

# Emergency Telephone Directory

## Useful websites

Devon County Emergency Planning Service	<a href="http://www.devon.gov.uk/index/safetyemergencies.htm">www.devon.gov.uk/index/safetyemergencies.htm</a>
Devon & Cornwall Constabulary	<a href="http://www.devon-cornwall.police.uk">http://www.devon-cornwall.police.uk</a>
Devon & Somerset Fire & Rescue Service	<a href="http://www.dsfire.gov.uk">www.dsfire.gov.uk</a>
Disaster Action	<a href="http://www.disasteraction.org.uk">www.disasteraction.org.uk</a>
Environment Agency	<a href="http://www.gov.uk/government/organisations/environment-agency">www.gov.uk/government/organisations/environment-agency</a>
Floodline	<a href="https://www.gov.uk/check-if-youre-at-risk-of-flooding">https://www.gov.uk/check-if-youre-at-risk-of-flooding</a>
HM Coastguard	<a href="https://www.gov.uk/government/organisations/maritime-and-coastguard-agency">https://www.gov.uk/government/organisations/maritime-and-coastguard-agency</a>
Highways England	<a href="https://www.gov.uk/government/organisations/highways-england">https://www.gov.uk/government/organisations/highways-england</a>
Local Resilience Forum	<a href="http://www.dcisprepared.org.uk">www.dcisprepared.org.uk</a>
Met Office	<a href="http://www.metoffice.gov.uk/public/weather/forecast">http://www.metoffice.gov.uk/public/weather/forecast</a>
South West Ambulance Service	<a href="http://www.swast.nhs.uk">www.swast.nhs.uk</a>
UK Resilience	<a href="http://www.gov.uk/government/policies/improving-the-uks-ability-to-absorb-respond-to-and-recover-from-emergencies">www.gov.uk/government/policies/improving-the-uks-ability-to-absorb-respond-to-and-recover-from-emergencies</a>

## Useful contact numbers

### District councils

#### East Devon District Council

Out of Hours Service 01395 516854

Civil Contingencies Manager Pam Harvey 01935 462303  
PHarvey@eastdevon.gov.uk

#### Exeter City Council

Emergency Number (out of Hours) 0845 351 1060

Emergency Planning Officer Judith Hardiman 01392 383511  
judith.hardiman@devon.gov.uk

#### Mid Devon District Council

Out of Hours Service 01884 255255

Emergency Planning Officer Julia Ryder 01884 234996/7  
JRyder@middevon.gov.uk

#### North Devon Council

Customer Service Centre 01271 388870

Standby Officer (out of hours) 01271 388240

Community Protection and Emergency Planning Manager Amanda Palmer 01271 388760  
Amanda.Palmer@northdevon.gov.uk

#### South Hams District Council

Out of hours contact 01803 867034

South Hams District Council – working hours 01803 861234

Emergency Planning Officer James Kershaw 01803 861287  
James.Kershaw@southhams.gov.uk

#### Teignbridge District Council

Main Switchboard (office hours only) Reception 01626 361101

Home Safeguard (out of hours calls)	Home Safeguard	01395 516854
Emergency Planning Officer Ian.Flood- Page@Teignbridge.gcsx.gov.uk	Ian Flood-Page	01626 215835

### Torridge District Council

Switchboard (office hours)		01237 428700
Standby Officer (out of hours)		01237 423200
Waste and Recycling Manager (Emergency Planning contact) Richard.haste@torridge.gov.uk	Richard Haste	01237 428963

### West Devon Borough Council

Customer Services (office hours)		01822 813600
Out of Hours contact		0800 1694217
Emergency Planning Officer James.Kershaw@southhams.gov.uk	James Kershaw	01803 861287

## Devon County Council (DCC)

### My Devon – Customer Service Centre

General Enquiries	Office hours	0345 155 1015
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DCC Highways (HOCC)	Public number	01392 383329
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### Emergency Planning Service

General number	Office hours	01392 382680
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### Trading Standards Service

First contact out of hours (Duty Officer) for emergencies relating to Farmed Animal Health and Petroleum incidents	24 hours	01392 499499
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## Plymouth City Council

Civil Protection Unit	Office hours	01752 304847
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## Torbay Council

Emergency Planning Team	24 hours	01803 550405
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## Emergency Services

### Devon & Cornwall Constabulary

Emergency Calls	999 / 112
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Non-emergency Police enquiries	101
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### Devon & Somerset Fire & Rescue Service

Emergency Calls	999 / 112
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Headquarters Reception	01392 872200
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### South Western Ambulance Service

#### Central Ambulance Control

Emergency Calls	999 / 112
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General Enquiries (24 hrs)	0845 6047093
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### HM Coastguard

Emergency Calls	999 / 112
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Coastguard Infoline	0870 600 6505
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## Environment Agency

### National Customer Contact

Centre	08708 506506
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General enquiries (0800 to 1800 Monday to Friday)	
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Incident Hotline – To report flooding or an environmental	0800 80 70 60
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incident (24 hours)

### Floodline

Including latest Flood Warning Information for  
Public (24 hours)

<https://www.gov.uk/check-if-youre-at-risk-of-flooding>

0345 988 1188

### Health

NHS 111 service

111

Flu Information Line  
(when in operation)

0800 1513 513

## Motoring Organisations

AA – Roadwatch	0906 88 84322	from mobile 84322
Emergency Breakdown Number	0800 887766 or 0121 2753746	from mobile 08457 887766
RAC Breakdown Number	0800 828282 or	0333 2000999 (mobile friendly)

## Radio Stations

BBC Radio Devon	Plymouth Reception	01752 260323
	Exeter Reception	01392 215651
	Newsroom	01752 234511
	Travel Desk	0345 300 2829
Heart FM South West	Switchboard	01752 275600
	Travel Line	0345 3737777
	News	01392 354230
Palm FM	Switchboard	01803 321055
	News	01803 314545

## Utilities

BT	
General enquires – Home	0800 800 150
Virgin Media	0845 454 2222
Gas & Electricity	
ALL GAS LEAKS	0800 111 999
Power cuts	0800 365 900
South West Water	
Water leaks – non household	0800 169 1144

## Voluntary / Welfare Organisations

Citizens Advice – South West Region	
Headquarters: Area Office	03444 111 444

## RSPCA

24 hr 0300 1234 999

Devon North

01237 476688

Exeter, South, East & West Devon

01392 439898

Plymouth & South West Devon

01752 665599

## Samaritans

24 hrs 08457 90 90 90

## Victim Support Devon

Victim Support Line

0845 30 30 900

Devon Office 8am – 8pm  
9am – 5 pm

Mon-Fri  
Sat

0845 456 099