

# Community Emergency Plan

**Ifracombe**

V2 15/01/2018

**\*NOT FOR PUBLIC CIRCULATION**



## Amendments

| Date     | Page | Reason for Amendment                                                                   | Changed By      |
|----------|------|----------------------------------------------------------------------------------------|-----------------|
| 15/01/18 | All  | General updates for the plan following meeting on 12/01/18 (including contact details) | Hannah McDonald |
|          |      |                                                                                        |                 |

## Plan Distribution

| Organisation            | Contact Details | Number Issued |
|-------------------------|-----------------|---------------|
|                         |                 | v1            |
| Updated resilience team | See email group | v2            |
|                         |                 | v3            |

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## Glossary

| Acronym/Term                  | Definition                                                |
|-------------------------------|-----------------------------------------------------------|
| Bronze Command                | Operational Command                                       |
| Bronze Command Centre         | Multi-agency co-ordination centre (Evac. Briefing Centre) |
| CEP                           | Community Emergency Plan                                  |
| CERT                          | Community Emergency Response Team                         |
| DCC                           | Devon County Council                                      |
| EA                            | Environment Agency                                        |
| EAP                           | Evacuation Assembly Point                                 |
| Evac.                         | Evacuation                                                |
| Flood Alert                   | Flooding is possible; be prepared                         |
| Flood Warning                 | Flooding is expected. Immediate action is required        |
| 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                                               |
| NDCC                          | North Devon District Council                              |
| NHS                           | National Health Service                                   |
| SAR                           | Search and Rescue                                         |
| Severe Flood Warning          | Severe flooding. Danger to life                           |
| Silver Command                | Tactical Command                                          |

## **1.0 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.<sup>1</sup>

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.<sup>2</sup>

This plan has been developed to provide resilience for the community in Ilfracombe in the pre-event phase or early stages of an emergency. Ilfracombe Town Council is responsible for undertaking the planning process and assisting in the implementation of the plan.

### **1.1 Aim**

Due to the unknown nature of emergencies, the emergency services, local authorities and Councils may be overwhelmed resulting in a delayed response.

The aim of this plan is to increase resilience within the local community to flooding and other possible emergencies through developing a robust, pro-active and co-ordinated approach that compliments the plans of responding agencies.

It is designed to help the Town Council to consider the immediate actions required during and in the immediate aftermath of an emergency in order to mitigate negative impacts on the community in the interim period before further assistance arrives.

### **1.2 Objectives**

- Identify the risks most likely to impact the community
- Identify relevant steps to mitigate and respond to emergency situations
- Identify vulnerable locations and residents in the community
- Provide key contact details for the Emergency Services
- Document resources available for use in an emergency

### **1.3 Community Emergency Response Team**

In the absence of the emergency services, the Community Emergency Response Team, in conjunction with Ilfracombe Town Council, are prepared to co-ordinate and lead the community response and will act as a central point for information and communication for the community, emergency services, Devon County Council and North Devon District Council.

The CERT is responsible for activating this plan, coordinating the community's response to an incident and keeping this plan up to date. A full review of this plan should be carried out annually to ensure that the contact numbers are still correct.

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<sup>1</sup> Reference to the Civil Contingencies Act 2004 and Section 137 of the Local Government Act 1972

<sup>2</sup> Section 137 of the Local Government Act 1972 provides Parish Councils with the power to do anything that will benefit the community where there is not other specific power covering the action



The role of the CERT Co-ordinator is to,

- Report annually to the Community detailing if the plan has been activated and highlighting and changes to the CERT members
- Act as the main focal point for District and County Council and the emergency services, to ensure 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 within the CERT
- Activate resources as required

## 2.0 Community Emergencies

### 2.1 Risks, Effects and Description of Impacts

| Incident                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Risks, Effects and description of Impact                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Flooding</b></p> <p>Flood risks in Ilfracombe are fluvial, tidal, surface run off from fields, surface water flooding from highways and snowmelt,</p> <p>The East and West Wilder Brooks flow northward through the western side of the town, joining at the end of Greenclose Road and eventually discharging onto Wildersmouth beach.</p> <p>The culverts that carry the watercourse under Wilder Road from Greenclose Road to Wildersmouth Beach are estimated to provide a standard of protection of 1 in 10 years.</p> <p>Flood alerts/warnings are delivered directly to customers who sign up via the Floodline Warning Direct Service. These are also viewable online, via the EA website.</p> | <p><b>Fluvial:</b></p> <p>Prolonged rainfall can cause the Wilder Brook to overtop its banks.</p> <p>This may be anticipated by monitoring Flood Alerts for North Devon Rivers. The East Wilder Brook has a River Level Gauge at Ilfracombe Lambda.</p> <p><a href="http://www.gaugemap.co.uk">www.gaugemap.co.uk</a> (does not update live)</p> <p><b>Tidal:</b></p> <p>A combination of low pressure and spring tides can cause higher than average swells, forcing waves to overtop the harbour walls/sea defences and lead to severe coastal flooding in the areas between,</p> <p><b>Wilders Mouth Beach and Ilfracombe Harbour Ropery Road, Quay Road, Broad Street The Strand, Hiernes Lane and Beach Road (Hele)</b></p> <p>Tidal flooding occurs when the tide is predicted to be above 9.5m in conjunction with winds above a Force 6 and between SW and NW.</p> <p><b>Tidal alerts/warnings:</b></p> <p>For Ilfracombe the relevant flood alert is North Devon Coast from Hartland Point to Lynmouth.</p> <p><a href="https://flood-warning-information.service.gov.uk/warnings">https://flood-warning-information.service.gov.uk/warnings</a></p> <p>There are two warnings, North Devon Coastal Communities, including Westward Ho!, Combe Martin and Lynmouth; and North Devon Coast at Ilfracombe.</p> |

|  |                                                                                                                                                                                                                                                                                                                                                                                                            |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p><b>Surface run off from fields:</b><br/>Heavy rains can lead to infiltration and then overland flow. This event may not be anticipated and rapid onset flooding can occur.</p> <p>This affects the <b>Combe Park area</b> (cars cannot drive in this area at time of flooding) and the road past Tesco where surface run off further continues to progress into <b>Marlborough Road</b>.</p>            |
|  | <p><b>Surface water from highways:</b></p> <p><b>Wilder Road and Church Street:</b><br/>Flows from Wilder Road, pooling at Church Street. Inadequate roadside drainage allows water to back up to the Health Centre – preventing medical staff accessing.</p>                                                                                                                                              |
|  | <p><b>Horn Road (nearby to traffic lights):</b><br/>Pooling, floods properties on the corner.</p>                                                                                                                                                                                                                                                                                                          |
|  | <p><b>Summers Crescent (near Wetherspoons), Ropery Road, High Street, Springfield Road and Oxford Grove:</b></p> <p>Pooling at the bottom of Summers Crescent. Water then flows down into Ropery Road and in areas on High Street, the bottom of Springfield Road and Oxford Grove.</p> <p>The wash generated by traffic movement in High Street results in the flooding of properties and businesses.</p> |
|  | <p><b>Portland Street, High Street and Fore Street:</b><br/>Water flows from Portland Street into High Street and Fore Street where floodgates prevent the continued flow into the sea, exacerbating flooding in Fore Street.</p>                                                                                                                                                                          |
|  | <p><b>Marlborough Road, Church Street and St Brannocks:</b><br/>From Marlborough Road water flows into Church Street where it pools at the end of the road. Also, St Brannocks where water flows into Church Street and pools. Both areas become impassable to vehicles and pedestrians.</p>                                                                                                               |
|  | <p><b>Slade Valley:</b> Surface water flows down through fields and into the area where Slade Valley meets Langleigh.</p>                                                                                                                                                                                                                                                                                  |
|  | <p><b>Old Hele Village:</b> Water flowing from Chambercombe Valley results in local roads becoming impassable.</p>                                                                                                                                                                                                                                                                                         |

|                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                                          | <p><b>Snowmelt:</b> Snowmelt can delay 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).</p>                                                                                                                                                                                                                                                                                                         |
| <p><b>Heavy Snow</b></p> <p>There is an annual risk of light snow and an occasional risk of heavy snow.</p> <p>Heavy snow is the only event that is likely to impede traffic flow. It will prevent traffic movement into, out of, around and through Ilfracombe, including the smaller surrounding roads. It may be forecast or not,</p> | <p>Disruption of traffic movement and the cause of vehicle collisions, it is only likely to last for a short time until snow ploughs clear main routes through and surrounding Ilfracombe (A361 and B3230).</p> <p>Disruption of foot movement and the cause of physical injury,</p> <p>Care provider agencies operating in Ilfracombe have their own contingency plans to get their staff to those for whom they care.</p>                                                                                                                               |
| <p><b>Severe Weather: High Winds</b></p> <p>This is most frequent in winter months,</p>                                                                                                                                                                                                                                                  | <p>Strong and destructive winds may cause damage to buildings, the loss of electricity, and fell trees resulting in blocking roads and the East/West Wilder Brook (potential flood consequence: Blocked Culverts).</p> <p>The East and West Wilder Brooks meet in the Culvert near to Lidl, on Wilder Road. In the event of a blocked Culvert flooding on Wilder Road will be severe.</p> <p>Falling trees also pose a threat to both vehicles and pedestrians. Direct impact to households may include loss of power and structural exterior damage.</p> |
| <p><b>Electricity or Water Failure</b></p> <p>The risk is generally localised and quickly resolved.</p>                                                                                                                                                                                                                                  | <p>The loss of electricity or water to homes could result in the requirement to provide shelter and facilities to those affected, particularly during inclement weather.</p>                                                                                                                                                                                                                                                                                                                                                                              |
| <p><b>Major Road Traffic Collision</b></p> <p>Incidents may occur more frequently during inclement weather.</p>                                                                                                                                                                                                                          | <p>An event on the A361 resulting in the need to provide immediate shelter for casualties and survivors.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <p><b>Disease/Pandemic</b></p>                                                                                                                                                                                                                                                                                                           | <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. In the event of an outbreak, the CERT will meet and decide how to implement this.</p>                                                                                                                                                                                                                                                                                                 |

## 2.2 Community Mitigation Measures

A table of 'Community Mitigation Measures' can be found in [Annex A](#)

## 3.0 Activation Procedures and Escalation

See **Annex B** for Emergency Actions Check List  
See **Annex C** for Log Sheet

## **4.0 Community Emergency Actions**

See **Annex D**

## **5.0 Flooding**

### **5.1 Local Flood Warning Triggers**

#### **Local Flood Warning Triggers**

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

**Ilfracombe:** Daytime Observation: If it is raining on the hills surrounding Ilfracombe, the flow will eventually reach Wilder Road

### **5.2 Flood Emergency Actions**

See **Annex E**

## **6.0 Key Locations**

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

**Primary ICP (1) will be at:** The Ilfracombe Centre, 44 High Street, Ilfracombe EX34 9QB

**Secondary ICP (2) will be at:** Ilfracombe Fire Station, Marlborough Road, Ilfracombe, EX34 8JL - tbc

If ICP 1 is not accessible, ICP 2 should be elected, vice versa

Upon arrival of the emergency services, which may locate at a different ICP, the CERT Co-ordinator 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 the ICP to another location; upon relocation the CERT Co-ordinator should assist the Police at this location.

### **6.1 Evacuation Assembly Points**

The aim of the EAP is to provide a facility for the public to use as a short-term refuge. The EAP will be activated if the Persons Responsible decides that it is necessary to evacuate residents to a place of safety.

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 are:

- a. Priority One: The Ilfracombe Centre, High street, Ilfracombe
- b. Priority Two: The Lantern Centre, High street, Ilfracombe

For key holder contacts refer to **Section 7 'Key Contacts'**

## **6.2 EAP Evacuee Registration Form**

Found in **Annex G**

There will be a requirement for volunteers to staff and run the EAP, copies of the 'EAP Evacuee Registration Form' should be placed in clear view.

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

There have been identified a number of areas that are suitable for use as emergency HLSs for evacuation purposes. The Emergency Services and Military will decide upon the most suitable of these locations dependant upon incident circumstances.

1. Rugby Club, Brimlands, Chambercombe Park, Ilfracombe EX34 9QN
2. Ilfracombe Town Football Club, Marlborough Park, Ilfracombe

## 7.0 Key Contacts

E.g. Emergency Services, Health Organisations, Parish / Borough / County Councils, Water Company, Gas, Doctors, Highways, Environment Agency, and Schools

|                                   | Service / Name                               | Telephone Number                         | Additional Information               |
|-----------------------------------|----------------------------------------------|------------------------------------------|--------------------------------------|
| Individuals and other important   | CERT                                         | See Section 1.3                          |                                      |
|                                   | ICP1                                         |                                          |                                      |
|                                   | ICP2                                         |                                          |                                      |
|                                   | EAP: 1<br>The Ilfracombe Centre              |                                          |                                      |
|                                   | EAP: 2<br>The Lantern Centre                 |                                          |                                      |
| Emergency Services                | Police                                       | Emergency: 999<br>Non Emergency: 101     |                                      |
|                                   | Devon and Somerset Fire and Rescue Service   | Emergency: 999                           | Fire/Flood Rescue, Support/Resources |
|                                   | Ilfracombe Fire Station                      |                                          |                                      |
|                                   | Ambulance Service                            | Emergency: 999                           |                                      |
|                                   | HM Coastguard                                | Emergency: 999<br>Infoline: 01326 317575 | Water/Cliff Rescue                   |
|                                   | RNLI                                         |                                          | Water Rescue                         |
| Activation and Emergency Planning | North Devon Council Emergency – Out of hours |                                          | Emergency Planning Callout           |
|                                   | DCC Emergency Planning Service               |                                          |                                      |
|                                   | NDC Emergency Planner                        |                                          | Civil Contingency                    |
|                                   | Devon County Council                         | 0845 155 1015                            | General Enquiries                    |
|                                   | Ilfracombe Town Council                      | 01271 855300                             | Ilfracombe Centre Reception          |

|                          |                              |                                                   |                               |
|--------------------------|------------------------------|---------------------------------------------------|-------------------------------|
| Flooding and Forecasting | Environment Agency Floodline | 0345 9881188 or Flood Incident Line 0800 80 70 60 | Flooding Events               |
|                          | Environment Agency           | 0370 8506506                                      | General Enquiries             |
|                          | Met Office                   | 0370 9000100                                      | Meteorological Forecasting    |
|                          | NDCC Env. Health Dept.       |                                                   | Environmental Health Concerns |

|                          |                                                                           |                                                                                            |                           |
|--------------------------|---------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|---------------------------|
| Utilities                | South West Water                                                          | 0344 346 2020                                                                              | Non-domestic water leaks  |
|                          | Western Power Distribution                                                | 0800 678 3105                                                                              | Power cuts                |
|                          | BT                                                                        | 0800 800150                                                                                | Telecommunications        |
| Healthcare               | Combe Coastal Practice (covering Ilfracombe, Woolacombe and Combe Martin) |                                                                                            | Medical/Healthcare        |
|                          | NHS 111                                                                   | 111                                                                                        | Advice                    |
|                          | North Devon District Hospital                                             |                                                                                            | Medical/Healthcare        |
|                          | Royal Devon and Exeter Hospital                                           | 01392 411611                                                                               |                           |
| Vehicle Recovery and 4x4 | RAC Breakdown                                                             | 0333 2000 999                                                                              | Vehicle Recovery          |
|                          | AA Roadwatch                                                              | 0906 884 322                                                                               | 84322 from mobile         |
|                          | AA Breakdown                                                              | 0800 88 77 66                                                                              | Vehicle Recovery          |
|                          | Devon Recovery Service                                                    |                                                                                            |                           |
|                          | Devon and Cornwall 4x4 Response                                           | Normally only activated via the Police                                                     | 4x4 Response              |
| Schools and Colleges     | Ilfracombe Academy                                                        |                                                                                            | Educational Facility      |
|                          | Ilfracombe Church of England Junior School                                |                                                                                            |                           |
|                          | Ilf Infants and Nursery                                                   |                                                                                            |                           |
|                          | Combe Martin Community Pre School                                         |                                                                                            |                           |
|                          | The Lantern Community Pre School                                          |                                                                                            |                           |
| Local Media Services     | BBC Radio Devon 104.3FM                                                   | News: 01752 234511<br>Travel: 0845 3002829<br>On air: 0845 3011034<br>Exeter: 01392 215651 | Media, Warning, Informing |
|                          | Heart Exeter 97.0 and 103.0FM                                             | Studio: 0345 373 7777<br>01392 444444                                                      |                           |
|                          | Heart Barnstaple 96.2-97.3FM                                              |                                                                                            |                           |
|                          | The Voice 106.1 and 107.8 FM                                              | 01271 323010                                                                               |                           |

|                            |                               |                                                                                                   |                     |
|----------------------------|-------------------------------|---------------------------------------------------------------------------------------------------|---------------------|
|                            | North Devon Gazette           |                                                                                                   |                     |
| Animal Welfare             | RSPCA                         | 24 hour: 0300 1234999<br>Office: 01237 476688                                                     | Animal Welfare      |
|                            | DSFRS Large Animal Rescue     | Only to be requested via the on scene Fire Commander                                              | Large Animal Rescue |
|                            | Argyll Veterinary Clinic      |                                                                                                   | Veterinary Surgery  |
|                            | Mullacott Veterinary Hospital |                                                                                                   |                     |
| Emotional Support Services | Samaritans<br>24 hours        | 0845 790 9090<br><a href="mailto:jo@samaritans.org">jo@samaritans.org</a><br>NDevon: 01271 374343 | Support             |
|                            | Victim Support<br>8am-8pm     | 0300 303 0554<br>Out of hours: 0808 168 9111                                                      |                     |
|                            | Citizens Advice South West    | 03444 111 444                                                                                     |                     |

| Flood    |                                                                                                                                                                                                                                                       |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sandbags | ICP1 and ICP2 – The Ilfracombe Centre and the Fire Station<br>These facilities are designed to help local residents to take action to protect their properties at Flood Warning status, and are to be used as an addition to residents' own defences. |
| Snow/Ice |                                                                                                                                                                                                                                                       |
| Salt     | DCC Highways                                                                                                                                                                                                                                          |

**Please Note:** Individuals and families are encouraged to have a store of their own sand, sandbags and Polythene sheets to help protect their properties from flooding. They are also encouraged to attend Community Flood Workshops where valuable advice will be given.

## 8.0 Recovery

After an emergency event Devon County Council, who will engage key community members when and where appropriate, will facilitate the recovery process along with partner organisations.

## Annex A

### Community Mitigation Measures

| Incident                                                                                                                                                   | Mitigation Measures                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Flooding</b></p> <p>Fluvial, tidal, surface run off, surface water and snowmelt</p>                                                                  | <p>Householders that own properties sited in flood prone areas can do much to reduce the effects and impacts of floods,</p> <p>The National Flood Forum provides advice and guidance about how you can reduce the effects of flooding. They also produce the Blue Pages Directory, an independent directory of flood related goods and services,</p> <p><a href="http://www.nationalfloodforum.org.uk/">www.nationalfloodforum.org.uk/</a></p> <p><a href="http://www.bluepages.org.uk/">(http://www.bluepages.org.uk/)</a></p> <p>The East Wilder Brook has a River Level Gauge at Ilfracombe Lambda. This can be monitored online at, <a href="http://www.environment-agency.gov.uk">www.environment-agency.gov.uk</a></p> <p>Devon and Somerset Fire and Rescue Service and the Environment Agency deliver Flood Protection and Sandbag Training amongst high risk communities, those affected by flooding events should be encouraged to attend, similarly Town Councils should actively promote these events.</p> <p>To reduce the threat of flooding riparian landowners should ensure that waterways are clear from obstruction and that litter and other materials are removed. The Environment Agency should be consulted for advice on how this can be done.</p> <p>Ilfracombe Town Council should be notified of blocked culverts and drains as soon as they are observed.</p> |
| <p><b>Heavy Snow</b></p>                                                                                                                                   | <p>Households may wish to store their own salt and snow shovels in order to make safe driveways and external property pathways.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <p><b>Severe Weather: High Winds</b></p>                                                                                                                   | <p>Landowners should regularly inspect trees on their land, to ensure that they are not a danger to traffic and pedestrians, or likely to contribute to flooding events in severe weather conditions.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <p><b>Electricity or Water Failure</b></p> <p>There is little that can be done in preparation for this beyond linking closely with emergency services,</p> | <p>Households are encouraged to obtain a 'Householders Emergency Plan' to support them in preparing and responding to any emergencies that effect their household. You can pick one up for free at your local Post Office/Public House/Church.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <p><b>Road Traffic Collision</b></p> <p>There is little that can be done in preparation for this beyond linking closely with emergency services</p>        | <p>Families and drivers are encouraged to attend Community Safety Awareness and Road Safety events</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

## **Annex B**

### **Emergency Actions Checklist**

| <b>Action</b> |                                                                                                                                                                                                                                                                                                 | <b>Complete</b> |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 1             | Where an emergency is possible or anticipated the CERT are to 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<br><br>Call 101 and ask for the CERT Co-coordinators details to be forwarded onto Silver Command as a point of contact |                 |
| 3             | Contact and inform North Devon District Council (See Section 3.0 Key Contacts)                                                                                                                                                                                                                  |                 |
| 4             | Persons Responsible 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</li><li>• Any information received</li></ul>               |                 |
| 5             | Contact members of the community that need to be alerted by agreed method <ul style="list-style-type: none"><li>• Households affected</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 the Community Emergency Plan remember to follow the appropriate check sheet                                                                                                                  |                 |
| 8             | When the emergency services attend, the CERT Coordinator should make him/herself and the CEP available                                                                                                                                                                                          |                 |

**UNDER NO CIRCUMSTANCES SHOULD YOU PUT YOURSELF OR OTHERS AT RISK TO FULFIL THESE TASKS**



## Annex D

### Community Emergency Actions

| Risk / Hazard                    | Incident                                                  | Possible Actions                                                                                                                                                                                                                                                                                                                    |
|----------------------------------|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Flood                            |                                                           | See Section 5.0 'Flooding'                                                                                                                                                                                                                                                                                                          |
| Sustained Cold Period            | Ongoing                                                   | CERT to meet and, <ul style="list-style-type: none"> <li>• Consult Section 6/7 and activate accordingly</li> <li>• Consider cascade to, and check of vulnerable persons, this may have to be completed by runners</li> <li>• Advise community to be self sufficient in the provision of salt</li> </ul>                             |
| Heavy Snow                       | Forecast                                                  | <ul style="list-style-type: none"> <li>• CERT to discuss situation</li> <li>• Consider to prepare the ICP</li> <li>• Advise the community to obtain salt</li> <li>• Consider cascade to, and check of vulnerable persons, this may have to be completed by runners</li> </ul>                                                       |
|                                  | Not Forecasted                                            | 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 by runners</li> <li>• Consult and activate appropriate resources as listed in Section 7 'Key Contacts'</li> </ul>                                               |
| Severe Weather:<br>High Winds    | Unexpected winds fell trees causing damage and disruption | <ul style="list-style-type: none"> <li>• Consider cascade to, and check of vulnerable persons, this may have to be completed by runners</li> <li>• Identify blocked roads and communicate to NDDC (see Section 7 'Key Contacts')</li> <li>• Identify areas and extent of damage, consider the provision of shelter (EAP)</li> </ul> |
|                                  | NDDC unable to assist in clearing roads                   | <ul style="list-style-type: none"> <li>• Identify roads requiring immediate clearance and clear</li> </ul>                                                                                                                                                                                                                          |
|                                  | Residents require shelter                                 | <ul style="list-style-type: none"> <li>• Advise residents to shelter with relatives/friends or,</li> <li>• Consider opening EAP</li> </ul>                                                                                                                                                                                          |
| Loss of Mains Services:<br>Power | Supply failure with no immediate relief available         | CERT to meet and, <ul style="list-style-type: none"> <li>• Identify areas affected</li> <li>• Identify if temporary shelter is required</li> <li>• Consider cascade to, and check of vulnerable persons, this may have to be completed by runners</li> </ul>                                                                        |

|                               |                                                   |                                                                                                                                                                                                                                                                                       |
|-------------------------------|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                               | Residents require temporary shelter               | <ul style="list-style-type: none"> <li>• Advise to shelter with relatives/friends or,</li> <li>• Consider opening EAP</li> </ul>                                                                                                                                                      |
| Loss of Mains Services: Water | 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</li> <li>• Consider cascade to, and check of vulnerable persons, this may have to be completed by runners</li> </ul>                   |
| Road Traffic Incident A361    | Spontaneous                                       | <p><b>Primary Responsibility: Emergency Services, rapid deployment</b></p> <ul style="list-style-type: none"> <li>• Consider cascade systems to inform those most at risk</li> <li>• Possible use of local community buildings for those delayed/evacuated from homes/cars</li> </ul> |
| 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.</p>                      |

## Annex E

### Flood Emergency Actions

|                                                                                                                                                                                                                                               | Location at Risk | Action/Trigger                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Local Action                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Properties in the vicinity of,</p> <p>See Annex F</p> <p>The East and West Wilder Brooks flow northward through the western side of the town, joining at the end of Greenclose Road and eventually discharging onto Wildersmouth beach</p> |                  | <p><b>FLOOD ALERT</b></p> <p>Flooding is possible, be prepared</p> <p>Rain Gauge Alert (TBC)</p> <p>Met Office Severe Weather Warning Amber Alert (Rainfall)</p> <p>Water level is beginning to exceed normal ranges on the East Wilder Brook (0.03 to 0.30m) at Ilfracombe Lambda</p>                                                                                                                                                                                | <ul style="list-style-type: none"> <li>• CERT are aware, notify Ilfracombe Centre of possible need to open</li> <li>• Be prepared, check that there are sandbags available</li> <li>• Advise the community to be prepared to protect their properties – social media</li> <li>• Be prepared to engage the community for door knocking duties</li> <li>• Check culvert for blockages</li> </ul> |
|                                                                                                                                                                                                                                               |                  | <p><b>FLOOD WARNING</b></p> <p>Flooding is expected. Immediate action required</p> <p>Rain Gauge Alert (TBC)</p> <p>Met Office Severe Weather Warning Amber/Red (Rainfall)</p> <p>Water level on the East Wilder Brook at Ilfracombe Lambda is <b>expected to exceed 0.30m</b> and is predicted to continue to rise</p> <p>It is possible that Multi-Agency Gold and Silver Command Centres will be operational at this stage and liaising with local communities</p> | <p>CERT considers opening ICP and:</p> <ul style="list-style-type: none"> <li>• Engage the community to commence door knocking on properties</li> <li>• Monitor likely overtopping locations and culvert</li> <li>• Advise the community to deploy sandbags</li> <li>• Consider opening EAP if required</li> </ul>                                                                             |
|                                                                                                                                                                                                                                               |                  | <p><b>SEVERE FLOOD WARNING</b></p> <p>Severe flooding. Danger to life</p> <p>Rain Gauge Alert (TBC)</p> <p>Met Office Severe Weather Warning Amber/Red (Rainfall)</p> <p>Water level on the East Wilder Brook at Ilfracombe Lambda is <b>exceeding 0.30m</b> and there are reports of severe flooding occurring</p> <p>Multi-Agency Gold and Silver Commands will already be set up and local responses will be taking place</p>                                      | <ul style="list-style-type: none"> <li>• Deploy sandbags to vulnerable areas – where overtopping as priority</li> <li>• Coordinate volunteers as required through Bronze Commander</li> <li>• Coordinate evacuation to EAP if necessary</li> </ul>                                                                                                                                             |

## Annex E: Tidal Flood Emergency Actions

| Location at Risk                                                                                                                                                                                                                                               | Action/Trigger                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Local Action                                                                                                                                                                                                                                                                                                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                | <p><b>Be Aware</b><br/>Tidal prediction of above 9.5m</p> <p><b>Met Office Yellow alert for WIND Force 6 and between SW, NW, N</b></p> <p>Environment Agency Flood Alert for North Devon Coast from Hartland Point to Lynmouth</p> <p>Accessed at: <a href="http://apps.environment-agency.gov.uk/flood/34681.aspx?area=113WACT2a">http://apps.environment-agency.gov.uk/flood/34681.aspx?area=113WACT2a</a></p> <p>OR</p> <p>Call Floodline on 0345 988 1188, select option 1 and enter Quickdial number 04221</p>                                                                                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>• CERT are aware/heightened alertness</li> <li>• Be prepared, check that there are sandbags ready to distribute</li> <li>• Advise the community to be prepared to protect their properties</li> <li>• Be prepared to engage the community for door knocking duties</li> </ul> |
| <p>Properties in the vicinity of,</p> <p>See Annex F</p> <p><b>Ilfracombe</b><br/>Ropery Road, Quay Road, Broad Street, The Strand, and Hiernes Lane</p> <p><b>Hele</b><br/><b>(Northerly winds)</b><br/>Beach Road</p> <p><b>Lee</b><br/>Lee Bay (Bottom)</p> | <p><b>Be Prepared</b><br/>Tidal prediction of above 9.5m</p> <p><b>Met Office Amber alert for WIND Force 6 (and increasing) and between SW, NW, N</b><br/><b>There are reports of flooding occurring</b></p> <p>Environment Agency Flood Warnings for</p> <ol style="list-style-type: none"> <li>1. North Devon Coastal Communities, including Westward Ho!, Combe Martin and Lynmouth</li> </ol> <p>Call Floodline on 0345 988 1188, select option 1 and enter Quickdial number 162180</p> <ol style="list-style-type: none"> <li>2. North Devon Coast at Ilfracombe</li> </ol> <p>Call Floodline on 0345 988 1188, select option 1 and enter Quickdial number 162179 to get more information</p> <p>It is possible that Multi-Agency Gold and Silver Command Centres will be operational at this stage and liaising with local communities</p> | <p>CERT considers ICP and:</p> <ul style="list-style-type: none"> <li>• Engage the community to commence door knocking on vulnerable properties</li> <li>• Monitor likely overtopping locations</li> <li>• Advise the community to deploy sandbags</li> <li>• Consider opening EAP if required</li> </ul>            |
|                                                                                                                                                                                                                                                                | <p><b>Take Action</b><br/>Tidal prediction of above 9.5m</p> <p><b>Met Office Red alert for WIND Force 6 or above and between SW, NW, N</b></p> <p><b>Severe flooding is occurring</b></p> <p>Multi-Agency Gold and Silver Commands will already be set up and local responses will be taking place</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>• Deploy sandbags to vulnerable locations</li> <li>• Coordinate volunteers as required through Bronze Commander</li> <li>• Coordinate evacuation to EAP if necessary</li> </ul>                                                                                               |

## **Annex F**

### **Vulnerable Residents and Properties**

Vulnerable residents, properties and locations where early assistance may be required

| <b>Potential Vulnerability</b> |                               | <b>Name</b> | <b>Address</b> | <b>Contact</b> |
|--------------------------------|-------------------------------|-------------|----------------|----------------|
| Children                       | Early Years<br>0-8            |             |                |                |
|                                |                               |             |                |                |
|                                |                               |             |                |                |
|                                |                               |             |                |                |
|                                |                               |             |                |                |
|                                | Primary<br>Schools<br>4-11    |             |                |                |
|                                | Secondary<br>Schools<br>11-16 |             |                |                |
| Adult<br>Education             |                               |             |                |                |
| Older<br>People                | Care and<br>Nursing<br>Homes  |             |                |                |
|                                |                               |             |                |                |
|                                |                               |             |                |                |
|                                |                               |             |                |                |
|                                |                               |             |                |                |
|                                |                               |             |                |                |
|                                |                               |             |                |                |
|                                |                               |             |                |                |

|  |                   |  |  |  |
|--|-------------------|--|--|--|
|  |                   |  |  |  |
|  |                   |  |  |  |
|  | Sheltered Housing |  |  |  |
|  |                   |  |  |  |

**Properties Vulnerable to Flooding (Fluvial – Wilder Brooks)**

|                | Street/Road Name     | House Numbers/Name | Postcode/GR | Notes |
|----------------|----------------------|--------------------|-------------|-------|
| Priority Evac. | <b>Ilfracombe</b>    |                    |             |       |
|                | Ropery Road          |                    |             |       |
|                | The Strand           |                    |             |       |
|                | Quay Road            |                    |             |       |
|                | Fore Street (Bottom) |                    |             |       |
|                | Broad Street         |                    |             |       |
|                | Wilder Road          |                    |             |       |
|                | <b>Hele</b>          |                    |             |       |
|                | Beach Road           |                    |             |       |
|                | Hele Corn Mill       |                    |             |       |
|                | <b>Lee</b>           |                    |             |       |
|                | Lee Bay (Bottom)     |                    |             |       |

**Properties Vulnerable to Flooding (Coastal)**

|                | Street/Road Name  | House Numbers/Name | Postcode/GR | Notes |
|----------------|-------------------|--------------------|-------------|-------|
| Priority Evac. | <b>Ilfracombe</b> |                    |             |       |
|                | Ropery Road       |                    |             |       |
|                | Quay Road         |                    |             |       |
|                | Broad Street      |                    |             |       |
|                | The Strand        |                    |             |       |
|                | Hiernes Lane      |                    |             |       |
|                | <b>Hele</b>       |                    |             |       |
|                | Beach Road        |                    |             |       |
|                | <b>Lee</b>        |                    |             |       |

|  |                  |  |  |  |
|--|------------------|--|--|--|
|  | Lee Bay (Bottom) |  |  |  |
|--|------------------|--|--|--|

**Properties/Roads Vulnerable to Flooding (Surface Water)**

|                | Street/Road Name                         | House Numbers/Name                                                                                       | Postcode/GR | Notes                                                                                            |
|----------------|------------------------------------------|----------------------------------------------------------------------------------------------------------|-------------|--------------------------------------------------------------------------------------------------|
| Priority Evac. | <b>Ilfracombe</b>                        |                                                                                                          |             |                                                                                                  |
|                | Where Wilder Road meets Church Street    |                                                                                                          |             | Pooling, backs up to Health Centre preventing access                                             |
|                | Horn Road (nearby to the traffic lights) | Properties on the corner                                                                                 |             | Pooling                                                                                          |
|                | Portland Street                          |                                                                                                          |             | Water flows into Fore Street and High Street                                                     |
|                | Fore Street                              |                                                                                                          |             | Floodgates prevent the continued flow into the sea, exacerbating the flooding in Fore Street     |
|                | Summers Crescent (near Wetherspoons)     |                                                                                                          |             | Pooling, flows into Ropery Road                                                                  |
|                | Wilder Road                              |                                                                                                          |             |                                                                                                  |
|                | Ropery Road                              | The wash created by traffic movement in High Street results in the flooding of properties and businesses |             | Flowing into High Street, the bottom of Springfield Road and Oxford Grove                        |
|                | High Street                              |                                                                                                          |             |                                                                                                  |
|                | Springfield Road (bottom end)            |                                                                                                          |             |                                                                                                  |
|                | Oxford Grove                             |                                                                                                          |             |                                                                                                  |
|                | Marlborough Road                         |                                                                                                          |             | Pooling in bottom end of Church Street, both areas become impassable to vehicles and pedestrians |
|                | Church Street (bottom end)               |                                                                                                          |             |                                                                                                  |
|                | Slade Valley (bottom end)                |                                                                                                          |             | Where Slade Valley meets Langleigh                                                               |
|                | <b>Hele</b>                              |                                                                                                          |             |                                                                                                  |
|                | Old Hele Village                         |                                                                                                          |             | Water flowing from Chambercombe Valley results in local roads becoming impassable                |
|                | <b>Lee</b>                               |                                                                                                          |             |                                                                                                  |
|                |                                          |                                                                                                          |             |                                                                                                  |
|                |                                          |                                                                                                          |             |                                                                                                  |

### Areas/Roads Vulnerable to Flooding (Surface Run Off from Fields)

|                | Street/Road Name  | House Numbers/Name                       | Postcode/GR | Notes                                                                                       |
|----------------|-------------------|------------------------------------------|-------------|---------------------------------------------------------------------------------------------|
| Priority Evac. | <b>Ilfracombe</b> |                                          |             |                                                                                             |
|                | Combe Park        | General area leading to Marlborough Road |             | Cars cannot pass at times of flood, surface run off continues to flow into Marlborough Road |
|                | Marlborough Road  |                                          |             |                                                                                             |
|                | <b>Hele</b>       |                                          |             |                                                                                             |
|                | Beach Road        |                                          |             |                                                                                             |
|                | <b>Lee</b>        |                                          |             |                                                                                             |
|                | Millfield         |                                          |             |                                                                                             |

## **ANNEX G**

### **EAP Evacuee Registration Form**

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.

**Name:** .....

**Address:** .....

**Contact:** .....

**Next of Kin Contact:** .....

#### **Important Information**

Please take a few moments to read this sheet as it contains important information that you will likely need regarding the EAP. Evacuees are encouraged to help in the EAP. Please see the staff if you believe that you can help.

#### **Registration**

Please register at the Registration table; it assists if any of your relatives are trying to trace you. Registration information is considered confidential. 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.

#### **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.

#### **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.

## Annex H

### Command and Control Map

Map of the community highlighting key command and control points

