

Exminster Community Emergency Plan

In case of emergency call 999



Exminster
PARISH COUNCIL

Approved by Exminster Parish Council on 20 May 2024

Amendments

Date	Reason for amendment	Changed by
December 2020	Major Revision to the Plan	Kevin Smith
April 2022	Update of Devon Air Ambulance landing site. Contact information checked. Minor updates	Jill Daw
May 2024	Update contact numbers and links	Officers

Redacted Version

The published version of this plan on [Exminster Parish Council website](#) will have all personal information (names and telephone numbers) redacted. All redacted text is marked by red borders.

Plan Distribution

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The plan that is forwarded to Devon Communities is held on a restricted database known as Resilience Direct; accessed by limited staff at the emergency services, Environment Agency, and County Council emergency response units.

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1. 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 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 in Exminster in the pre-event phase or early stages of an emergency.

2. Objectives

- Identify the risks most likely to impact Exminster;
- Identify, as far as it is possible, 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 the emergency
- Provide contact details for the Community Response Team
- Provide information and assistance to the emergency services when they arrive and throughout the event.

3. Location



Exminster is a Parish within the Teignbridge District in Devon. It is located at the northern-most tip of the district on the western side of the Exeter ship canal and River Exe. It has borders with the City of Exeter, the Parish of Kenton, Powderham

Parish Meeting, Parish of Kenn and Kennford, and the Parish of Shillingford. In the census of 2021, it had a population of 4,644

The A379 road between Exeter and Teignmouth runs around Exminster and is called Sannerville Way.

4. Plan Maintenance

The Exminster Parish Council has overall responsibility for the planning and co-ordination for Community Resilience and has established a Community Resilience Working Party (CRWP) for this purpose. The Terms of Reference for the CRWP are available on the [Exminster Parish Council website](#). This Plan is maintained by the Community Resilience Working Party and reviewed annually.

Members of the CRWP form the Community Emergency Response Team and are listed in “Annex M - Community Emergency Response Team”. (CERT)

5. Community Risks

The Parish of Exminster is not regularly or severely impacted by incidents or emergencies. There a number of identified risks listed in Annex B – Community Risks with immediate response options.

6. Activation and Managing the Incident

6.1 Triggers

The triggers or signs that will alert to an emergency and help decide whether to activate the plan are:

- Met Office National Severe Weather Warning
- Environment Agency Flood Alerts
- Local observations and reports from members of the community
- As advised by the emergency services, local authorities and agencies.

6.2 Activation

If an emergency is possible or anticipated, CERT members are to monitor the situation and contact other CERT members and consider warning the community. The activation procedure is at “Annex C – Activation Procedure”.

6.3 Incident Co-ordination

If co-ordination cannot take place by telephone or internet conferencing (e.g. Zoom), the CERT should meet at the designated Incident Control Point (ICP). The designated primary ICP is the Parish Room, located in the Annex of the Victory Hall (Site M on “Annex F – Community Buildings”). This has been chosen because it is central in the Village and is easily accessible by most members of the CERT. In the event of the location not being available for any reason, the secondary ICP is the Deepway Centre (Site B).

During the incident, maintain a log of all calls, events, actions and reasoning. Log proforma available in “Annex D – Log Sheet”.

6.4 Handover to Emergency Services

On arrival of Emergency Services, the CERT Coordinator should introduce themselves to the operational commander, provide them with a copy of the Community Emergency Plan (this document), and a situation report (use the template at “Annex E – Situation Report (SITREP)”).

Throughout the incident, continue to liaise with the Emergency Services to provide local knowledge.

If the nature of the incident is that Emergency Services do not attend in Exminster itself, then the CERT Coordinator should attempt to contact the operational commander so that they are aware that the Exminster CERT is providing local support.

7. Key Facilities and Resources

7.1 Community Shelters

If people need to leave their homes, or have found themselves in Exminster during an incident, they will need a safe place to gather. Teignbridge District Council (TDC) will open official rest centres to accommodate people. The aim of a Community Shelter (CS) is to provide a local facility for residents to use for a short duration whilst these are established. The need for a shelter will depend upon the nature of the incident,

The CERT will decide if a CS needs to be opened but should exercise caution when deciding to evacuate people from their own homes since people may be safer staying there. If necessary, liaise with the Emergency Services for advice.

The CERT should choose an appropriate location for the CS – suitable buildings are listed at “Annex F – Community Buildings” which gives capacity, available facilities, and location.

Due to the location of Exminster near Exeter and major road routes, it is likely that many people will leave the village if they are able to stay with friends and family, and that the CS will only be required for a short time before an official rest centre is established, or the running of the CS will be taken over by TDC.

Procedures for setting up a Community Shelter are at “Annex H – Establishing a Community Shelter”.

7.2 Helicopter Landing Sites

Emergency Services may require a Helicopter Landing Site. There is a Devon Air Ambulance landing site at Deepway Green (site M), equipped with a nighttime landing system

Other potential areas for a landing site in Exminster are:

- St Martins Recreational Ground (Site N)

Crockwells Meadow (Site T) is also an option, but has rougher terrain, hedges and trees; Exminster Golf Centre (Site U) is slightly more distant from the village.

7.3 First Aid

The Westbank Practice (Limes Surgery) is located at Site E (on “Annex F – Community Buildings”).

Community Defibrillators which are in public locations with 24-hour availability are located at the:

- Stowey Arms Public House (Site O)
- the Victory Hall (Site L)
- the Royal Oak Public House (Site P)
- Westbank Healthy Living Centre (Site D).

There are also defibrillators at the Limes Surgery (Site E) and the Exminster Golf Centre (Site U) when they are open,

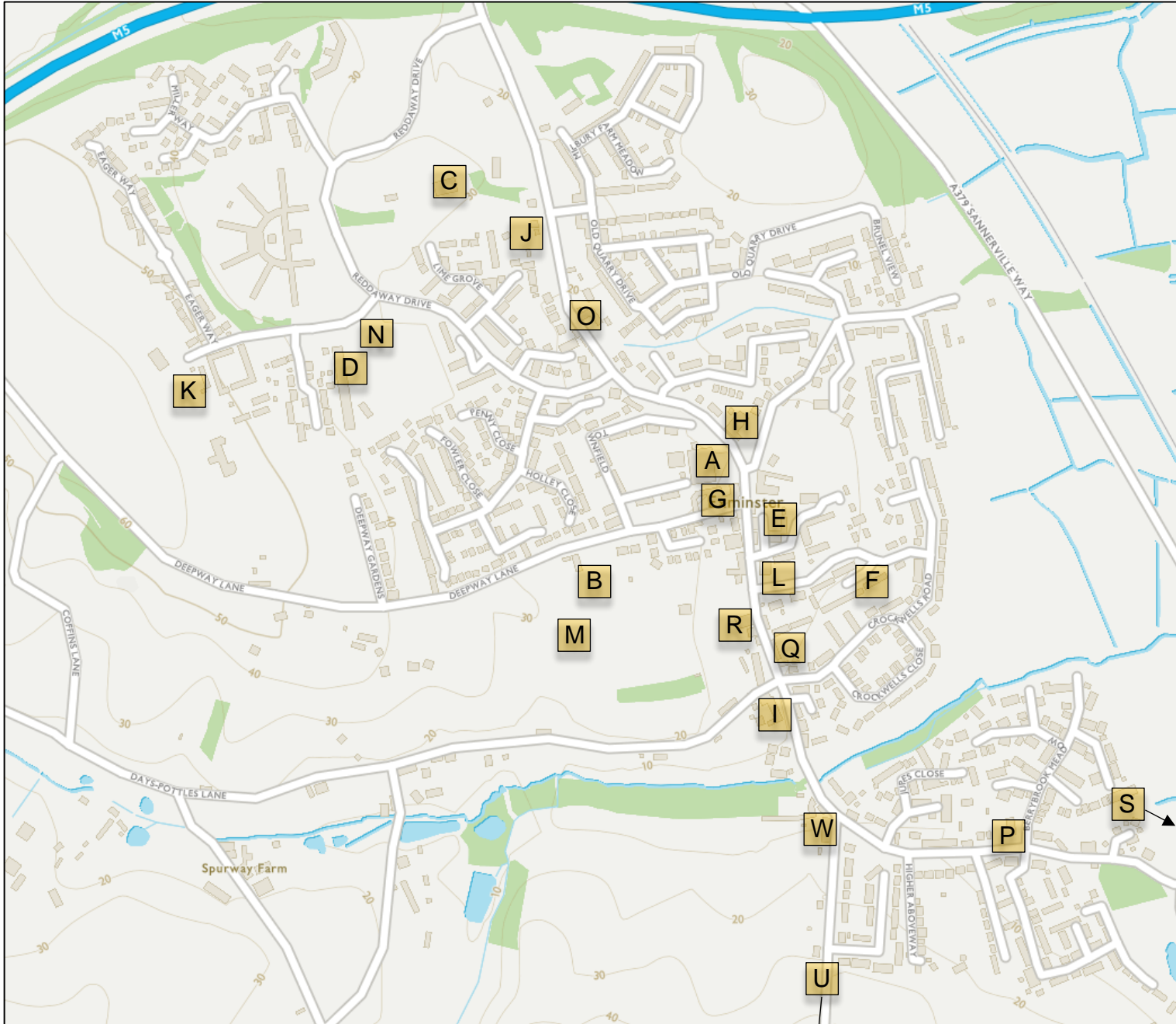
7.4 Emergency Response Equipment

- There is no community emergency response equipment.
- There are no other identified private assets which may be available for use in the event of an emergency.

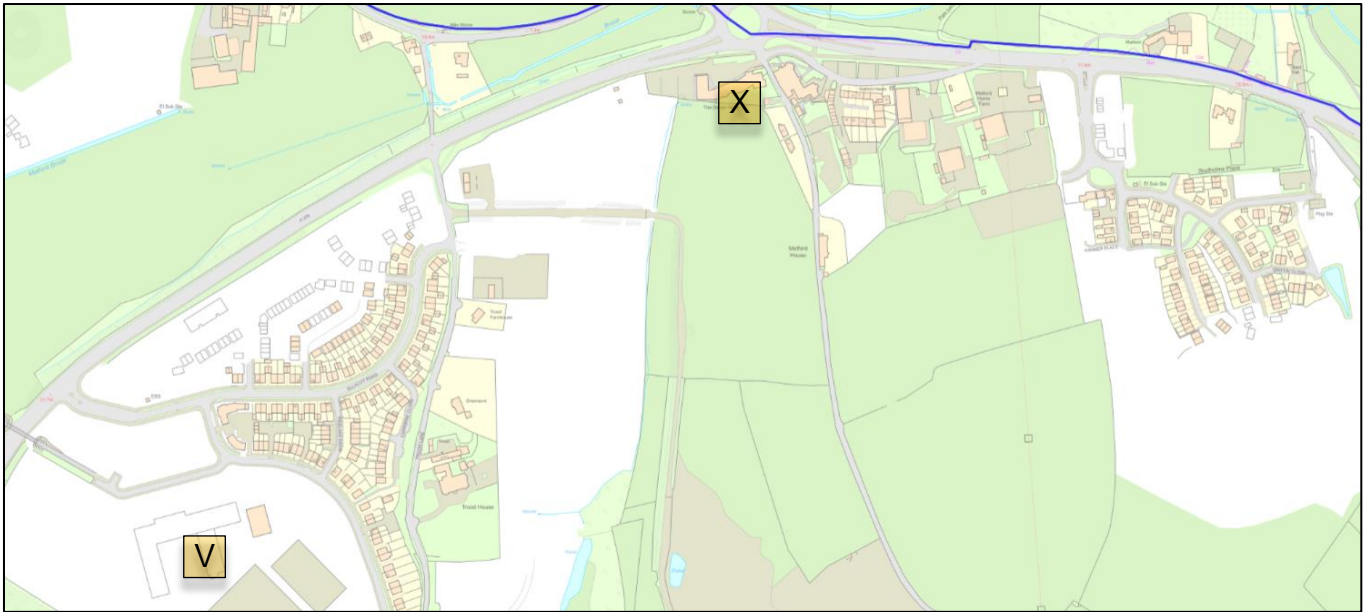
8. Annex A - Maps

8.1 Maps of Exminster showing Major Locations


These maps shows the major locations referred to within this Emergency Plan:



Key on next page



Key to Map:

	Location	What 3 Words https://what3words.com
A	Exminster Primary School	///pill.loans.lived
B	Deepway Centre	///rarely.proof.grin
C	The New School	///whips.impact.spark
D	Westbank Healthy Living Centre	///joined.wacky.supper
E	Westbank Practice (Limes Surgery)	///acid.adding.expose
F	Jubilee Close	///palace.clock.sprint
G	Deepway Court	///anyone.sparks.clap
H	The Manor Residential Home	///fall.snake.noble
I	Pottles Court Care Home	///chairs.saves.offer
J	Glenlyn	///mercy.atoms.entry
K	New Leaf	///photos.pumps.glare
L	Victory Hall	///grit.dollar.leader
M	Deepway Green	///gets.tulip.list
N	St Martins Recreational Ground	///chain.call.wings
O	Stowey Arms Public House	///dips.firms.cafe
P	Royal Oak Public House	///tins.danger.rugs
Q	Methodist Church	///maker.rental.cope

R	Spurfield House	///sorters.shell.artist
S	Swan's Nest Public House	///title.avoid.beans
T	Crockwells Meadow	///hello.type.mice
U	Exminster Golf Centre	///pink.bother.riding
V	Matford Brook Academy	///hooked.stores.orders
W	Immanuel Chapel	///views.beams.bottom
X	Devon Hotel	///stars.tests.puddles

8.2 Flood Risk Map

The dark blue colour indicates the areas which are in flood zone 3, and the lighter blue in zone 2 (this is around the edge of zone 3 areas).



Map source: <https://flood-warning-information.service.gov.uk/long-term-flood-risk>

9. Annex B – Community Risks

Risk of an Incident	Effects and Impacts	Actions
Flooding, including surface water runoff from fields and built up areas	<p>The Flood Risk Map on page 11 illustrates the flood risk to Exminster.</p> <p>Most of Exminster is flood zone 1 and so is at low risk of flooding. There are some houses in flood zone 3 which could possibly flood following sudden heavy prolonged rain, storm surges and being relatively close to the Exe Estuary.</p>	<p>Householders should take precautions to reduce impact of incident, and Home Emergency Plan (see Annex K - Home Emergency Plan).</p> <p>In the event of an incident take direction from Environment Agency and Devon CC.</p> <p>Households who leave their homes may need shelter.</p>
Transport disruption	<p>Transport disruption can occur due to extreme weather conditions and or accidents or other causes of obstruction.</p>	<p>The County Council works with other agencies to ensure that our roads and communication links are kept clear.</p> <p>The Highways Agency has responsibility for provision of assistance to motorists on the major trunk roads in the County, being the M5, A38, A35, A30 and A303</p>
Heavy Snow	<p>There is a risk of light snow and an occasional risk of heavy snow. Heavy snow can impede traffic into and out of the village and reduce access into housing areas.</p>	<p>Devon County Council have responsibility for keeping major arterial routes clear.</p>
Law enforcement event	<p>Action by law enforcement at premises in Exminster could make some roads and homes inaccessible.</p>	<p>Take direction from Devon and Cornwall Constabulary.</p>
Sustained Power or Water Supply Failure	<p>The loss of electricity or water to homes may threaten the health and well being of vulnerable individuals</p>	<p>Western Power and South West Water have responsibility.</p> <p>CERT can check with premises housing vulnerable individuals to ascertain whether assistance is required.</p> <p>Residents encouraged to check that neighbours are safe.</p>

Risk of an Incident	Effects and Impacts	Actions
Pollution	Considered to be Very Low. (The only site in Devon identified by HSE as a potential risk is the Calor Gas Site at Lee Mill which is 35 miles away)	
Heatwave	Considered Very Low	Take advice from Public Health. Make sure that vulnerable people are safeguarded.
Pandemic	Epidemic of an infectious disease affecting a substantial number of people	All actions under guidance of local health authority
Major Fire	A major fire in a housing estate could cause the evacuation of local residents.	Offer shelter to those evacuated. Incident will be directed by emergency services
Road Traffic Accident	A major road traffic accident may prevent people leaving or entering the village.	Emergency Services Rapid deployment
Rail or Aircraft incident	Impact will be determined by location.	There would be rapid deployment by Emergency Services.

10. Annex C – Activation Procedure

Sequence	Action	Complete
1	<p>Where an emergency is anticipated, monitor the situation and contact CERT members and consider warning to the community (see “Annex I – Communications, warning and informing”).</p> <p>Be prepared to respond urgently.</p> <p>Contact other CERT members and the community by agreed method.</p> <ul style="list-style-type: none"> • Households affected • Parish council/ward via the parish clerk • Volunteers and key holders 	
2	Ensure the emergency services are aware of the emergency (call 999) and follow any advice given.	
3	Contact and inform Teignbridge District Council on 01626 361101. Out of hours emergency 01395 516854	
4	<p>Record details on the log sheet on the next page. Include:</p> <ul style="list-style-type: none"> • Decisions you have made and why • Actions taken • Who you spoke to and what you said (include contact numbers) • Information received 	
5	Continue to communicate as necessary	
6	Take notes and record actions. If you decide to activate a plan, remember to follow the check sheet.	
7	When the emergency services arrive, the CERT Coordinator should introduce themselves, give them a copy of the Community Emergency Plan and a situation report.	

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

12. Annex E – Situation Report (SITREP)

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?	

13. Annex F – Community Buildings

Building	Map Site	Access	Facilities
Victory Hall	L	Administrator 07570084489	Capacity 150 Toilets Disabled Facilities Kitchen/ Coffee Shop Public phone outside AED
Deepway Centre	B	Administrator 0774079977	Capacity 80 Toilets Disabled Facilities Kitchen
Westbank Community Care Centre	D	Office 9-6pm 01392 824752	2 Inter-connected buildings Capacity 100 in each Toilets Disabled Facilities Kitchen Telephone AED
St Martin's Recreational Society Pavilion	N		Capacity 60 Toilets Bar/Kitchen Changing rooms
Methodist Church Hall	Q		Capacity 60 Toilet Disabled Facilities Kitchen
Jubilee Close Meeting Room	F		
Exminster Primary School	A	Site - 01392 824340	Capacity 100 Toilets Disabled Facilities Kitchen Telephone

Building	Map Site	Access	Facilities
			Note: facilities may not be appropriate for large number of adults (e.g toilets).

14. Annex G – Key Contacts List

Category	Service/Name	Telephone Number	Additional Information
Emergency Services	Police/Fire/Ambulance/Coastguard	999	
Activation and Emergency Planning	Devon County Council Teignbridge District Council	0345 155 1015 01626 361101 Emergency no, 01395 516854	General enquiries
Flooding and Weather Forecasting	Environment Agency Flooding	0345 988 1188	Report flooding. Seek advice regarding flood warnings and what to do before, during and after a flood
	Environment Agency	08308 506506	General enquiries
	DCC Highways 24 hour helpline	0345 155 1015 0300 123 5000	Other flooding enquiries, including on major roads
	Met Office	0370 900 0100	Meteorological forecasting
	Met Office Weathercall	09014 722054	
Utilities	South West Water	0800 169 1144	Non-domestic water leaks
	National Grid	Office:105 0845 601 2989 Silent: 0800 365900	Power cuts
	Gas Emergency	0800 111999	Gas leaks
	Openreach	0800 023023	Telecommunications
Healthcare	Local Doctors Surgery	01392 833230	Medical/Healthcare
	NHS Direct	111	Advice
	RDE	01392 411611	Medical/Healthcare
Highways	Devon County Council Highways	01392 383329	Highways management
	Highways Agency	08457 504030	Highways Information Line
Animal Welfare	RSPCA	24 hour: 0300 123 4999	

15. Annex H – Establishing a Community Shelter

15.1 Activation of a Community Shelter (CS)

A CS will be established if the CERT decides that a shelter is required for residents because they have to leave their homes.

15.2 Requirements of a CS

Due to the location of Exminster, it is likely that many people will leave the village, if they are able, to stay with friends and family, and that the CS will only be required for a short time before an official rest centre is established, or the running of the CS will be taken over by TDC.

For these reasons, the requirements of the shelter in terms of facilities such as kitchens and sleeping arrangements are likely to be less than if required in other communities and as such there is no permanent facilities put in place in case required.

15.3 Staffing a CS

Volunteers will be needed to staff the CS:

	Post	Responsibilities
1	Community shelter coordinator	Manage shelter Provide feedback to ICP
2	Receptionist – all hours the CS is open	Staff reception desk at entrance 24/7 Maintain register of people
3	Assistants – all hours the CS is open	Assist evacuees Cleaning General support Kitchen Provide First Aid (if qualified)

15.4 General Procedures

When moving people to the CS:

- Check with people if they have any health condition, and make sure that people bring their medication with them
- Take as few personal belongings as is absolutely necessary, but enough to keep children occupied.
- Encourage pets to be left at home
- Keep a register of all people in the shelter and their contact information.
- Ask that they let a receptionist know if they permanently leave the shelter.
- Keep people informed.
- Prevent non-evacuees from entering.

16. Annex I – Communications, warning and informing

This section gives methods of communicating to Exminster residents and any issues.

Method	Location (If applicable)	Contact / Responsibility	Considerations
Facebook	Exminster Online Exminster Local	RFO	Quickest method of communicating to community but not everyone has Facebook
Notices	Main notice board outside Victory Hall & satellite Boards Pylons along Main Road	Parish Clerk	Lead-time in printing People might not be leaving their home
House to house leafleting	Distribute leaflets to all residents in affected area	Parish Clerk	Lead-time in printing
Radio	Local radio stations are: BBC Radio Devon Radio Exe	RFO	Telephone numbers are 01752 260323 01392 829170

17. Annex J - Vulnerable Residents List

This Annex lists the locations of potentially vulnerable residents where early assistance may be required in the event of an emergency. See “Annex A - Maps” for map of locations.

Additionally, the Westbank Practice (Limes Surgery) holds details of elderly, housebound and vulnerable individuals; they are located at Location E and can be contacted on 01392 833230.

Name / Organisation	Map Ref	Contact Name & Telephone Number	Address	Additional Information
Exminster Primary School	A		Exminster Community Primary School Main Road Exminster EX6 8AJ	School has a roll of 400 children from ages 4 to 11
Exminster Pre-school [based in the Deepway Centre]	B	Deepway Centre 01392 833320	Deepway Centre Deepway Lane Exminster EX6 8AJ	Pre-school has a roll of 90 children from ages 2 to 4
Exeter Pre Prep School	C		The Avenue Exminster EX6 8AT	School has a roll of 55 children from ages 3 to 7
Westbank Healthy Living Centre	D	01392 824752	Healthy Living and Community Care Centre Farm House Rise Exminster EX6 8AT	Elderly day care centre After school children's club
Jubilee Close	F	Manager: Teign Housing, Central Telephone number: 01626 322 722.	Jubilee Close Exminster EX6 8EF	Retirement Housing (24 properties).
Deepway Court	G	Managed by: Guinness Care and Support Ltd Local telephone number: 01392 686686	Deepway Lane Exminster EX6 8JA	Retirement housing (32 flats).
The Manor Residential Home	H	Managed by Stonehaven Care Group Local telephone number: 01392 824063	Main Road Exminster EX6 8AP	Care home for 25 elderly residents.
Pottles Court Care Home	I	Managed by: Classic Care Homes (Devon) Ltd 01392 833101	Days Pottles Lane Exminster EX6 8DG	Care home for 17 elderly residents.

Name / Organisation	Map Ref	Contact Name & Telephone Number	Address	Additional Information
Glenlyn	J	Managed by Caraston Hall 01392 824635	Old Dawlish Road Exminster EX6 8AT	A supported living service intended for adults under 65 years of age who have learning disabilities, and who may also have sensory impairments or physical disabilities.
New Leaf	K	01392 823 720	Farm House Rise Exminster EX6 8AB	New Leaf is part of Devon Partnership NHS Trust's Vocational Rehabilitation
Spurfield House	R			Currently not in use

18. Annex K - Home Emergency Plan

All residents are encouraged to consider the risks to their own property and to create their own emergency plan. This is explained in this leaflet which is available from <https://www.devoncommunities.org.uk/home-emergency-planning>.



19. Annex L - Glossary

Bronze Command	Operational Command
CEP	Community Emergency Plan
CERT	Community Emergency Response Team
CS	Community Shelter
DCC	Devon County Council
EA	Environment Agency
EAP	Evacuation Assembly Point
EBC	Evacuation Briefing Centre
EP	Emergency Plan
Evac	Evacuation
FAZ	Flood Action Zone
FCP	Forward Command Post
Gold Command	Strategic Command
GR	Grid Reference
HLS	Helicopter Landing Site
ICP	Incident Control Point
LHA	Local Health Authority
TDC	Teignbridge 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

20. Annex M - Community Emergency Response Team

Role	Name	Address	Telephone
CERT Co-ordinator	Caroline Aird		
CERT member	Kevin Smith		
CERT member	Lisa May		
CERT member	Jill Daw		
CERT member	Helen Hibbins		
CERT advisor	Keith Byrne		
CERT advisor	Jim Laker		