

Dittisham

PARISH COUNCIL

EMERGENCY PLAN

**Covering the Village of
Dittisham & the Hamlets of
Capton, Coombe & Bosomzeal**

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Edition

Agreed at DPC October 2024

Introduction

This plan is designed to address situations in the parish where residents find themselves in a situation that is beyond their control and which could result in personal injury.

Examples include: -

- Fire
- Sudden illness or injury
- Power outages (e.g. due to storms, snowfall, terrorism etc)
- Flooding
- Wind damage
- Blocked roads (e.g. due to heavy snowfall, traffic accident, landslide etc.)
- Mains water failure or contamination
- Disease/pandemic
- Radiation

Where there is an imminent threat to life (e.g. fire, illness, flood) a 999 call should always be the first priority. Where emergency vehicle access or response time is likely to be a problem the Parish Emergency Team have a plan to assist and can be contacted on 01803 501121 **after** the 999 call has been made. Please be aware that when your analogue (PSTN) landline is changed to digital (via broadband), you will not be able to make any calls from it if you lose your broadband connection. This is most likely to occur because of a mains electricity power outage and, unless you have a battery backup for your router, the only method of communication will be via mobile (or satellite) phone.

Your location will be more precisely described and understood by the emergency services (down to a three-metre square) if you know your “what3words” address (download the what3words app onto your phone and go to their website for a tutorial if needed); this is particularly important if your postal address is difficult to find. As the app knows your actual personal location at any time it could also be very useful to identify the exact location of anyone calling for help from a remote place e.g. working in a field or on a walk.

In any situation where multiple agencies need to be made aware of an ongoing emergency – not necessarily involving a threat to life – then it is the police who should be informed. They have lines of communication with the other emergency services and would take on a co-ordination role if necessary.

No one should place themselves in danger or ask others to undertake any act that would place them in jeopardy. The Emergency Services, even in the most difficult situation, are best placed and trained to deal with life threatening situations.

This document describes the way in which the Parish Council can make “best endeavours” to either support the emergency services in a communication role or, if appropriate and necessary, call on local resources to assist. Once at the scene of the emergency the appropriate service will take control of the situation.

The Parish Emergency Team have a second document that supports them in terms of more detailed procedures, access codes and the contact details of people who have resources that could be called upon. For security and confidentiality reasons this is not in the public domain.

Emergency Procedure

Emergency Occurs

Emergency Services &
Parish Emergency Team
Informed

Emergency Team initiate
immediate action and If
necessary meet to assess,
discuss and formulate plan

Communication Hub
Established – Village Hall

Roles Allocated
EPT Team Leader
Record Keeper
Communications
Traffic Management

Resources allocated as
appropriate

Monitor situation and allocate
tasks as appropriate

Assessment of Situation

Communication through Comms Hub

Emergency Team

Dial 01803 501121

Team will normally comprise a smallish group of about four councillors supported by an administrator and the Parish Clerk. The four councillors will constitute the best blend between willingness, aptitude, geographical location and contacts.

The Team will meet annually to review the emergency procedures and documentation.

All the mobile phone numbers of the team, below, are linked to the single local emergency contact number above. In the event of this number being called all the team members' mobile phones will ring simultaneously until either one of them picks up or no one does in which case a "No Assist" message will be heard. It should be understood that the team operate on a "best endeavours" basis, and it is not guaranteed that help will always be available.

Richard Bond Red Rose Cottage, Manor St. 01803 722685 07813 171773
richardbond@dittishamparish.co.uk

Nik Green Laphorne Farm, Laphorne 01803 722394 07979 594854
nikgreen@dittishamparish.co.uk

Sune Nightingale Capton Spring, Capton 01803 712695 07799 757201
sune@beginbystarting.co.uk

Lara Lloyd Coombe Farm Studios, Dittisham 01803 722352 07866 677436
lara@coombefarmstudios.com

Situations Requiring Fast Response

Fire Emergency - dial 999

. - dial the Parish Emergency Team on 01803 501121 if you are concerned about access (eg beyond The Level car park or Lower Street).

The emergency service response time in this situation is likely to be at least 30 mins from time of 999 call. The size of regular fire appliances can prevent them from accessing properties beyond The Level car park or in Lower Street. In these situations, use can be made of that response delay time to clear access as far as possible, gain as much info as possible to brief emergency service on arrival and try to have a rough terrain vehicle on standby. These actions will be initiated by a member, or members, of the Emergency Team.

It is particularly important for properties in the restricted access areas of the village to maximise their fire prevention measures and to this end the Fire Service produce literature (<https://www.fireservice.co.uk/safety/>) and may be able to offer home advisory visits.

Medical Emergency - dial 999

If there is concern about access (as for fire above) or ambulance wait time and there is no support available from friends, neighbours or family, a member of the Parish Emergency Team should be contacted.

An emergency first aid response kit (grab bag) containing survival blankets etc is located in the Village Hall vestibule. There are defibrillators located outside the Red Lion, the Ferry Boat and the Ham toilet block.

Flash Flooding with danger to life - dial 999

- dial the Parish Emergency Team on 01803 501121 if you are concerned about the emergency services being able to get to you.

Prolonged heavy rain can cause flash flooding in some vulnerable locations e.g.

- Any properties close to the brook running past Capton Mill down to Dittisham Mill Creek
- Any properties close to the small stream that drains the catchment area above Little Coombe (Kingston) down to Dittisham Mill.
- Some properties in Lower Street when the highway drains opposite the village hall become blocked or overwhelmed.
- Some properties in Manor Street when the highway drains become blocked or overwhelmed.

Because serious flash flooding can in itself cause Emergency Service access problems due to highway flooding, landslides and storm debris, vulnerable properties need to have their own short-term amelioration and survival plans. In such a situation the Parish Emergency Team would do their best to establish if and where assistance was needed; this could be to call in help to clear access or to ensure that affected residents were coping.

The Environment Agency operate a 24 hr Floodline Information Service 0345 988 1188 where a trained operator can offer immediate advice on what to do before, during and after a flood.

Other Situations

Flooding no risk to life

In addition to the locations vulnerable to flash flooding, a limited number of properties in close proximity to the estuary are at well known risk from tidal flooding and need to have their own strategies in place. Risk to life is unlikely as there is adjacent access to higher ground and prolonged isolation is not an issue.

To report flooding of the highway and blocked drains contact Devon County Council's Highway Customer Service Centre on 0345 155 1004 or visit the [Flooding and Drainage pages](#).

<https://www.devon.gov.uk/roads-and-transport/maintaining-roads/managing-the-network/flooding-and-drainage/report-standing-water-flooding-or-blocked-drains/>

Office hours are Monday to Friday 8am – 8pm and Saturdays 9am – 1pm. For emergencies outside of these hours call 01392 383329.

To report flooding from sewers and water pipes contact South West Water on 0344 346 2020 (24 hours service).

For advice and enquiries about flood warnings contact the Environment Agency's Floodline on 0345 988 1188 (24 hours service).

For general queries about main river or flooding from the sea contact the Environment Agency on 03708 506 506 or 0345 988 1188 or visit www.gov.uk/environment-agency.

Blocked Roads resulting from storm damage or severe weather

The Emergency Team would meet as per the Emergency Procedure on page 3.

Prolonged and unexpected power, water or communication outages

The Emergency Team would meet as per the Emergency Procedure on page 3.

Disease/pandemic

The whole Parish Council would meet to take appropriate action.

Radiation

The risk of harm or any other impact from accidental release of radiation in our area is extremely small. The most significant yet still very small hazard to our environment are nearby nuclear power stations and the facilities and fuel storage associated with nuclear powered submarines and their decommissioning at Plymouth Docks. The nearest Nuclear Power Station is Hinkley Point B near Bridgewater and that is over 90 miles northeast of us and well beyond the outline emergency planning zone of 30km radius. Comprehensive plans exist for up to 5km from Plymouth docks and the Plymouth Sound anchorages and we are well outside that, 30 miles West. There are emergency plans for each maintained by Somerset County Council and Plymouth City Council respectively.

In the very remote event of a radiation incident leading to potentially harmful airborne radioactivity the advice is always:

1. Go indoors.
2. Shut windows, doors and switch off air-conditioning or boilers that suck in air from outside.
3. Tune in to local radio/tv/social media.

As with all other emergency situations the Emergency Team would try to ensure that vulnerable, immobile or isolated members of our community are contacted and reassured and that basic needs (shelter, food, drink, warmth) are met.

Parishioners should not evacuate, unless instructed, to avoid contamination and obstruction of local roads to emergency vehicles. Sealed foods and drinks obtained prior to the incident will not be contaminated and therefore safe to consume. Local authorities will distribute stable iodine tablets if required and instruct on any precautions required in the longer term (consumption of locally grown food, decontamination, risk in the general environment etc.).

Useful Contacts

Fire, Ambulance & Police	Emergency	999
	Non-emergency	111
Dittisham Parish Emergency Team		01802 501121
South Hams District Council	Office hours	01803 861234
	Out of hours	01803 861539
Environment Agency	Incident hotline	0800 807060
	Flood line	08459881188
Devon Highways	Customer services	0345 155 1004
	Out of hours	01392 383329
National Grid (formally Western Power)	Fault & emergency	0800 6783 105 or call 105
South West Water	Emergency	0344 346 2020
Totnes Hospital	Minor Injuries Unit	01803 862622
Torbay Hospital	A & E	01803 614567
A & E Waiting times	All local hospitals	www.NHSquicker.co.uk
Dartmouth Medical Practice		01803 832212
Dartmouth Caring		01803 835384
RSPCA	Animal cruelty or distress	0300 123999
Red Lion	Pub, restaurant & shop	01803 722235
Ferry Boat	Pub & food	01803 722368