any member of the CRT can inform other members that there is an emergency or potential emergency arising. The coordinator or deputy will inform the other members of the situation.

The coordinator or deputy will pass on notification of an emergency to the Community Response Team, using the CRT WhatsApp or telephone tree notification system, see **Annex D**.

For a guide activation procedure, see **Annex E**. This procedure lists the call out order and logging of actions.

For specific flood triggers and escalation procedures, see **Annex F**.

6. Taking control and managing the incident

6.1 Incident coordination

Incident Control Points (ICP) are:

Primary ICP:

The Community Hall.

GR: 50.993713, - 3.485940

W3W ///moves.shirt.schematic

Secondary ICP:

Bampton C of E Primary School

GR: 50.9887829, - 3.4949385

W3W ///choppers.contained.overheard

ICP equipment:

The Pump House

GR: 50.9898451, - 3.4947557

W3W ///blotchy.jigsaw.privately

Secure Container by Riverside car park

GR: 50.9895382, -3.4842140

W3W ///political.chatters.crinkled

When the emergency services arrive they may choose a different ICP. The CRT Coordinator should introduce themselves, give them a copy of the Community Emergency Plan, and provide local knowledge and a situation report, see **Annex G**.

7. Skills and resources

7.1 Resources

For community resources available during an emergency, see **Annex H**.

7.2 Contacts lists

For contact details of key organisations and groups which are publicly available e.g. emergency services, health organisations, town/parish councils, local authorities, utility companies, the Environment Agency, schools etc., see **Annex I**

For restricted contact details e.g. volunteers, vulnerable people, see **Annex R2**.

8. Key facilities

8.1 Community Shelter(s)

If people need to leave their homes, the district council and/or county council or unitary authority, will open a rest centre.

If a local authority cannot provide immediate assistance, a Community Shelter will provide a short-term refuge.

Bampton Community Shelters:

- Community Hall
- C of E Primary school

For key holder contact details, see **Annex I**.

8.2 Establishing and operating a Community Shelter(s)

For instructions, see **Annex J**.

8.3 Helicopter Landing Sites

Helicopter Landing Sites (HLS) will only be used by emergency services in the rescue phase of an emergency.

Areas for suitable HLS's;

- a. Bampton football pitch, grid reference 50.993712, - 3.485940

9 Keeping in touch

9.1 Communications

In the event of the loss of the telephone and mobile phone networks, the CRT will endeavour to setup a temporary radio network and distribute handsets to key members of the CRT.

9.2 Warning and informing

If some of the community is without power and do not have access to news updates or information about the emergency situation the CRT will use volunteers as street wardens to update the residents on the situation and check that they do not need any critical assistance.

For warning and informing methods, see **Annex K**.

10 Key information

To record key information, see:

- Annex A Your home self-help plan
- Annex B Community risk assessment
- Annex C Maps of the community
- Annex D Telephone tree notification system
- Annex E Activation procedure and logging sheet
- Annex F Community flood plan
- Annex G Situation report
- Annex H Community resources
- Annex I Key contacts list (publicly available)
- Annex J Establishing and operating a Community Shelter(s)
- Annex K Communications, warning and informing
- Annex L Plan distribution

Restricted distribution:

Annex R1 Vulnerable people within the community

Annex R2 Key contacts list (not for general distribution)

11 Plan maintenance

The CRT should meet every six months to discuss community resilience arrangements and every year to review the plan and check contact numbers are correct.

When sending out updated pages of the plan it is important to ensure the old pages are returned. For a distribution list, see **Annex L**.

Annex A - The Home Emergency Plan

The following Home Emergency Plan can be copied and distributed to the community.

Home Emergency Plan

Emergencies can affect the County with little or no notice. Being prepared can help reduce the effects on your families' lives, reduce the need for help from others and enable you to support the vulnerable in your community.

Disruption to essential services such as water and electricity, to regional and national travel and telecoms are all ways an emergency can affect our busy everyday lives.

Keep your plan and other important information in a safe place that you will find again quickly.

You could keep your plan in a 'message in a bottle' in your fridge. Bottles are available free of charge from most doctor's surgeries and chemists and give emergency services vital information such as medical conditions and repeat prescriptions.

If you have children in your household, or others who need help with understanding what to do, you could get them to write and draw their own plans, to help them learn about emergency events.

Home Emergency Plan - Short Version

If you live in an area likely to flood, in Bampton this is mostly around Brook St, Frog St, Sliver St and New Buildings, you should:

- Sign up for flood warnings from the Environment Agency at www.gov.uk/sign-up-for-flood-warnings
- Save the Floodline number in your phone: 0345-9881188
- Save the Floodline website link: www.gov.uk/check-flooding

have the following information and items to hand:

- Where to turn off your electricity, water and oil/gas
- A torch and spare battery
- First aid kit
- Medicines if required
- Drinking water and snacks
- Warm clothing

Home Emergency Plan - Full Version

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:

If the emergency is outside GO IN, STAY IN, TUNE IN.

Station	Frequency	Website
BBC Radio Devon	103.4 FM, Digital radio, BBC Sounds app	BBC.co.uk
Heart Exeter	97.0 and 103.0	Heart.co.uk

INFORM THE REST OF YOUR FAMILY / HOUSEMATES

Household Contact Details		
Name	Mobile	Work

If you are evacuated is there somewhere you can go? Friends or Family?

If you can't contact each other, where should you meet / or who should you leave a message with?

Who will be responsible for picking the children up from school? (If applicable)

How do you turn off the following? Who is responsible?

Electricity

Gas/oil

Water

KEY CONTACT NUMBERS

Emergency Telephone Numbers

Emergency Services

NHS Direct

Local Police Station

Local Authority

Doctor

School

Home Insurance

Useful Websites

Devon County Council www.devon.gov.uk and search Emergency Planning

Environment Agency www.gov.uk/flood

BBC Devon www.bbc.co.uk/devon

National Flood Forum www.floodforum.org.uk

Q1 What are the risks to your home and the surrounding area? Are you at risk of flooding?

To find out if you live in an area at risk from flooding, visit www.gov.uk/prepare-for-a-flood/find-out-if-youre-at-risk where you can find out if your home is at risk and sign-up to Flood Warnings Direct (a free service which sends you a message when there is a flood risk by telephone, mobile, email, SMS text message, fax, or via a relative/friend).

You can also sign up by calling Floodline on 0345 988 1188 or Typetalk 0845 602 6340.

If you are in an area that may flood, have sandbags and boards ready to help stop water entering through doors or air bricks. Where do you get these from? If you do not know, contact your Parish / Town Council.

Notes:

Q2 Do all household members know how and when to call the emergency services? If they don't, give them instructions on how to do this.

Notes:

Q3 How will you get out of the house / area if you need to escape? Think about what to do if a route is blocked. If it is helpful, draw a plan of escape routes.

Notes:

Q4 What are the emergency procedures at your children's schools?

During an incident, it may not be safe to collect children from school. Schools have emergency plans so pupils will be cared for. If you are still worried during an incident, contact the school first.

Notes:

Q5 Are there any elderly, disabled or vulnerable family members, friends and neighbours who might need your help, or additional help from the emergency services? Information may not reach some people as quickly. For example, Deaf and blind people and people who do not speak English or have other communication difficulties.

How will you help them?

Does your Parish/Town Council have a support scheme in place and are vulnerable neighbours aware of it?

Notes:

- Q6 Where will you meet if you become separated – a nearby landmark or a friend's house? Also, agree an alternative meeting place further away from your home.

Notes:

- Q7 ICE Contact Number (In Case of Emergency Contact Number)

The emergency services are trained to check for a person's ICE contact number which stands for 'In Case of Emergency'.

Think carefully about who you choose as an ICE contact because that person may need to give consent for medical treatment. If you want more than one ICE contact, mark them as ICE1, ICE2 etc.

Put ICE contacts in all mobile phones, or on a card in wallets / purses. If your phone is password protected then use the card method or make it visible on the 'start up' screen.

Notes:

- Q8 Where is your safe, secure place for important documents (passport, birth and insurance certificates etc.) and items of high sentimental value such as old family photos? Are these raised above potential flood levels and easy to grab (in one box) if you need to take them with you? Is the box fire-proof? Have you stored important computer records on a USB / disk?

Notes:

- Q9 Do you have emergency supplies (ideally in an 'emergency bag') that you can grab quickly? Where are they kept?

Notes:

Q10 How do you switch off water, gas and electric supplies in your home? Draw a plan if helpful.

Notes:

Q11 Think about what you would do if you lost all power and communications (including satellite communications such as mobile phones). Do you have a battery or wind-up FM Radio and camping stove with fuel, for example? Make a note of the FM frequency of your local radio station.

Notes:

Q12 Does everyone in the household know how to make the home secure – locking doors and windows? Do you keep keys in the same places so they can be found easily if it is dark; where are keys kept?

Notes:

Q13 Have you installed smoke detectors and a carbon monoxide detector? When did you last check them?

If not, don't delay installing or checking them! They could save your life. If you need help or advice, or to find out if you qualify for a free home safety visit, contact your local Fire and Rescue Service.

Notes:

Q14 Have you got adequate home insurance? Who is your insurance provider and what is your insurance policy number?

Notes:

- Q15 Do you keep in your kitchen cupboard enough bottled water, snacks, tinned or dried/packet food to last three days? (how much do you need per person?). This will reduce the tendency for “panic buying” during bad weather or strikes, which can be very disruptive. Check sell by dates every six to twelve months.

Notes:

- Q16 Have you made a list of medication, insurance policy numbers and important phone numbers such as your doctor, insurance provider, Floodline, NHS Direct*, non-emergency number, gas and electric supplier, vet, school, work and close friends/relatives? Make sure you carry this list at all times, for example on a card in your purse or wallet, or mobile phone.

*If you have a ‘smart’ mobile phone, you could download the NHS Direct App form .

Notes:

Your emergency supplies

It helps if you can grab these things quickly. Ideally make up an 'emergency bag'. Do not stop to collect things if it puts you in danger!

These are things you probably carry at all times:

Essential keys (house / car).

Special daily items (for example, glasses / contact lenses / medication / aids).

List of medication. This is essential, please make a list!

Cash / debit / credit cards.

Essential items for babies, children and people you care for.

Mobile phone and charger.

Antibacterial hand gel and mini first aid kit.

Water and snacks.

Warm layers and waterproof clothing, suitable hats and footwear.

If you have to remain in your home or become isolated, make sure you have the following items:

First Aid Kit including flu and cold medication.

Wind up or battery radio including spare batteries.

Wind up or battery torch with spare batteries/candles and matches.

Enough toiletries such as soap, sanitary items and tissues or toilet roll.

A three day food and water supply. Tinned and dried food such as beans and rice is good.

Camping stove and fuel. Only use indoors in an emergency. Always place on a stable surface and use in a well ventilated area with a carbon monoxide detector.

Keep important documents and computer information in ONE safe place and make sure you can grab these items quickly if you need to.

Don't forget does a friend or family member have spare keys should you lose yours?

Items for pets and assistance animals

Contents will depend on the type of pet, but you may need to grab:

Water, food and bowls.

Leash / muzzle / harness.

Blanket, bed, pet carrier or cage.

Photo of your pet in case it gets lost and is not 'identity chipped'.

Plastic bags for waste.

Medication and health records.

Identity chip number (keep a record in your phone or wallet/purse).

Items in the car

In case of an emergency always carry in your car (in addition to the things you probably carry at all times):

Blankets

First Aid Kit

Torch

Shovel and de-icer in winter conditions.

Map

Warning triangle and fire extinguisher (recommended).

Notes:

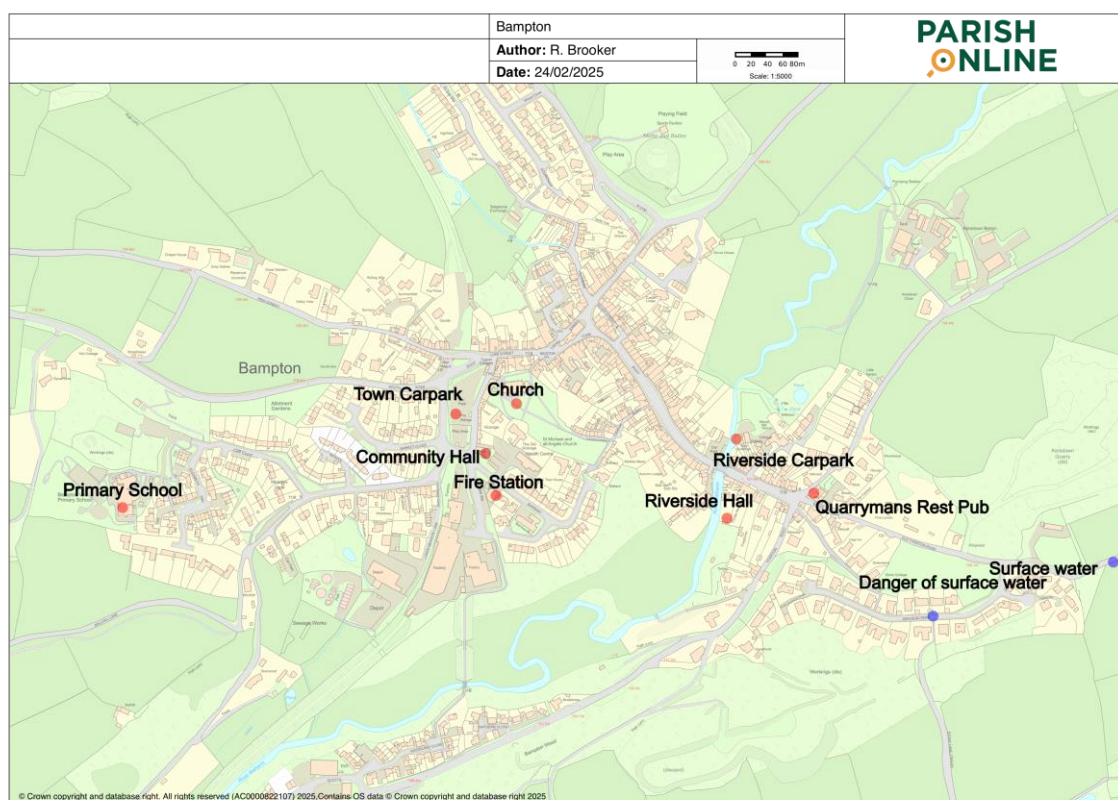
Annex B – Community risk assessment

When assessing risks to 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 its safety / wellbeing.

Risks	Impact on community	What can the Community Response Team do to prepare?
Flooding Rivers Bathern and Shuttern Brook can flood and break their banks	Surface water on streets and roads Homes flooded Damage to property Emergency services unable attend incidents	Monitor weather forecasts Signup to Floodline@environment-agency.gov.uk Clear blocked roadside drains Make residents aware of the Home Emergency Plan Work with local emergency responders to see if they can help with distribution of flood warnings and any evacuation and rest centre establishment required
Sustained power failure	• Unable to heat homes or water • Unable to prepare hot meals or drinks • Critical services unable to open – Doctors surgeries, shops etc • Unable to keep medicines refrigerated • Unable to power medical devices	• Have a list of vulnerable residents – obtainable from the Bampton GP surgery • Determine if any parts of the community still have power • Have backup camping stoves and extra gas • Have a reliable torch • Open Community Hall or other public building that still has power • Contact people with spare generators or

	• Loss of internet and digital phone services	• battery storage systems
Heavy snow, fallen trees or land slips	• Roads blocked • Pavements dangerous • Shops and essential services unable to open • Oil deliveries affected	• Notify emergency services or MDDC • Communicate the situation via social media • Spread salt/grit on critical pavements
Sustained water failure	• No drinking water	• Determine areas with water • Arrange water containers and transport to deprived areas
Etc...		

Annex C – Maps of the community



Map of Bampton above with some of the key locations marked with red dots. The Quarrymans Rest pub and the Community Hall are designated emergency refuge buildings in case of people being flooded out of their homes.

Likely surface water sites marked with blue dots. These are located at:

- The Old Tiverton Road where water running down from Bampton Down past Luttrell Farm pours onto the Old Tiverton Road and runs on the surface if the roadside drains are blocked with leaves or debris.
- Ashleigh Park estate where water runs past the soak away, down the footpath onto the Ashleigh Park Road.

Annex D – Telephone tree notification system

A telephone tree is a group of people organised as a pyramid so that they can quickly and easily spread information. The coordinator at the top calls two people, who each call two more people until everyone in the list has been called. If someone is not available, the next person in the tree is called.

At this time it is thought the telephone tree will not be useful to the CRT as that uses a more flexible WhatsApp group.

Annex E – Activation procedure and logging sheet

Action		Complete
1	If an emergency is possible or anticipated, monitor the situation and contact CRT members and warn the community. Be prepared to respond urgently.	
2	Dial 999 and ensure the emergency services are aware of the emergency and follow any advice given.	
3	Contact and inform your district/borough council.	
4	Record details on the log sheet on the other side of this page. Include: • Decisions you have made and why • Actions taken • Who you spoke to and what you said (Include contact numbers) • Information received	
5	Contact other CRT members and the community by agreed method. • Households affected • Parish council/ward via the parish clerk • Volunteers and key holders	
6	If needed, call a community meeting. Ensure the venue is safe and people can get there safely	
7	Take notes and record actions. If you decide to activate a plan, remember to follow the check sheet.	
8	When the emergency services arrive, the CRT Coordinator should introduce themselves and give them a copy of the plan.	

Never do anything which puts you or anyone else in your community at risk

Log sheet

Record all information during an emergency. A log sheet is an easy way to ensure information is not lost and can help support/justify any decisions made or actions taken.

Date	Time	Information / Decision / Action	Initials
------	------	---------------------------------	----------

Annex F - Community flood plan

Community or group

Bampton Flood Response Plan

Address

Bampton Town Council

Floodline quickdial number

0800 807060 or 0345 9881188

Which Environment Agency Flood Warnings are you registered to receive?

(You can **sign up for flood warnings** at <https://www.gov.uk/sign-up-for-flood-warnings>).

You'll need to provide:

- the address you're registering
- a phone number you can be contacted on day or night
- an email address

The service is free. You can get warnings by phone, email or text message.

Local Flood Warning Triggers

i.e. when flood water reaches bottom of the bridge, sound siren or other action

Water entering homes or shops

Severe flooding down Old Tiverton Road

Shuttern Brook culvert being inundated

Flooding in Brook Street

Flooding in Silver Street

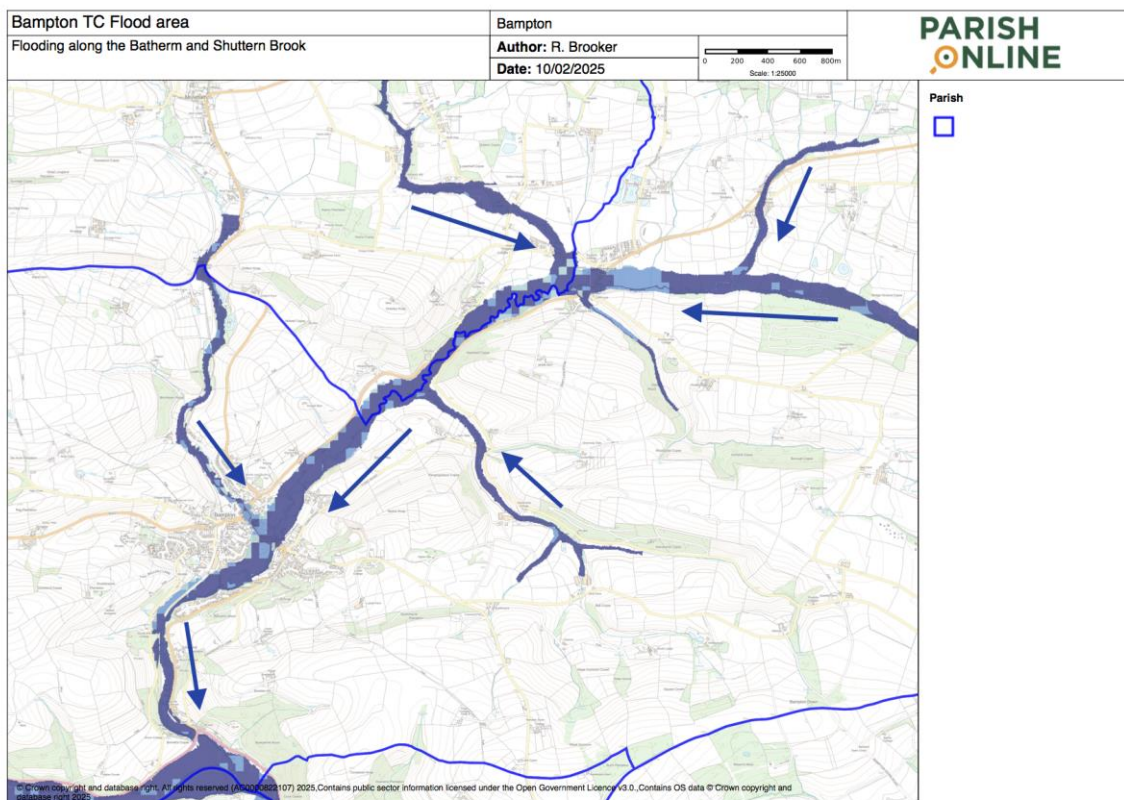
Flooding in Frog Street

Contents of Community Flood Plan Annex:

- 1. Map showing flood risk areas and direction of flooding**
- 2. Actions to be taken before, during and after a flood**
- 3. After a flood: reputable contractors**

1 – Map showing flood risks areas and direction of flooding

Map of Bampton and Shillingford area showing the flood risk area and direction of flooding. You can check your flood risk at: www.gov.uk/prepare-for-flooding



Above is a showing the likely areas that may flood during excessive rain. The main areas likely to be affected are near the bridge at Brook Street including Bridge Terrace and New Buildings. These can be affected by either high water level in the River Bathern or surface water running down from the Old Tiverton Road and along Briton Street.

Frog Street and Sliver Street can also be affected by the Shuttern Brook, particularly if the culvert under Sliver Street and Brook Street becomes blocked.

2. Actions to be taken before and during a flood

Before a flood					During a flood				
Area number	Location at risk	Source direction potential flooding	and of	Triggers e.g. Met Office weather warnings or Environment Agency flood warnings	Local actions	Actions	Equipment required	Time required	
Area 1	Old Tiverton Rd & Briton St	Water down Bampton opposite scout hut	running from down the	Met office warnings	Ensure drain covers down the Old Tiverton Rd from just above Ashleigh Park are not obstructed	Monitor drains on Old Tiverton Rd and Briton St	Stiff broom or light spade or similar	As required	
Area 2	Ashleigh Park	Water down from quarry	running foot path Baileys	Met office warnings	Ensure road side drain covers are clear and the stream above the soak away is not obstructed	Monitor situation with drains and stream	Stiff broom or light spade or similar	As required	

Area 3	Bridge Terrace	River Bathern	Met office & EA warnings	Ensure the flood barrier by the Riverside Hall is up	Monitor situation with drains and stream	Flood Barrier	As required
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Area 4	Tiverton Rd opposite Bathern Cl.	Water cascading down onto road from Bowbier Hill	Met office & EA warnings	Report to MDDC Highways Dept	MDDC Highways to deal with		
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Area 5

3 After a flood – reputable contractors

People affected by flood or other damage should contact their insurer as soon as possible for advice on what to do. They should also so:

- Take photos before the clean up as they may need to rely on them for insurance claims
- Ask their insurer before discarding items that can't be cleaned, as they may want to make a claim for the items.

Point affected residents and businesses to this information:

- Get help after a flood (Environment Agency): <https://www.gov.uk/prepare-for-a-flood/get-help-after-a-flood>
- Support for flood victims (British Disaster Management Association): <http://www.bdma.org.uk/publications/flooddocs>

Annex G – Situation report (SITREP)

Use this form to record information about an emergency and give it to emergency responders when they arrive.

Situation report

E Exact location of the emergency

T Type of emergency

H Hazards present or suspected

A Access – routes that are safe to use

N Number, type and severity of casualties

E Emergency services present?

Date:

Time:

Location:

Attendees:

Current situation?

Location of emergency. Is it near:

A school?

A vulnerable area?

A main access route?

Type of emergency:

Is there a threat to life?

Has electricity, gas or water been affected?

Are there any vulnerable people involved?

Elderly

Families with children

Resources needed? Food?

Off-road vehicles?

Blankets?

Annex H - Community resources

List resources here e.g. community hall.

Resource	Contact holder / Key	Conditions of use	Additional information
Community Hall	Rachel Grabke	As required	
Secure Container	Simon Fouracres Richard Brooker	Owned by town council	07754-522357

C of E Primary School	Rachel Grabke	As required	01398-331121
Quarrymans Inn	Richard (landlord)	On request to landlord	01398-331480
Pump House	Simon Fouracres Richard Brooker	Owned by town council	07754-522357
Sand & sand bags	Simon Fouracres Richard Brooker	As required	07754-522357
Gritter	Simon Fouracres Richard Brooker	As required	07754-522357
Gritting Salt	Simon Fouracres Richard Brooker	As required	07754-522357
Road signs & roadside barriers	Simon Fouracres Richard Brooker	As required	07754-522357

Annex I – Key contacts list (publicly available)

Category	Service/Name	Telephone Number	Additional Information
Emergency Services	Police	Emergency: 999 Non Emergency: 101	
	Fire	Emergency: 999 Office: 01392 872200	Fire/Flood Rescue, Support/Resources
	Ambulance	Emergency: 999 General: 01392 261621	
	Coastguard	Emergency: 999 General: 0870 600 6505	Water Rescue Resources/Support
Activation and Emergency Planning	Devon County Council	0845 155 1020	General enquiries
Flooding and Forecasting	Environment Agency Flooding	0345 988 1188	Report flooding. Seek advice regarding flood warnings and what to do before/during/after a flood
	Environment Agency	08708 506506	General enquiries
	Met Office	0870 900 0100	Meteorological forecasting
	Met Office Weathercall	09014 722054	
Utilities	South West Water	0800 169 1144	Non-domestic water leaks
	Western Power Distribution	Office: 0845 601 2989 Silent: 0800 365900	Power cuts
	British Gas	0800 111999	Gas leaks
	National Gas	0800 169 1144	Gas leaks

	BT	01525 290647	Telecommunications
		0800 800150	
Healthcare	Local Doctors Surgery	01398-331304	Medical/Healthcare
	NHS Direct	0845 4647 (until February 2014)	Advice
	Tiverton & District Hospital	01884-235400	Medical/Healthcare Open 8am – 8pm
	Royal Devon & Exeter Hospital	01392-411611	Medical/Healthcare
Highways	Devon County Council Highways	01392 383329	Highways management
	Highways Agency	08457 504030	Highways Information Line
Vehicle recovery			
Schools			
Local Media	BBC Radio Devon	News: 01752 234511 Travel: 0845 300 2829 On air: 0845 301 1034 Plym'th: 01752 260323 Exeter: 01392 215651	Media, warning and informing
Animal Welfare	RSPCA	24 hour: 0300 123 4999 Office: 0300 123 4555	
Emotional Support Services	Samaritans 24hrs	0845 303 0900	24hr telephone support
	Victim Support	0845 676 1020 0800-2000	Support

Annex J –Establishing and operating a Community Shelter(s)

When an evacuation is needed, people will need a safe place. This safe place is the Community Shelter (CS).

Activation of a CS

A CS will be activated if the CRT decides that due to the emergency, it needs to provide shelter before the emergency services arrive.

Staffing the CS

Volunteers will be needed to staff the CS. The minimum requirement is shown below:

Serial post responsibilities

	Post	Responsibilities
1	Parish shelter coordinator	• Located at CS • Manage shelter • Provide feedback to ICP
2	Receptionist 1	• Staff reception desk • Maintain register
3	Receptionist 2	As above
4	Volunteer first aiders (See Section 3 and Annex D)	• Provide basic first aid as required
5	Volunteer cook	• Provide snacks/meals
6	Volunteer evac. assistants	• Assist evacuees

		• Issue blankets etc.
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Evacuee information sheet

Please read this sheet as it contains information you will need about the Community Shelter (CS).

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 K – Communications, warning and informing

Method	Location (If applicable)	Contact Responsibility	/ Additional information
Notice boards,	Brook St. LARC, Shillingford bus stop	BTC, Liberian	
BTC meeting	LARC	BTC Clerk	
BTC Whatsapp group		BTC	
Bampton Community Noticeboard	Facebook pages	FB page administrator	
Door knocking	Volunteer database	Bampton CRT	

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

Station	Frequency	Website
BBC Radio Devon	103.4 FM, Digital radio, BBC Sounds app	bbc.co.uk
Radio Exe	107.3 FM & Digital radio	radioexe.co.uk

Annex L – Plan distribution

Organisation	Contact details	Number issued
Bampton Town Council (all members)	clerk@bamptontowncouncil.gov.uk	1
Devon Emergency Planning Partnership	Depp.org.uk	2
		3
		4
		5

Restricted

Organisation	Contact details	Number issued
		R1
		R2

Annex M - Glossary

Acronym/Term Definition

Bronze Command	Operational Command
CEP	Community Emergency Plan
CERT	Community Emergency Response Team
CS	Community Shelter
DCC	Devon County Council
EA	Environment Agency
CS	Evacuation Assembly Point
EBC	Evacuation Briefing Centre
EP	Emergency Plan
Evac	Evacuation
FAZ	Flood Action Zone
FCP	Forward Command Post
Gold Command	Strategic Command
GR	Grid Reference
HLS	Helicopter Landing Site
ICP	Incident Control Point
LHA	Local Health Authority
MDDC	Mid Devon District Council
NHS	National Health Service
SAR	Search and Rescue
SDP	Sandbag Distribution Point
SDP Controller	Manages the filling and distribution of sandbags
Silver Command	Tactical Command

Annex R1 – Vulnerable people within the community

Due to privacy constraints and the changing nature of vulnerable residents, this information should be obtained from the Bampton GP Surgery.

Name Organisation	/	Telephone number	Address	Additional information
Obtain Bampton Surgery	from	01398-331304	Barnhay, Bampton EX16 9NB	

This list will constantly change and people thought vulnerable may become vulnerable during and emergency. Therefore, make a list following an emergency and give it to the emergency services and welfare agencies as soon as they arrive.

Annex R2 - Key contacts list (not for general distribution)

Service / Name	Telephone number	Website	Additional information
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