

Emergency Telephone Directory

Useful websites

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

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) 01392 665926 0845 3511060

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

Torbay Council

Emergency Planning Team 24 hours 01803 550405

Emergency Services

Devon & Cornwall Constabulary

Emergency Calls 999 / 112

Non-emergency Police enquiries 101

Devon & Somerset Fire & Rescue Service

Emergency Calls 999 / 112

Headquarters Reception 01392 872200

South Western Ambulance Service

Central Ambulance Control

 Emergency Calls 999 / 112

 General Enquiries (24 hrs) 0845 6047093

HM Coastguard

Emergency Calls 999 / 112

Coastguard Infoline 0870 600 6505

Environment Agency

National Customer Contact
Centre

08708 506506

General enquiries
(0800 to 1800 Monday to Friday)

Incident Hotline –

To report flooding or an environmental 0800 80 70 60

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