**Bovey Tracey**

**Community Emergency Plan**

**Bovey Tracey Town Council**



Map

Description automatically generated

Adopted on 20th September 2021

**Amendments**

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| **Date** | **Page number** | **Reason for amendment** | **Changed by** |
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**Contents**

[1. Introduction 4](#_Toc82008863)

[1.1. Aim 4](#_Toc82008864)

[1.2. Objectives 4](#_Toc82008865)

[2. Risks to the community 5](#_Toc82008866)

[3. Strategies to reduce the impact and respond to major incidents 5](#_Toc82008867)

[3.1. Flood 5](#_Toc82008868)

[3.2. Disruption to Utility Supplies 5](#_Toc82008869)

[4. Vulnerable people and essential buildings in the community 5](#_Toc82008870)

[5. Community Resources 5](#_Toc82008871)

[6. Community Response Team 6](#_Toc82008872)

[6.1. Role of the Community Response Team Coordinator 6](#_Toc82008873)

[6.2. Requirements for other members of the Community Response Team 6](#_Toc82008874)

[7. Liaison with Emergency Services 6](#_Toc82008875)

[8. Local information 6](#_Toc82008876)

[9. Activating this emergency plan 7](#_Toc82008877)

[9.1. Triggers 7](#_Toc82008878)

[9.2. Notification of activation 7](#_Toc82008879)

[10. Taking control and managing the incident 7](#_Toc82008880)

[10.1. Incident coordination 7](#_Toc82008881)

[10.2. Immediate Team Actions 7](#_Toc82008882)

[10.3. Contact lists 7](#_Toc82008883)

[10.4. Helicopter Landing Sites 8](#_Toc82008884)

[10.5. Communications 8](#_Toc82008885)

[10.6. Warning and informing 8](#_Toc82008886)

[11. Plan maintenance 8](#_Toc82008887)

[Appendix 1. Incident Risk Assessment 9](#_Toc82008888)

[Appendix 2. Maps of the community 10](#_Toc82008889)

[Appendix 3. Telephone tree notification system 11](#_Toc82008890)

[Appendix 4. Activation procedure and logging sheet 12](#_Toc82008891)

[Appendix 5. Flood Contingency Plan 14](#_Toc82008892)

[Appendix 6. Reputable Contractors 16](#_Toc82008893)

[Appendix 7. Pandemic Contingency Plan 17](#_Toc82008894)

[Appendix 8. Situation report (SITREP) 18](#_Toc82008895)

[Appendix 9. Community Resources 20](#_Toc82008896)

[Appendix 10. Key contacts list (publicly available) 21](#_Toc82008897)

[Appendix 11. Establishing and operating a Community Shelter(s) 23](#_Toc82008898)

[Appendix 12. Communications, warning and informing 26](#_Toc82008899)

[Appendix 13. Vulnerable people and essential buildings 27](#_Toc82008900)

[Appendix 14. Community Emergency Response Team 28](#_Toc82008901)

[(not for general distribution) 28](#_Toc82008902)

[Appendix 15. Plan Distribution 29](#_Toc82008903)

[Appendix 16. Glossary 30](#_Toc82008904)

**Purpose**

All major emergencies will be dealt with by the emergency services, local authorities, utilities and voluntary agencies. The Emergency Plan is not intended to be a substitute for these services and, in the event of an emergency the first course of action should always be to contact the emergency services by dialling 999. The purpose of the Bovey Parish Emergency Plan is to cover extreme circumstances, (for example, heavy snowfall or flooding) that may prevent the emergency services from reaching the scene immediately and in circumstances that require ongoing support like a pandemic. In such cases the initial response may rely on the residents of the Parish. The Emergency Plan sets out how an initial response will be co-ordinated. Appendix 9 includes emergency contact numbers for use as required

# Introduction

In the context of this plan, an emergency or major incident is defined as 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 impact on the community cannot be dealt with by the emergency services alone, local authorities and other organisations as part of their normal day-to day activities.

Bovey Tracey Town Council (BTTC) has developed this plan to provide resilience for the community in the pre-event phase or early stages of a variety of major incidents.

A BTTC Community Response Team (CRT) has been formed to manage the activation of this plan and assist the emergency responders wherever possible, prior to, during and after the emergency.

## Aim

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

## Objectives

The objectives of this plan are to:

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

These are expanded in the sections that follow.

# Risks to the community

The CRT has developed a comprehensive risk assessment which is included as Appendix 1. This lists all the potential major incidents that can be foreseen and a realistic assessment of the likelihood of them happening and the potential impact on the community. This enables the risk level of each event to be categorised as low, medium or high to assist in reducing impact and improving our response.

# Strategies to reduce the impact and respond to major incidents

This plan as a whole, sets out the basic strategy for reducing the impact and response to any major incident or in response to a pandemic where community resources need to be mobilised to support the vulnerable or housebound residents. Where it is practical to do so the CRT will delegate responsibility for monitoring high risk events and implementing warning arrangements. More detailed strategies for specific incidents are:

## Flood

* A specific flood contingency plan has been developed – Appendix 5.
* The areas at risk have been identified using the Environment Agencies flood maps and are included in Appendix 2.
* Copies of the Home Emergency Plan have been distributed to all properties in the flood risk areas.
* The community resources (see section 5) include a stock of sandbags for distribution in the event of serious flood warnings.

## Disruption to Utility Supplies

* The contingency plan for supporting vulnerable people will be implemented.

# Vulnerable people and essential buildings in the community

A confidential list of vulnerable people is maintained by the organisations listed in Appendix 12 . This appendix also contains a list of essential community buildings considered vulnerable.

# Community Resources

Bovey Tracey Town Council will maintain a range of resources to support the community, see Appendix 8, and a list of contractors to assist in an emergency all of which are detailed in Appendices 6. In addition, sites for Evacuation Points and Community shelters have been identified and are detailed in Appendix 10. Contact details for other emergency teams in the local authorities, nearby parishes and other emergency responders are given in Appendix 9.

Details of the location of and means of access to resources that are directly available to the community (e.g. sandbags) will be made available to residents through regular council communications and web sites.

# Community Response Team

A Community Response Team (CRT) has been set up to manage the community’s response to an emergency and keep the plan up to date. Their contact details are set out in Appendix 13 and the individual roles are:

## Role of the Community Response Team Coordinator

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

## Requirements for other members of the Community Response Team

* Live in the community
* Have good local knowledge
* Have the support and speak on behalf of the community
* Provide vulnerable people with additional support
* Maintain communications within the community and with local authorities
* Check confidentiality is maintained where needed
* Maintain his/her own action log
* Create a ‘grab bag’ containing the plan and any suitable clothing/equipment which may be needed
* Have enough knowledge of the plan to act as coordinator
* Support the coordinator in their tasks
* All press and media enquiries to be directed to the CRT Co-ordinator

# Liaison with Emergency Services

If the situation is a major incident and the emergency services are involved the CRT Coordinator must make themselves known to the person in charge, normally this will be the ‘Bronze Commander” and give them a copy of this plan and a situation report (see Appendix 7).

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

# Local information

A map outlining the parish boundary of the community can be found in Appendix 2 or on a larger scale in the Incident Control Point (ICP).

# Activating this emergency plan

## Triggers

The triggers are given in the risk assessment in Appendix 1.

## Notification of activation

Where individuals are responsible for monitoring the triggers, they are also identified in the risk assessment. If the risk is triggered the monitoring person will immediately notify the CRT Co-ordinator.

The CRT Co-ordinator will pass on notification of an emergency to the Community Response Team, using a telephone tree notification system, see Appendix 3.

# Taking control and managing the incident

## Incident coordination

If co-ordination cannot take place by telephone or internet conferencing (e.g. Zoom), the CRT should meet at the designated Incident Control Point (ICP). If the designated primary ICP is not available for any reason, the secondary ICP must be used.

Incident Control Points are:

Primary ICP: Riverside Community Centre (Grid Ref: SX813781)

Secondary ICP: Heathfield Community Centre (Grid Ref: SX830757)

ICP equipment: Riverside Community Centre (Grid Ref: SX813781)

Bovey Tracey Cemetery Store (Grid Ref: SX824784)

When the emergency services arrive, they may choose a different ICP.

## Immediate Team Actions

As soon as the plan is activated the coordinator must appoint a team member to be responsible for maintaining the log sheet and any other key documents to record decisions made and actions taken.

## Contact lists

For contact details of key organisations and groups which are publicly available e.g. emergency services, health organisations, town/parish councils, local authorities, utility companies, the Environment Agency, schools etc., see Appendix 9.

## Helicopter Landing Sites

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

The Area for suitable HLS’s;

Recreation Ground, Newton Road, Bovey Tracey (Grid Ref: SX81307766)

## Communications

Communications will be undertaken via Landline or mobile telephone.

## Warning and informing

|  |  |  |  |
| --- | --- | --- | --- |
| Method | Location (if applicable) | Contact/Responsibility | Considerations |
| Facebook | What’s on Bovey Tracey  Bovey Tracey Town Council | Town Clerk | Quickest method of communicating to community, but not all have access to Facebook |
| Notices | Main noticeboard outside Riverside Community Centre and satellite boards (Eg Town Centre and Mill Marsh Park) | Town Clerk | Lead-time in printing. People might not be leaving their home |
| House to House leafleting | Distribute leaflets to all residents | Town Clerk | Lead-time in printing and securing resources for distributing |
| Radio | Local Radio Stations:  BBC Radio Devon | Town Clerk | Telephone Number is 0808 100 1034 |

# Plan maintenance

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

When sending out updated pages of the plan it is important to ensure the old pages are destroyed. For a distribution list, see Appendix 11.

### Incident Risk Assessment



### Maps of the community

Map

Description automatically generated

### Telephone tree notification system

Community Emergency Coordinator

Mark Wells

07772 844445

Assistant Town Clerk

Amy Christie

Contact number

07850 071461

Town Mayor

Cllr Sheila Brooke

Contact number

07896 581811

### Activation procedure and logging sheet

|  |  |  |
| --- | --- | --- |
| **Action** |  | **Complete** |
| 1 | If an emergency is possible or anticipated, monitor the situation and contact CRT members and warn the community. Be prepared to respond urgently. |  |
| 2 | Dial 999 and ensure the emergency services are aware of the emergency and follow any advice given. |  |
| 3 | Contact and inform TDC on 01626 361101. Out of hours emergency 01395 516854 |  |
| 4 | Record details on the log sheet on the other side of this page. Include:  • Decisions you have made and why  • Actions taken  • Who you spoke to and what you said  (Include contact numbers)  • Information received |  |
| 5 | Contact other CRT members and the community by agreed method.  • Households affected  • Parish council/ward via the parish clerk  • Volunteers and key holders |  |
| 6 | If needed, call a community meeting. Ensure the venue is safe and people can get there safely |  |
| 7 | Take notes and record actions. If you decide to activate a plan, remember to follow the check sheet. |  |
| 8 | When the emergency services arrive, the CRT Coordinator should introduce themselves and give them a copy of the plan. |  |

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

**Log sheet**

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Time** | **Information / Decision / Action** | **Initials** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
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### Flood Contingency Plan









### Reputable Contractors

|  |  |  |  |
| --- | --- | --- | --- |
| **Company name** | **Business type** | **Telephone** | **Fax/other** |
| Max Bayles Professional Tree Care Ltd | Tree Specialist | 07966 499517 |  |
| CP Tree Services | Tree Specialist | 07768 857070 |  |
| Farmer | Mr K Harvey | 01626 832783 |  |
| Willis Electrical | Electrician | 07792 344168 |  |
| Peter Bevans | Plumber | 07867 851976 |  |

### Pandemic Contingency Plan

In the event of the WHO declaring a pandemic, national government guidelines will be applied and followed.

The local pandemic response group will be convened supported by the community. This will include the Dartmoor Community Kitchen, GP Surgery and Bovey Tracey Town Council. The appropriate response will be implemented in order to:

* Identify Vulnerable groups
* Recruit Volunteers
* Establish Telephone Helpline
* Raise Funds

Services will be introduced as the need is identified; this may include but not be limited to:

* food provision
* shopping
* medicines deliveries.

The services will be advertised using a variety of proactive communications including social media.

The response group will liaise with appropriate agencies including the Clinical Commissioning Group, Teignbridge District Council, Devon County Council, Teignbridge Voluntary Services

All appropriate risk assessments will be undertaken as the safety of the volunteers is paramount

### Situation report (SITREP)

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

|  |  |  |
| --- | --- | --- |
| **Situation report** | | |
| **E** | Exact location of the emergency |  |
| **T** | Type of emergency |  |
| **H** | Hazards present or suspected |  |
| **A** | Access – routes that are safe to use |  |
| **N** | Number, type and severity of casualties |  |
| **E** | Emergency services present? |  |

**Date:**

**Time:**

**Location:**

**Attendees:**

**Current situation?**

**Location of emergency. Is it near:**

A school?

A vulnerable area?

A main access route?

**Type of emergency:**

Is there a threat to life?

Has electricity, gas or water been affected?

**Are there any vulnerable people involved?**

Elderly

Families with children

**Resources needed**? Food?

Off-road vehicles?

Blankets?

Shelter?

**Establishing contact with the emergency services**

**How can we support the emergency services?**

**What agreed actions can safely be taken?**

**Agreed actions and leads?**

**Any other issues?**

### Community Resources

|  |  |  |  |
| --- | --- | --- | --- |
| **Resource** | **Contact / Key holder** | **Storage Location** | **Additional information** |
| Riverside Community Centre | Town Clerk |  | Tel: 07772 844445. |
| Heathfield Community Centre | Admin Officer |  | Tel: ………………. |
| PPE, Hi-Vis | Town Clerk or Groundsmen | Riverside Community Centre/ Cemetery Store, Coombe Lane | X 12 |
| Council Pick-up Insured for ..) | Town Clerk or Groundsmen | Station Road |  |
| 4 x 4’s | Taff to provide contact |  |  |
| Sandbags | Town Clerk or Groundsmen | Riverside Community Centre /Cemetery Store, Coombe Lane | X 20 |
| First Aid | Town Clerk | Riverside Community Centre Heathfield Community Centre |  |
| Defibrillators |  | Publicly Accessible:  - Town Hall Place Telephone Kiosk  - Sibleys Garage (restricted to opening hours)  - Cricket Pavilion, Recreation Ground  - Scout Hut, St Johns Lane  - Dolphin Hotel (restricted to opening hours) |  |
| Brimley W.I. | Jill Tregoning | Refreshments for Shelter | 07991 323615 or 01626 833 094 |
| Pillows/ Space Blankets | Town Clerk | Riverside Community Centre |  |

### Key contacts list (publicly available)

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Service/Name** | **Telephone Number** | **Additional Information** |
| Emergency Services | Police | Emergency: 999  Non Emergency: 101 |  |
|  | Fire | Emergency: 999  Office: 01392 872200 | Fire/Flood Rescue,  Support/Resources |
|  | Ambulance | Emergency: 999  General: 01392 261621 |  |
|  | Dartmoor Rescue Group | Emergency: 999 | [secretary@dartmoor-rescue.org](mailto:secretary@dartmoor-rescue.org) |
| Activation and Emergency Planning | Devon County  Council  Teignbridge District Council | 0845 155 1020  01626 361101  Emergency 01395 516854 | General enquiries |
| Flooding and Forecasting | Environment Agency Flooding | 0345 988 1188 | Report flooding. Seek advice regarding flood warnings and what to do before/during/after a flood |
|  | Environment Agency | 08708 506506 | General enquiries |
|  | Met Office | 0870 900 0100 | Meteorological forecasting |
|  | Met Office Weathercall | 09014 722054 |  |
| Utilities | South West Water | 0800 169 1144 | Non-domestic water leaks |
|  | Western Power Distribution | Office: 0845 601 2989 Silent: 0800 365900 | Power cuts |
|  | British Gas | 0800 111999 | Gas leaks |
|  | Openreach | 0800 023023 | Telecommunications |
| Healthcare | Local Doctors Surgery | 01626 832666 | Medical/Healthcare |
|  | Public Health | 01392 386396 |  |
|  | NHS Direct | 111 | Advice |
|  | Torbay Hospital | 01803 614567 | Medical/Healthcare |
| Highways | Devon County Council Highways | 01392 383329 | Highways management |
|  | Highways Agency | 08457 504030 | Highways Information Line |
| Vehicle recovery |  |  |  |
| Schools |  |  |  |
| Local Media | BBC Radio Devon | News: 01752 234511  Travel: 0845 300 2829  On air: 0845 301 1034  Plym’th: 01752 260323  Exeter: 01392 215651 | Media, warning and informing |
| Animal Welfare | RSPCA | 24 hour: 0300 123 4999  Office: 0300 123 4555 |  |
| Emotional Support Services | Samaritans 24hrs | 0845 303 0900 | 24hr telephone support |
|  | Victim Support 0800-2000 | 0845 676 1020 | Support |
| Bovey Tracey Riverside Surgery | Social prescribing Officer |  | For vulnerable residents |

### Establishing and operating a Community Shelter(s)

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

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

**Location of Community Shelters**

First priority location: Riverside Community Centre (Grid Ref: SX813781

Second priority location: Heathfield Community Centre (Grid Ref: SX830757)

For key holder contact details, see Appendix 8.

**Activation of a CS**

A CS will be activated if the CRT decides that due to the emergency, it needs to provide shelter before the emergency services arrive or before TDC or DCC can act to set up longer term arrangements.

**Staffing the CS**

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

**Serial post responsibilities**

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

**COVID 19 Precautions in a Community Shelter**

*If this Emergency Plan is invoked during the COVID-19 pandemic then consider and apply the latest current government rules*

* Ask people whether they have COVID or are on the waiting list for a test – if so then try and leave them in their own home, and if this is not practical or possible then seek urgent advice from the emergency services;
* Take a good supply of PPE, soap, towels, and sanitiser;
* Everyone older than twelve years to wear masks;
* Maintain two metres social distancing;
* Clean toilets and common areas frequently;
* If anyone begins to feel unwell then to tell the receptionist immediately.

**Evacuee information sheet (To be handed to residents as they arrive)**

Please read this sheet as it contains information you will need about the Community Shelter (CS). **If you require further information please ask any of the staff.**

**Registration**

Please register at the reception desk. You don’t have to register, but it is recommended, as it helps staff if any of your relatives are looking for you. Registration information is confidential.

**Smoking and alcohol**

Smoking and the consumption of alcohol is not permitted in the CS.

**Personal belongings and children**

We cannot assume responsibility for your belongings. Please keep valuable items with you.  Parents are responsible for keeping track of and controlling their children. Please don’t leave them unattended.

**Medical and injuries**

If you have a medical condition that needs special consideration, i.e., heart condition, recent surgery, or pregnancy, please tell the staff. All medical information will be written on your registration card and is confidential.

**Pets**

We understand pets are part of your family. Unfortunately our shelter may not be suitable for them. Tell us about your pets and we can help locate a temporary home for them where they will be well looked after. Registered Guide/Hearing Dogs are allowed within the CS.

**Bulletin boards**

Updates and bulletins will be put on a notice board for your information.

**Volunteering and help**

Evacuees are encouraged to help in the CS. Speak to the staff if you can help.

**Telephones**

We encourage you to tell a family member or friend where you are and ask them to tell others that may be worried about you. Please be considerate when using a mobile phone by speaking quietly.

**Community Shelter(s) coordinator**

Please listen to the coordinator and staff. They are the officials in the CS.

**Problems and complaints**

Please direct all comments about the CS operation to the coordinator.

**News/media**

News/media often visit the CS during an emergency. They may request interviews or photographs; however, they must ask your permission first. It is your right to refuse. Please report any problems or questions about the media to the coordinator.

**Special needs/requirements**

If you have any special needs, i.e. diet, health etc., please let the staff know.

### Communications, warning and informing

|  |  |  |  |
| --- | --- | --- | --- |
| Method | Location (if applicable) | Contact/Responsibility | Considerations |
| Facebook | What’s on Bovey Tracey  Bovey Tracey Town Council | Town Clerk | Quickest method of communicating to community, but not all have access to Facebook |
| Notices | Main noticeboard outside Riverside Community Centre and satellite boards (Eg Town Centre and Mill Marsh Park) | Town Clerk | Lead-time in printing. People might not be leaving their home |
| House to House leafleting | Distribute leaflets to all residents in affected areas | Town Clerk | Lead-time in printing and securing resources for distributing |
| Radio | Local Radio Stations:  BBC Radio Devon | Town Clerk | Telephone Number is 0808 100 1034 |

### Vulnerable people and essential buildings

**The following organisations hold list of vulnerable people:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name / Organisation** | **Telephone number** | **Address** | **Additional information** |
| Bovey Tracey Primary School | 01626 833257 | Bovey Tracey Primary School  Abbey Road  Bovey Tracey  TQ13 9HZ | School has a roll of ?? children ages from ? to ? |
| St Catherines Primary School | 01626 832665 | St Catherines C of E Primary School  Musket Road  Heathfield  TQ12 6SB | School has a roll of ?? children ages from ? to ? |
| Little Ones Childcare | 01626 833255 | Abbey Road  Bovey Tracey  TQ13 9HZ | Nursery has a roll of ?? children ages ? to ? |
| Busy Bees Preschool | 07909 576422 | Methodist Church Hall  Le Molay-Littry Way  Bovey Tracey  TQ13 9AD | Pre school has a roll of ?? children ages ? to ? |
| Little Squirrels Pre school | 07467 140866 or 07734 303556 | Little Squirrels Pre School  TQ13 9BY | Pre school has a roll of ?? children ages ? to ? |
| Tracey House Retirement Home | 01626 833281 | Tracey House Retirement Home  Haytor Road  Bovey Tracey  TQ13 9LE | Retirement Home for ?? elderly residents. |
| Mulberry House Residential Home | 01626 833246 | Mulberry House Residential Home  Brimley Lane  Bovey Tracey  TQ13 9JS | Residential home for ?? elderly residents. |

### Community Emergency Response Team

### (not for general distribution)

**Community Response Team**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Tel** | **Mobile** | **Address** |
| Coordinator | Mark Wells | 01626 834217 | 07772 844445 | 56 Churchfields Drive  Bovey Tracey  TQ13 9QU |
| Deputy Coordinator | Amy Christie | 07850 071461 | 07850 071461 | Willow House  Haytor Road  Bovey Tracey  TQ139AX |
| CERT member | Roger Rance/  Peter Stanyon | 07875 332106/ 07977 117203 | 07875 332106/ 07977 117203 | Chudleigh/Bovey Tracey |
| CERT member | Town Councillor  Cllr Sheila Brooke | 07896 581811 | 07896 581811 | Brooke House  Avenue Road  Bovey Tracey  TQ13 9BQ |
| CERT member | Town Councillor  Cllr Eoghan Kelly | 07843 376451 | 07843 376451 | The Bell Inn  Town Hall Place  Bovey Tracey  Devon |
| CERT member | Martyn Evans | 07778 288390 | 07778 288390 | 4 Warwick Mill  Pottery Road  Bovey Tracey  TQ13 9JJ |
| CERT member | Alan Taylor | 07904 157072 | 07904 157072 | 76 Churchfields Drive  Bovey Tracey  TQ13 9QZ |

### Plan Distribution

|  |  |  |
| --- | --- | --- |
| **Organisation** | **Contact details** | **Number issued** |
|  |  | 1 |
|  |  | 2 |
|  |  | 3 |
|  |  | 4 |
|  |  | 5 |
|  |  |  |

**Restricted**

|  |  |  |
| --- | --- | --- |
| **Organisation** | **Contact details** | **Number issued** |
|  |  | R1 |
|  |  | R2 |
|  |  |  |

### Glossary

**Acronym/Term Definition**

Bronze Command Operational Command

CEP Community Emergency Plan

CERT Community Emergency Response Team

CS Community Shelter

DCC Devon County Council

EA Environment Agency

CS Evacuation Assembly Point

EBC Evacuation Briefing Centre

EP Emergency Plan

Evac Evacuation

FAZ Flood Action Zone

FCP Forward Command Post

Gold Command Strategic Command

GR Grid Reference

HLS Helicopter Landing Site

ICP Incident Control Point

LHA Local Health Authority

TDC Teignbridge District Council

NHS National Health Service

SAR Search and Rescue

SDP Sandbag Distribution Point

SDP Controller Manages the filling and distribution of sandbags

Silver Command Tactical Command