



West Hill Parish Council

**West Hill Community Emergency Plan**



First ADOPTED WHPC Meeting 7<sup>th</sup> April 2026 Min 26/082





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## 1.1 Introduction

West Hill Parish Council, assisted by community members, has developed this plan to provide resilience for the community in the pre-event phase and early stages of an emergency affecting the village.

A West Hill Community Response Team (CRT) has been formed to assist in the activation of this plan and to assist the Emergency Services wherever possible, prior to, during and after an emergency event.

The aim of this plan is to increase resilience within the local community through developing a robust, co-ordinated plan that complements the plans of responding agencies.

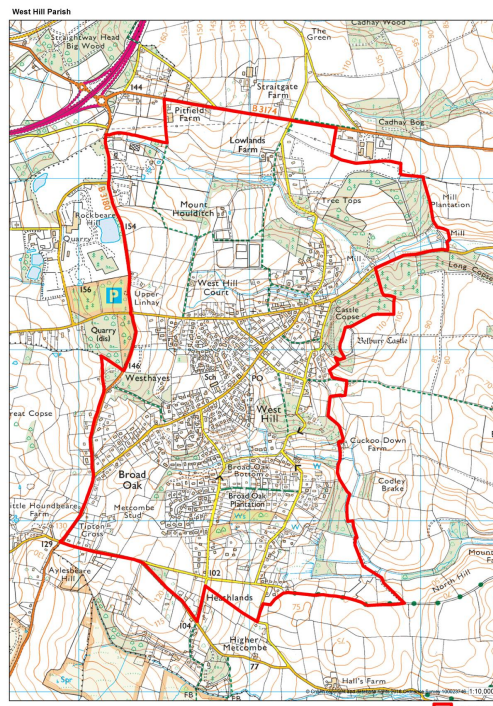
Most emergencies will be managed by the professional “blue lamp” Emergency Services who are trained and equipped for such eventualities. There may however be some occasions when the emergency is such that the Emergency Services are very thinly stretched or are physically unable to respond immediately. In such circumstances the community must rely on “self help” until the Emergency Services can respond fully and this Emergency Plan is intended to provide such self help.

The objectives of this plan are to:

- Identify the risks most likely to impact the community.
- Identify relevant steps to mitigate and respond to emergency situations, including alerting the community and advising self-help measures.
- Identify vulnerable people who may need special assistance during an emergency.
- Identify community resources available to assist during an emergency.
- Provide key contact details for the Community Response Team, Key Community Resources, the Emergency Services and Local Authorities.
- Provide information and assistance to the Emergency Services upon their arrival and as appropriate throughout the emergency event.

## 1.2 Background

This Emergency Plan covers the area of the Parish of West Hill shown in Fig 1.



*Fig 1.*

Based on recent census data (2021) the village of West Hill has:-

- 932 Households with 70 further dwellings approved for development as at Jan 2026.
- A population of approximately 2345.
- Approximately 110 residents who are dependent on assistance from external carers. Accurate numbers and details are not available due to GDPR.

The age profile of the residents of West Hill is probably older than the average across Devon.

The village has a primary school with around 203 pupils some of whom are from outside the village and a pre-school group.

There are very few employment opportunities in the village so people who are employed either work from home or commute to work elsewhere.

Much of the village is well spread out and is heavily wooded with large mature trees.

All of these factors have an impact on the response to an emergency event.

### **1.3 Community Response Team**

A Community Response Team (CRT) has been established to coordinate the community's response to an incident. They are also responsible for keeping the plan up to date.

The team is led by a Co-ordinator whose role is to:-

- Carry out a risk assessment to determine the most significant risks to the community.
- Develop an Emergency Plan to support the Emergency Services or provide self help where required to manage an emergency.
- Ensure that the plan is regularly reviewed and updated.
- Develop appropriate training programmes and exercises to facilitate effective activation of the Emergency Plan.
- Report annually to the Community giving feedback if the plan has been activated and highlighting any changes to the CRT organisation.
- Act as a focal point for the community in the response to an emergency.
- Act as the main contact point for District and County Councils and the Emergency Services, to maintain effective two-way communication in an emergency.
- Communicate alerting messages to the community.
- Delegate specific roles to others on the CRT.
- Activate resources as required.

Tasks are delegated to team members as appropriate. The Co-ordinator must engage all team members in the planning and response processes.

All members of the Community Response Team should:

- Reside in the community to be available in an emergency.
- Have good local knowledge.
- Be able to provide support and assistance to vulnerable people during an emergency.
- Assist in maintaining communications within the community and with the Emergency Services and other responding agencies.



## 2.0 Risk Identification and Assessment

The Risk Assessment process is summarised in **Annex A**.

The key assessed risks for West Hill include but are not restricted to;-

Risks	Impact on Community	What can the Community Emergency Group do?
Flooding	Flooding of local streets Blocked access to The Royal British Legion or Village Hall Damage to property <b>Flood maps in Annex B show the locations at potential risk of flooding.</b>	<ol style="list-style-type: none"> <li>1. Identify what flood defences exist or are planned in the potential flood area.</li> <li>2. Encourage residents to improve home flood defences.</li> <li>3. In the event of a flood work with Village Responders to help with distribution of flood warnings and arranging any evacuation and refuge centre provision required.</li> <li>4. See <b>Annex E</b> for actions to take during and after a flood.</li> <li>5. <b>In the event of serious flooding the Emergency Services will manage the full response to the emergency.</b></li> </ol>
Fire	Fire risk to properties from burning trees and/or Fields	<ol style="list-style-type: none"> <li>1. Encourage residents to properly maintain the trees within their curtilage and land owners to maintain their land.</li> <li>2. Provision of notices on land with public access warning of fire risk.</li> <li>3. In the event of a major fire consider activation of West Hill Community Hub as a place of refuge.</li> <li>4. <b>In the event of a fire the Emergency Services will manage the full response to the emergency.</b></li> </ol>
Sustained Gas/Electricity Failure	Affects residential properties and public and commercial services	<ol style="list-style-type: none"> <li>1. Community Response Team to meet to identify affected areas.</li> <li>2. Consider checking on known vulnerable persons.</li> <li>3. Consider activation of West Hill Community Hub as a place of refuge.</li> <li>4. Liaise with Utility Companies to ensure that residents are kept informed of progress towards resumption of normal service.</li> </ol>
Sustained Water Failure or Contamination	Affects residential properties and public and commercial services	<ol style="list-style-type: none"> <li>1. Community Response Team to meet to identify affected areas.</li> <li>2. Liaise with Water Company to ensure that residents are kept informed of progress towards resumption of normal service.</li> <li>3. Consider checking welfare of known vulnerable persons.</li> <li>4. Consider activation of West Hill Community Hub.</li> <li>5. Plan assistance to distribute emergency water supplies.</li> </ol>

Heavy Snow	Blocked access to shops and amenities. Road closures.	<ol style="list-style-type: none"> <li>1. West Hill Community Response Team to meet and identify most seriously affected areas.</li> <li>2. Liaise with Devon County Council's Neighbourhood Highways Officer and Neighbourhood Police Team – report impassable footways and roads.</li> <li>3. Consider checking welfare of known vulnerable persons.</li> <li>4. Consider activation of Community Hub as a control centre and place of refuge.</li> </ol>
Widespread severe weather/high winds	<p>Damage to properties.</p> <p>Road closures due to fallen trees restricting access in/out and around the village.</p> <p>Power and telephone lines pulled down by fallen trees. Mobile telephone service disrupted.</p> <p>Emergency Services stretched due to widespread impact and unable to respond immediately.</p>	<ol style="list-style-type: none"> <li>1. Community Response Team to meet and obtain situation reports from all Responders.</li> <li>2. Attempt to establish communication with Emergency Services.</li> <li>3. Activate the Village Hub as a control centre and place of refuge.</li> <li>4. Responders to check on vulnerable people and make arrangements for care or transport to the Village Hub as a place of refuge if necessary.</li> <li>5. Set up emergency information notice boards to keep residents informed.</li> <li>6. If possible and if safe to do so, arrange with Community Resources to start clearing road access.</li> <li>7. Be prepared to maintain emergency operations until the Emergency Services can establish a full response.</li> </ol>
Aeroplane crash affecting village facilities or access roads.	Damage to properties Injuries Road closures	<ol style="list-style-type: none"> <li><b>1. In the event of an aircraft crash the emergency response will be managed by the Emergency Services.</b></li> <li>2. The Community Response Team may activate the Village Hub as a temporary place of refuge if requested to do so by the Emergency Services.</li> </ol>

The Worst Case scenario upon which this Emergency Plan is based is that of a widespread severe weather event which brings down multiple trees preventing or restricting access in/out and around the village. This could also damage power and telephone wires thus creating a widespread power failure and disruption of telephone and internet communication and disruption of mobile telephone communications. For the purposes of worst case planning it is assumed that external carers will be unable to get into the village to support their vulnerable clients and the Emergency Services will be very stretched and unable to respond fully for some time. For planning purposes it is assumed that the village should rely on self help for up to 3 days. The “self help” includes the provision of a place of refuge where vulnerable residents may be given temporary shelter, warmth and hot drinks until the Emergency Services can take over.

A leaflet as shown in Annexe H has been circulated to all properties in the village recommending householders to make basic precautionary preparations for such an emergency.

### 3. Community Response Team – Village Responders

#### 3.1 Overview

A number of residents of West Hill have volunteered to assist in the management of an emergency. This group is known as the Village Responders.

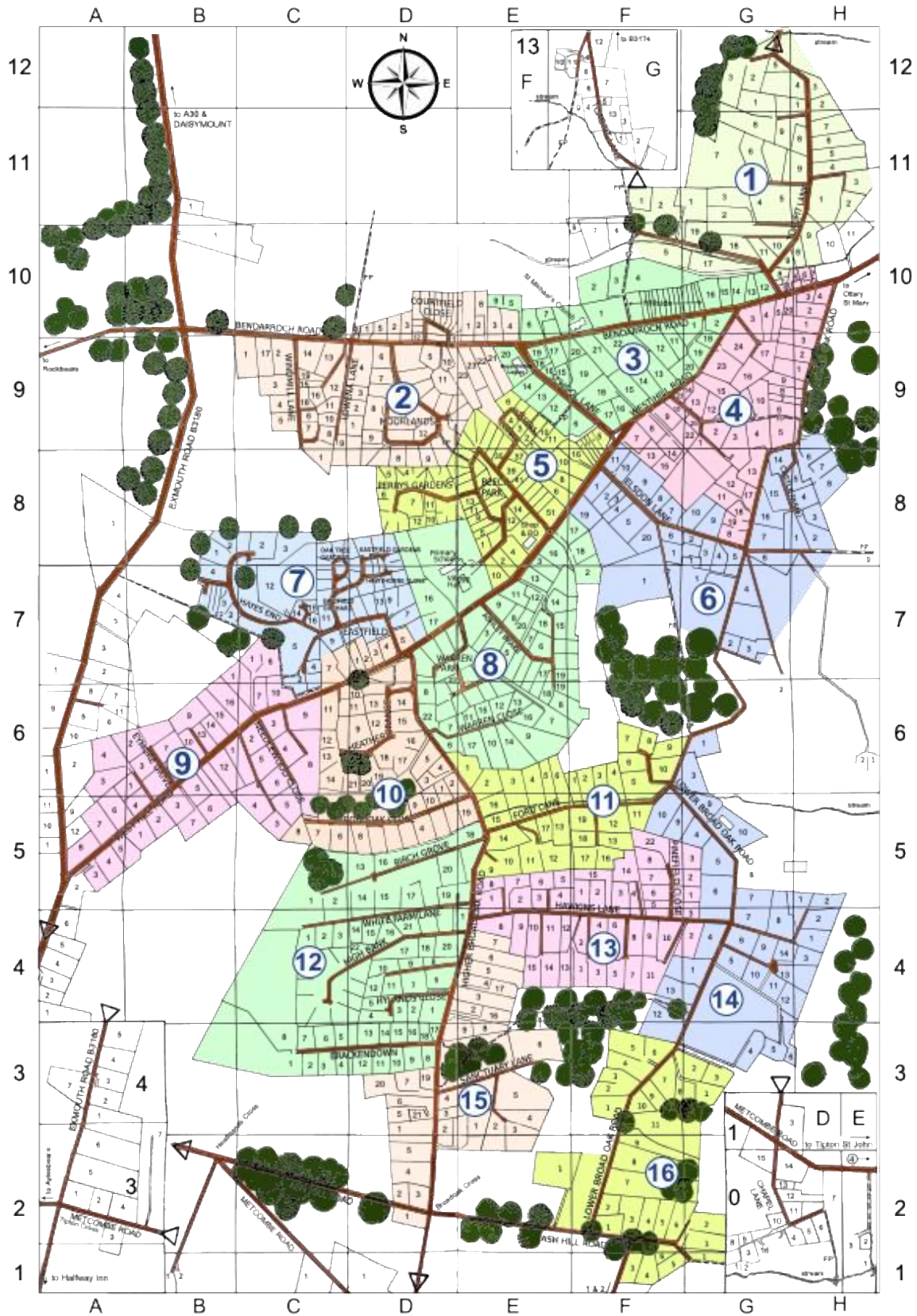
As a part of the Emergency Plan volunteer Village Responders (VR) are each allocated an area in West Hill in order to identify and meet with vulnerable people (Clients) liable to need assistance in an Emergency. There are 16 such areas shown in Fig 2. The Village responders and their allocated areas are listed below. Individual property addresses on this map can be identified from the lists provided to all VRs.

In the event of an Emergency the VR will act as the link between identified Clients and any others needing assistance and the Community Hub (CH).

#### 3.2 Village Responder Areas

Village Responder	Contact e-mail and Telephone	Area No
TBA		1
TBA		2
TBA		3
TBA		4
TBA		5
TBA		6
TBA		7
TBA		8
TBA		9
TBA		10
TBA		11
TBA		12
TBA		13
TBA		14
TBA		15
TBA		16

**Village Responder Areas**



*Fig 2*

### **3.3 The Role of a Village Responder**

#### ***i) Pre Emergency***

1. Familiarise themselves with their area of the village and, where possible, identify any potential vulnerable Clients.
2. Maintain appropriate contact with identified Clients as well as taking note of departures and new arrivals in the area.
3. Keep the Emergency Planning Team informed of the status of the Clients in the area.
4. Be prepared to brief Clients and others on the self-help advice contained in the Parish Emergency Plan leaflet.
5. Take part in training and exercises of emergency procedures.
6. Assemble the necessary personal equipment/clothing to include: Hi Viz tabard, hard hat, torch and radio. (all supplied).

#### ***ii) In the Event of an Emergency***

1. Establish communication with the Hub and report local situation.
2. Check on known Clients offering assistance if required.
3. Call at houses in their area to determine if other people may need assistance.
4. Assist in establishing contact between the Clients needing assistance and the Hub.
5. Respond to requests for information or assistance from the Hub.
6. Facilitate/coordinate transport of Clients to the Hub as required.
7. If/when advised act as point of contact between the Emergency Services and Clients.
8. Provide information updates to their allocated area as required.
9. Undertake any further assistance or tasks as appropriate.
10. Household pets are solely the responsibility of their owners although a VR may be able to offer limited support and arrange for a friend or neighbour to take care of a pet if the owner has to relocate to the Village Hub.

### **3.4 Communication with Village Responders**

Given that the worst case planning scenario assumes that all telephone and mobile communication is temporarily unavailable, communication between the Control Desk in the Village Hub and the Village Responders will be by means of hand held radios. The radios have been tested for coverage around the village and are suitable and powerful enough for the purposes intended.

The radios are held by the Emergency Co-ordinator who will keep them fully charged and they will be tested regularly. In the event of the Emergency Plan being activated the Co-ordinator will arrange for the radios to be distributed to the VRs.

Guidance on correct radio procedures and providing a situation report (SITREP) is provided in Annexe E

### **3.5 Training**

All Village Responders receive training in;-

- The West Hill Emergency Plan
- The role of the Village Responder
- The operation of the Village Hub
- The operation of the radio and correct radio procedures.
- Personal Risk assessment and safety procedures

Desk-top and larger scale exercises are carried out periodically to test the effectiveness of the plan and maintain the Response Team's familiarity with the plan.

The VRs all have an A5 sized handbook containing essential and useful information and contacts.

Whilst the Responders are primarily concerned with those vulnerable residents who are dependent on carers, another potentially vulnerable group is school children. Around 30% of the children attending the school come from outside the village and an unknown proportion who live in the village may have parents who work outside the village. In the event of the worst case scenario it is possible that some children may not be able to get home and some parents may not be able to get to the school to collect their children.

The School's Emergency Plan caters for this eventuality and the school staff who are DBS cleared are in the best position to look after those children initially. The Community Response Team however may be able to provide assistance and it is important that the Village Hub Control Desk is aware of the situation in the School.

The School will be provided with a radio to establish contact with the Control Desk and keep the Response Team appraised. The School may wish to adopt one or more response

## **4. Village Hub**

### **4.1 Overview**

The Village Hub in an emergency fulfils two roles:-

- A centre for communication and control of the emergency response.
- A place of refuge providing temporary shelter, warmth and warm drinks for people who need such support.

If people need to leave their homes, the District Council and/or County Council or Unitary Authority will normally open a rest centre. In the event that the relevant local authorities are not able to provide immediate assistance the Village Hub will provide a facility for the public to use as a short-term refuge until local authorities can assist.

The designated Village Hub in an emergency is the Royal British Legion Clubhouse. The facility has :-

- Adequate space.
- Seating and tables.
- Car parking.
- Kitchen facilities.
- Solar panels and battery power supply.

As a backup facility if more space is required the Village Hall may be available but it currently does not have any emergency power supplies.

The locations of the RBL and Village Hall are shown on the map in Fig 3.

### **4.2 Command and Control**

In the absence of the Emergency Services and until such time as the Emergency Services can respond fully, the Command and Control structure for the management of the emergency response is headed by the Co-ordinator (see section 1.3) supported by a Control Desk headed up by the Deputy Co-ordinator. The Co-ordinator and the Control Desk will be located in the Village Hub which will become the Incident Control Point (ICP).

In the event of an emergency the Village Hub will be activated and the Co-ordinator will:-

- Accept overall responsibility for implementation of the Emergency Plan
- Act as a focal point for the community in the response to an emergency.
- Act as the main contact point for District and County Councils and the Emergency Services, to establish and maintain effective two-way communication in an emergency.
- Communicate important messages to the community.
- Delegate specific tasks to others on the CRT and allocate tasks within the Village Hub.
- Activate resources as required.

The Control Desk headed by the Deputy Co-ordinator will:-

- Record all events in a log book.
- Act as centre for receipt and sending of all communications with VRs, other Community Resources and other agencies where contact can be made.
- Organise transport for collection/delivery of Clients to the Village Hub.
- Delegate other tasks for volunteers/drivers where it is safe to do so.

- Liaise with the Emergency Services when possible.
- Manage Technical Support for power and communications and IT

### 4.3 Place of Refuge

In case it is necessary to provide facilities such as warmth and facilities for hot drinks for vulnerable people or others in need, the Village Hub has facilities to meet such needs. When vulnerable people are without heat, power or telephone it may be advisable for them to relocate temporarily to the Village Hub where they will have access to basic necessities. The Village Responder will discuss this with the identified vulnerable people in their area and if required arrange for them to be transported to the Hub.

It is not practical to consider provision of hot food other than soup although some cold food may be possible. The village convenience store is nearby and essential items may be available from this source in the short term subject to the particular circumstances of the emergency.

The management of the refuge activity will be carried out by a Site Manager who will co-ordinate :-

- Arrangements for support for vulnerable Clients.
- Provision of Hot drinks/ refreshments (as available).
- Support /assist the Control Desk as required.

Other volunteers such as drivers with 4x4 vehicles may be available to assist at the Village Hub and provide transportation services as required.

The Emergency Team has provided First Aid Training for a number of volunteers who have undertaken to make themselves available to assist at the Village Hub if required.

If required emergency defibrillators are available at:-

- The RBL Clubhouse (Village Hub)
- The Village Hall
- 11 Eastfield

When people are relocated to the Village Hub Refuge they are to be provided with an Information Sheet shown in Annexe E

### 4.4 Activation of the Hub as a Place of Refuge

The Refuge will be activated if the Emergency Team Co-ordinator decides that due to the particular incident factors, it is necessary to provide this facility in advance of the arrival of the Emergency Services.

### Staffing the Refuge

There will be a requirement for volunteers to staff and run the Refuge. The ideal requirement is shown below but there will need to be flexibility based on the circumstances and the availability of volunteers.

	Post	Responsibilities
1	Village Hub Site Manager	<ul style="list-style-type: none"> <li>• Located at designated Refuge</li> <li>• Manage Refuge activities</li> <li>• Provide feedback to Control Desk</li> </ul>
2	Receptionist 1	<ul style="list-style-type: none"> <li>• Staff Reception Desk</li> <li>• Maintain Register of those entering</li> </ul>
4	Volunteer First Aiders	<ul style="list-style-type: none"> <li>• Provide basic First Aid as required</li> </ul>

Emergency Plan

5	Volunteer Cook	<ul style="list-style-type: none"><li>• Provide hot drinks/refreshments as required</li></ul>
6	Volunteers /Evacuation Assistants	<ul style="list-style-type: none"><li>• Assist Evacuees as required</li><li>• Issue blankets etc</li></ul>

**Village Hub Location**



Fig 3

## 5. Activation of the Emergency Plan

### 5.1 Triggers

The triggers or signs that will alert us to an emergency and help us decide when to activate our emergency plan are listed below.

- Met Office National Severe Weather Warning Service email alerts for South West England (by email)
- Environment Agency Flood Alerts for Mid Devon Rivers (by phone, text and email)
- Environment Agency Flood Warning for the Brook at West Hill (by phone, text and email)
- Devon & Cornwall Police Community Messaging system (by phone, text and email)
- Local observations (e.g. severe weather impacts, road closures, etc), reported via members of the community or the media

### 5.2 Notification

The Co-ordinator is registered to receive the triggers listed above (Section 5.1) and is responsible for monitoring them. The Co-ordinator will decide whether to activate the Emergency Plan. If it is decided to activate the plan the Co-ordinator will pass on notification of an emergency to the Community Response Team, using a Telephone Tree notification system, which can be found in **Annex C**.

### 5.3 Activation

Action	Details	Complete
<b>1</b>	Where an emergency is possible or anticipated the Co-ordinator will monitor the situation and alert members of the CRT and community as appropriate. Be prepared to respond urgently. Distribute radios to the Village Responder team in case they are required.	
<b>2</b>	If an emergency then occurs, Dial 999 and ensure the emergency services are aware of the emergency and follow any advice given.	
<b>3</b>	Contact and inform the District Council (EDDC).	
<b>4</b>	Begin recording details on the Log Sheet 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. (Including contact numbers)</li> <li>• Any information received.</li> </ul>	
<b>5</b>	Establish contact with other members of the Community Response Team and members of the community that need to be alerted by the agreed method. Request SITREPS from Village Responders	
<b>6</b>	As required set up the Village Hub Control Desk and Refuge	
<b>7</b>	When the emergency services attend, the co-coordinator should make him/herself and the Emergency Plan available.	

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

A template copy of this activation procedure and a logging sheet can be found in **Annex D**.

If the Co-ordinator decides to activate the Village Hub this becomes the Incident Control Point (ICP) until the Emergency Services can take over management of the emergency response. Until the Emergency Services can respond the “self help” response will be managed from this location.

Upon arrival of the Emergency Services, who may locate at a different ICP, the Co-ordinator should make him/herself known to the Emergency Services and provide them with a copy of the Emergency Plan, the log sheets, a SITREP and any other relevant information and be available to provide local knowledge.

## **6. Community Communications**

### **6.1 Overview**

In any emergency good communication with all parties is very important but inevitably may also be very difficult. One of the key roles of the Co-ordinator and the Control Desk in the Village Hub is to collate as much information as possible about the state of the emergency and the response and cascade this through the Village Responders to the residents in the village and to the Emergency Services if communications systems allow this.

In the event that the emergency means that telephone and internet communications are not available the village has public Notice Boards at the Village Hall, the Morrisons Shop, The RBL and the Bendarroch Road Bus Stop. Temporary “A Frame” notice boards will be available for each of the Responder areas and these can be used to cascade information as much as possible.

### **6.2 Village Hub**

In the Village Hub the Co-ordinator and the Control Desk will:-

- Attempt to establish and maintain two way contact with the Emergency Services until they can arrive on site.
- Monitor national and local radio stations for news updates.
- Collate Situation Reports (SITREPs) from Village Responders.
- Update Responders with latest information.
- Prepare updates for village notice boards and temporary notice boards in local areas.

### **6.3 Village Responders**

The Village Responders will:-

- Provide SITREPs as requested by the Village Hub.
- Post news updates on the village notice boards and temporary notice boards as updates become available.



## **8. West Hill Primary School**

### **8.1 Background**

Whilst the Responders are primarily concerned with those vulnerable residents who are dependent on carers, another potentially vulnerable group is school children. Around 30% of the children attending the School come from outside the village and an unknown proportion who live in the village may have parents who work outside the village. In the event of the worst case scenario it is possible that some children may not be able to get home and some parents may not be able to get to the school to collect their children.

### **8.2 Response**

In the event of a very severe weather warning it is probable that the school will be closed before the adverse weather arrives.

The School's Emergency Plan caters for the eventuality of children not being collected from the school and the school staff who are DBS cleared are in the best position to look after those children initially. The Community Response Team however may be able to provide assistance and it is important that the Village Hub Control Desk is aware of the situation in the School.

The School will be provided with a radio to establish contact with the Control Desk and keep the Response Team apprised. The School may wish to adopt one or more response strategies such as:-

- Look after the children in the School until the Emergency Services arrive.
- Move the children to the Refuge in the Village Hub.
- Arrange for some children to be temporarily homed with friends in the village (subject to parental approval).

This will be for the School to determine and the Responders will provide assistance as requested and where possible.

## **9. Pandemic**

### **9.1 Background**

The response to a pandemic will depend on the severity of the illness and the restrictions that may be placed on the public. In the COVID pandemic WHPC introduced a Help Scheme to support those Parish residents who needed assistance during the lockdown period. Around 80 residents volunteered to provide assistance. The primary requests for assistance involved:-

- Prescription collection.
- Shopping.
- Transport to medical appointments.
- Signposting information about local services including shop opening and availability of goods.

In the event of a similar pandemic and lockdown the planned response will be in line with the successful Help Scheme.

### **9.2 Response**

1. The Parish Council (WHPC) will seek volunteers from all parts of the village to supplement the Community Response Team. The list of volunteers will be held by the Parish Clerk.
2. WHPC will issue a newsletter to all residents explaining what assistance can be provided and the telephone and e-mail contacts for the Council.
3. The Parish Clerk or nominated assistant will take all calls and assign tasks to an appropriate volunteer.
4. A small number of the volunteers will be registered with the local pharmacies to be authorised to collect prescriptions and deliver to the resident.
5. Regular newsletters will be issued to update residents as required.

## **10. Key Contacts**

A list of key contacts is shown in Annexe G.

## **11. Keeping The Plan Up To Date**

The Emergency Plan is a living document and is only truly effective if it kept up to date. Any changes to any of the information in the Plan must be issued as an amendment and the amended pages inserted into the document by the registered keeper. The Amendment Record at the start of the document should be updated accordingly.

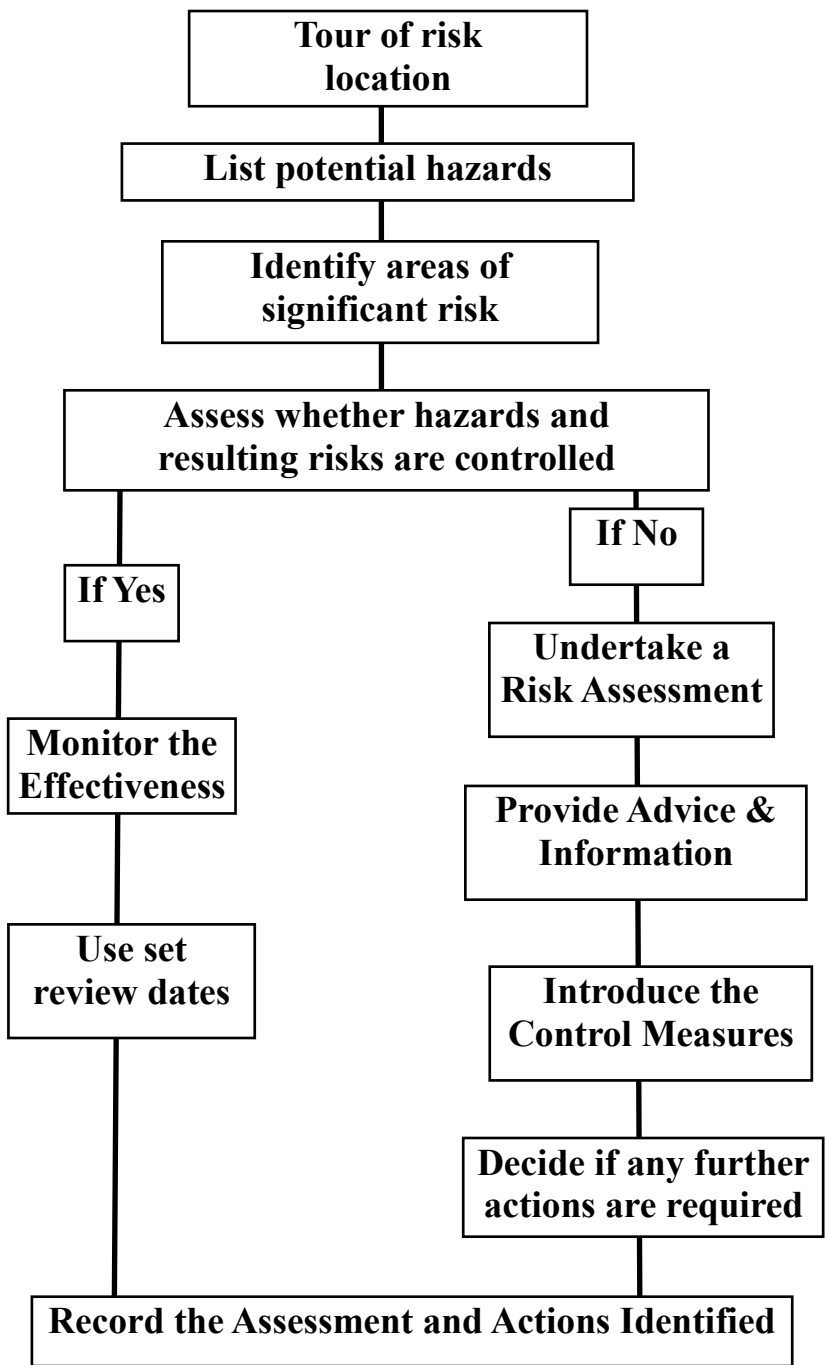
The document will also be reviewed by the Emergency Plan Working Group 6 monthly to make any further changes required.

The Emergency Response Team will have regular training to refresh their knowledge and each year we will undertake one table top exercise and one wider exercise to test and verify the effectiveness of the Plan.

**Annex A –Risk Assessment**

When assessing the potential risks to the community the likelihood and the impact of the event must both be considered. Many of the risks will be planned for at a National / Regional / County or District level. For the purposes of this Emergency Plan therefore the Risk Assessment focusses on how the community must respond in those circumstances when the Emergency Services are unable to respond immediately and the community has to rely on self help until the Emergency Services can respond fully.

**Process of Risk Assessment**



There is a five-stage management process in risk assessment:

**STAGE 1. Identifying Hazards.**

Walk around an area of the village and consider what could reasonably be anticipated to cause harm. Ignore the trivial and concentrate only on significant hazards. Consult with others who also use the area and ask what they think.

**STAGE 2. Identifying who might be harmed, and how.**

Identify which persons are at risk. Where appropriate, identify potentially high risk individuals in advance so that the risks to them can be minimised. Remember to consider all those who may be in the affected area of the village, including those who do not use it all the time, e.g. contractors, visitors.

**STAGE 3. Evaluating the risk.**

Check the existing arrangements, are the current precautions adequate or should more be done? If risk cannot be removed completely then consider how can the risk be controlled so that potential harm is minimised.

It is usually a combination of factors that gives rise to significant risks.

**STAGE 4. Establishing the level of risk.**

A level of risk (description) posed by a particular hazard can be given a rating of High, Medium or Low risk. Most common situations are likely to be classed as having a High or Medium risk. The level of risk index is a combination of the severity of the hazard and the likelihood of the hazard occurring and allows the Level of Risk description to be applied.

**LEVEL OF RISK** (Index) has two components

1. Severity of Hazard (A-C)
2. Likelihood (1-3)

The **Severity** of the hazard is categorized below:

Severity of the Hazard	Index
<b>CATASTROPHIC</b> or <b>CRITICAL</b> - can result in serious/major injuries or fatalities. Also includes serious damage or loss of personal property.	A
<b>MARGINAL</b> - can cause injury/illness requiring first aid, out-patient treatment, counselling, absence from work. This may well include 'serious or persistent verbal abuse'. Also includes some significant damage or loss of personal property.	B
<b>NEGLIGIBLE</b> - will not result in injury/illness but could lead to a feeling of being at risk or distressed. Some minor damage or loss of personal property.	C

The **Likelihood** is categorized below:

Likelihood of the Hazard	Index
<b>EXTREMELY LIKELY</b> - likely to occur immediately	1
<b>LIKELY</b> - likely to occur at sometime	2

<b>UNLIKELY</b> - unlikely to occur	3
-------------------------------------	---

Levels of risk (indices) are therefore described as A1/A2/A3 or B1/B2/B3 or C1/C2/C3.

The Level of Risk will indicate the likely Control Procedures and Review Frequency:

Level of Risk	Level of Risk (Index)	Control Action	Review Frequency (at least)
<b>High</b>	A1	Plan measures to respond immediately to the emergency event if there is any possibility of delayed intervention by the Emergency Services	Every 6 months
	B1/A2	Plan to reduce the level of risk where practical.  Use judgement to assess priorities.	
<b>Medium</b>	A3/B2/C1	Plan to reduce the level of risk even further if this is possible. Monitor standards and procedures regularly.	Annually
<b>Low</b>	B3/C2/C3	Monitor standards and procedures biennially to ensure that risk level does not increase.	2 Years

**STAGE 5. Recording your findings.**

A written record of all risk assessment is kept and this provides a working document for both the Parish Council and volunteers. A standard template form is used for recording all risk assessments.

**Examples of Potential Community Hazards that may affect West Hill:**

Risks	Impact on Community	What can the Community Emergency Group do?
Flooding	Flooding of local streets Blocked access to The Royal British Legion or Village Hall Damage to property <b>Flood maps in Annex B show the locations at potential risk of flooding.</b>	<ul style="list-style-type: none"> <li>Identify what flood defences exist or are planned in the potential flood area.</li> <li>Encourage residents to improve home flood defences.</li> <li>Work with Village Responders to help with distribution of flood warnings and any evacuation and rest centre provision required.</li> <li>See <b>Annex E</b> for actions to take during and after a flood.</li> <li><b>In the event of serious flooding the Emergency Services will manage the full response to the emergency.</b></li> </ul>
Fire	Fire risk to properties from burning trees and/or Fields	<ul style="list-style-type: none"> <li>Encourage residents to properly maintain the trees within their curtilage and land owners to maintain their land.</li> <li>Provision of notices on land with public access warning of fire risk.</li> <li>Consider activation of West Hill Community</li> </ul>

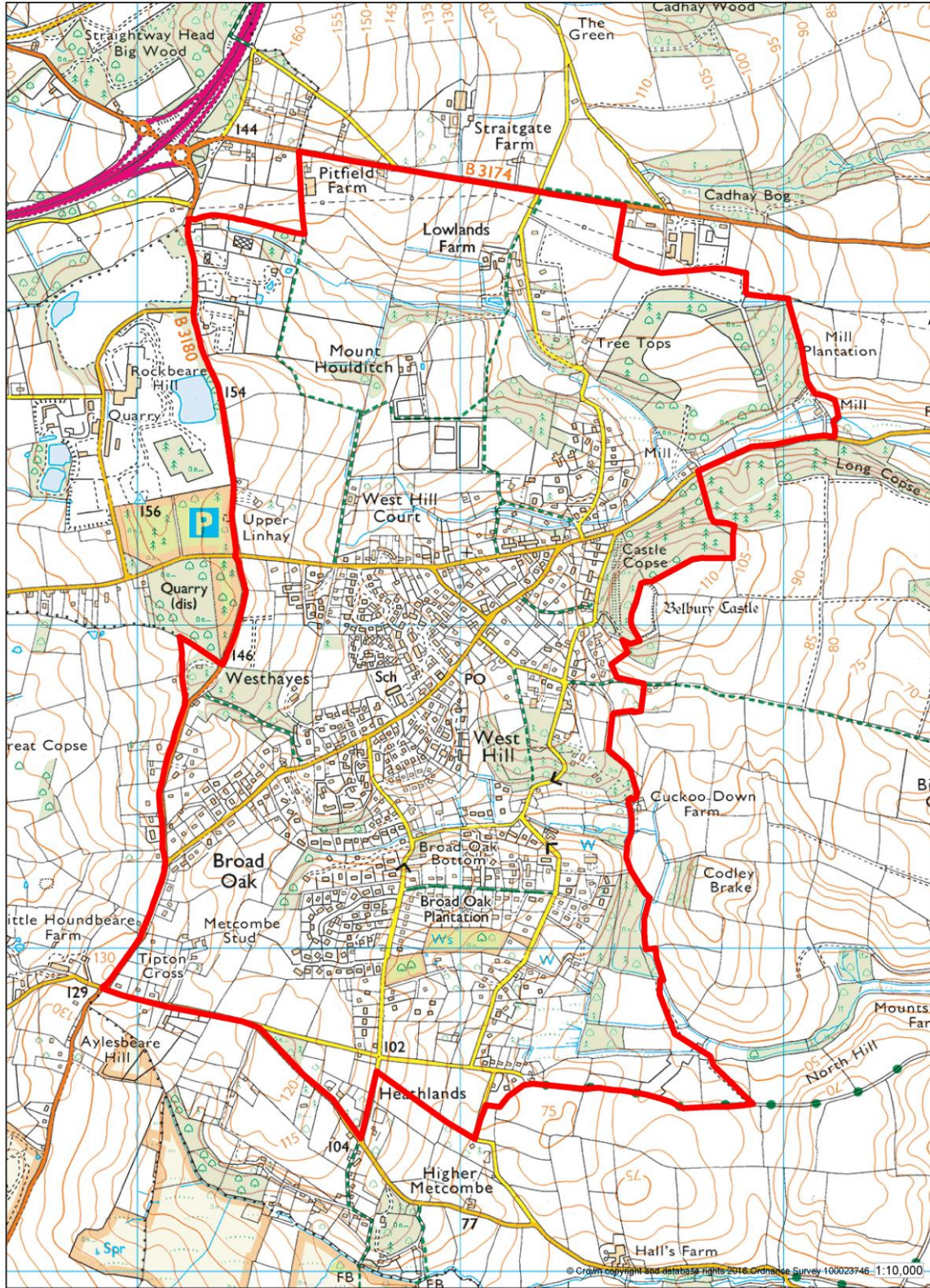
		<p>Hub as a place of refuge.</p> <ul style="list-style-type: none"> <li>• <b>In the event of a fire the Emergency Services will manage the full response to the emergency.</b></li> </ul>
Sustained Gas/Electricity Failure	Affects residential properties and public and commercial services	<ul style="list-style-type: none"> <li>• Community Response Team to meet to identify affected areas.</li> <li>• Consider checking on known vulnerable persons.</li> <li>• Consider activation of West Hill Community Hub as a place of refuge.</li> <li>• Liaise with Utility Companies to ensure that residents are kept informed of progress towards resumption of normal service.</li> </ul>
Sustained Water Failure or Contamination	Affects residential properties and public and commercial services	<ul style="list-style-type: none"> <li>• Community Response Team to meet to identify affected areas.</li> <li>• Liaise with Water Company to ensure that residents are kept informed of progress towards resumption of normal service.</li> <li>• Consider checking welfare of known vulnerable persons.</li> <li>• Consider activation of West Hill Community Hub.</li> <li>• Plan assistance to distribute emergency water supplies.</li> </ul>
Heavy Snow	Blocked access to shops and amenities. Road closures.	<ul style="list-style-type: none"> <li>• West Hill Community Response Team to meet and identify most seriously affected areas.</li> <li>• Liaise with Devon County Council's Neighbourhood Highways Officer and Neighbourhood Police Team – report impassable footways and roads.</li> <li>• Consider checking welfare of known vulnerable persons.</li> <li>• Consider activation of Community Hub as a control centre and place of refuge.</li> </ul>
Widespread severe weather/high winds	<p>Damage to properties.</p> <p>Road closures due to fallen trees restricting access in/out and around the village.</p> <p>Power and telephone lines pulled down by fallen trees. Mobile telephone service disrupted.</p> <p>Emergency Services stretched due to widespread impact and unable to respond immediately.</p>	<ul style="list-style-type: none"> <li>• Community Response Team to meet and obtain situation reports from all Responders.</li> <li>• Attempt to establish communication with Emergency Services.</li> <li>• Activate the Village Hub as a control centre and place of refuge.</li> <li>• Responders to check on vulnerable people and make arrangements for care or transport to the Village Hub as a place of refuge if necessary.</li> <li>• Set up emergency information notice boards to keep residents informed.</li> <li>• If possible and if safe to do so, arrange with Community Resources to start clearing road access.</li> <li>• Be prepared to maintain emergency operations until the Emergency Services can establish a full response.</li> </ul>

<p>Aeroplane crash affecting village facilities or access roads.</p>	<p>Damage to properties Injuries Road closures</p>	<ul style="list-style-type: none"><li>• <b>In the event of an aircraft crash the emergency response will be managed by the Emergency Services.</b></li><li>• The Community Response Team may activate the Village Hub as a temporary place of refuge if requested to do so by the Emergency Services.</li></ul>
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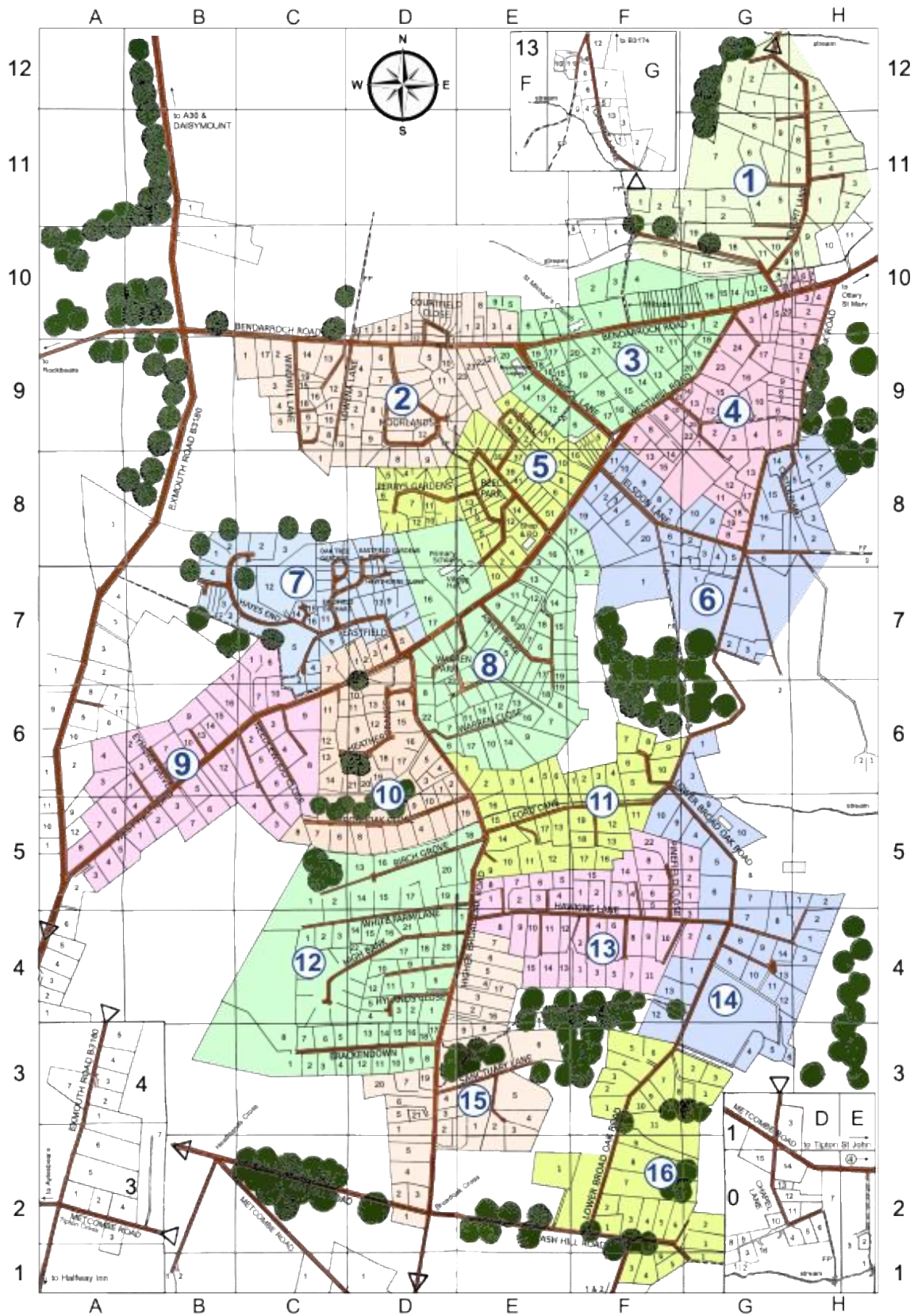
**Annex B – Maps of the community**

**B1 Map of West Hill to show the parish boundary**

West Hill Parish



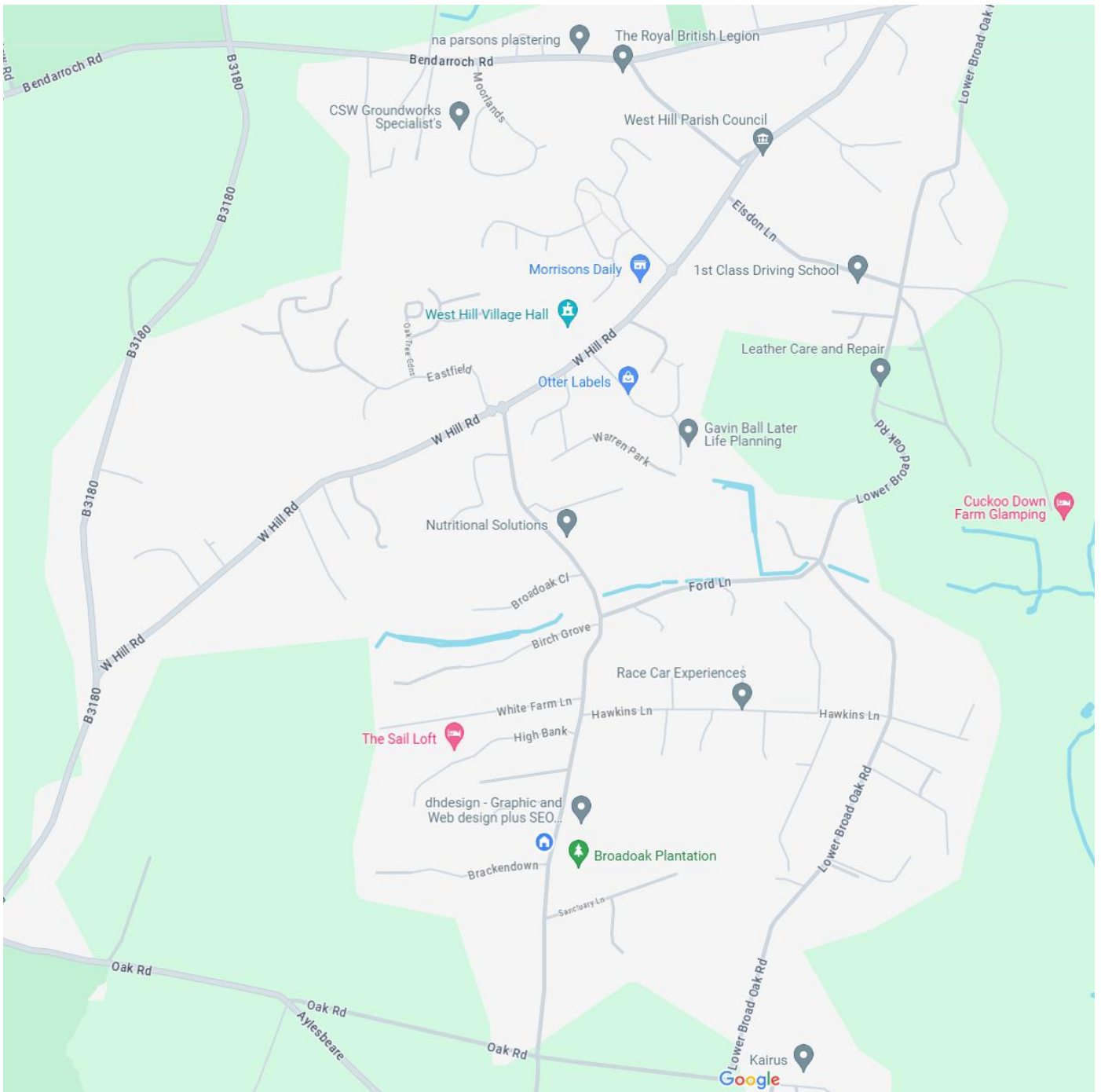
**B2 Village Responder Areas**



**B3 Map showing the Key Reference Points in case of Emergency**

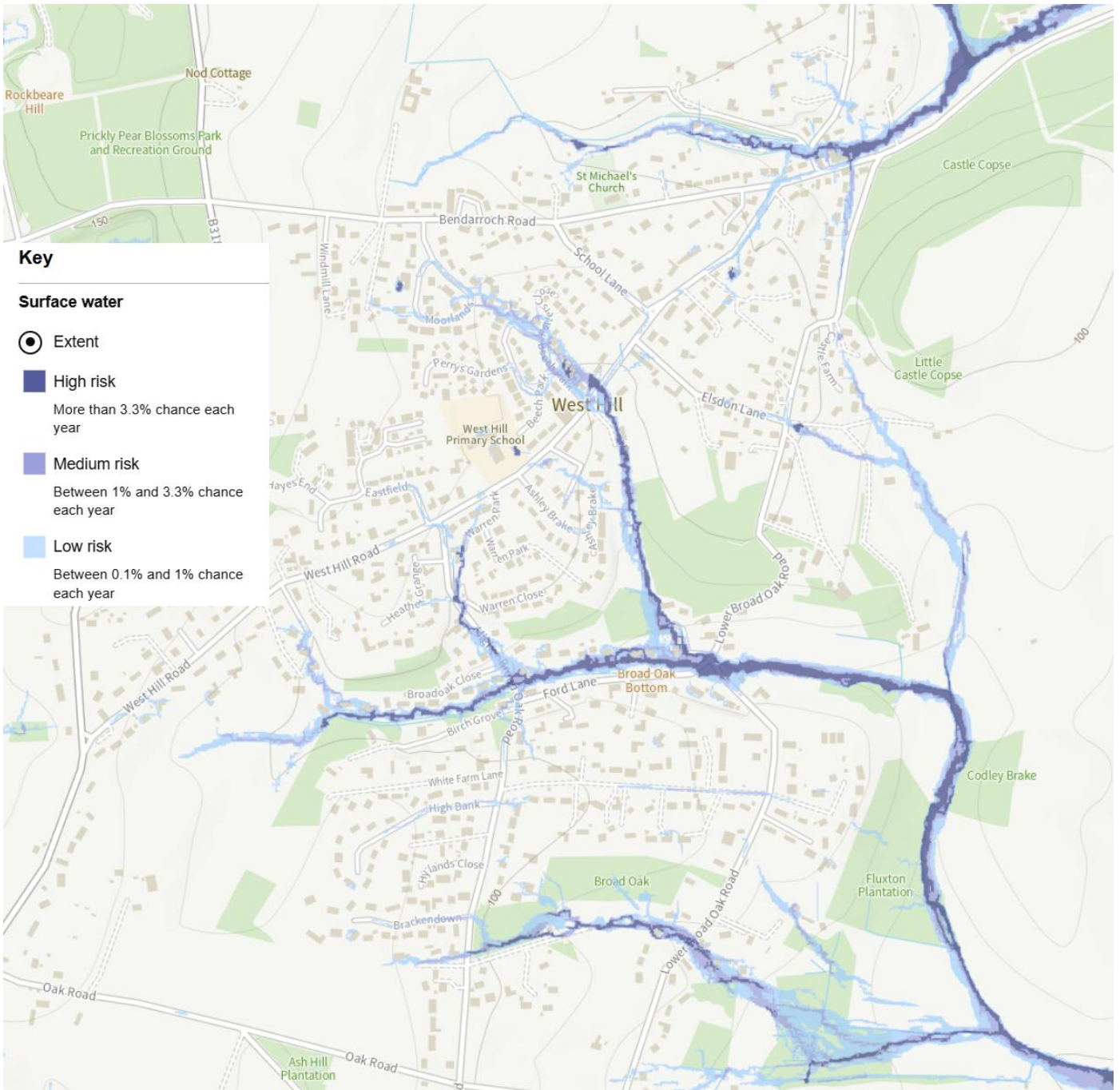


**B4 Map of West Hill to show the location of key buildings**



**Data as of June 2024**

**B5Map showing the risk of surface water flooding from the water courses in West Hill**



**Data as of June 2024**

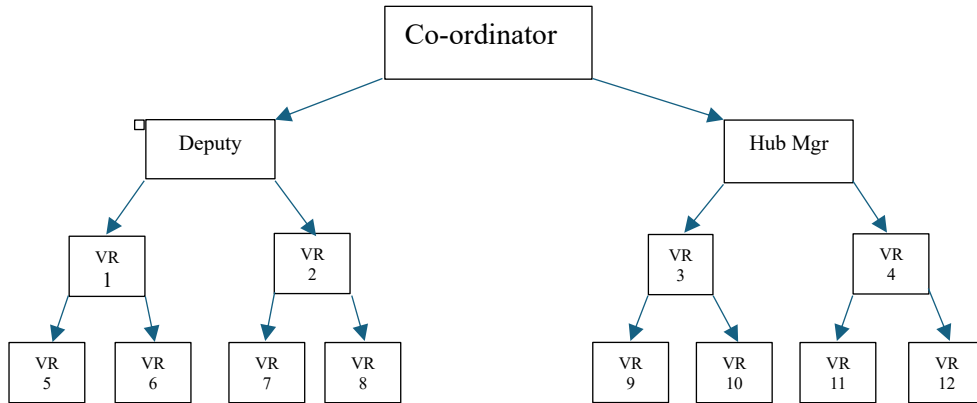
**B6 Map showing the risk of flooding from rivers and the sea at West Hill**



**Data as of June 2024**

### Annex C – Telephone Tree Notification System

The phone tree works as a pyramid, with the coordinator at the top making the first call to two or more people. In turn, they call an assigned set of people and so on, until the tree is complete. It is important to remember that if the Co-ordinator is not available the next person in the tree is called to ensure the message is cascaded.



**Annexe D Activation Log Sheet**

Action	Details	Complete
1	Where an emergency is possible or anticipated the Co-ordinator will monitor the situation and alert members of the CRT and community as appropriate. Be prepared to respond urgently. Distribute radios to the Village Responder team in case they are required.	
2	If an emergency then occurs, Dial 999 and ensure the emergency services are aware of the emergency and follow any advice given.	
3	Contact and inform the District Council (EDDC).	
4	Begin recording details on the Log Sheet 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. (Including contact numbers)</li> <li>• Any information received.</li> </ul>	
5	Establish contact with other members of the Community Response Team and members of the community that need to be alerted by the agreed method. Request SITREPS from Village Responders	
6	As required set up the Village Hub Control Desk and Refuge	
7	When the emergency services attend, the co-coordinator should make him/herself and the CEP available.	

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



## **Annexe E Evacuee Information Sheet**

### **Important information**

Please take a few moments to read this sheet as it contains important information that you will probably need regarding the Refuge in the Village Hub. This Information Sheet may not answer all your questions. If you require further information please ask any of the staff.

### **Registration**

Please register at the Registration table. Registration is not mandatory, but it is strongly recommended, as it assists the staff to meet your needs and assist if any of your relatives are trying to contact you. Registration information is confidential.

### **Smoking and alcohol**

Smoking and the consumption of alcohol is not permitted anywhere inside the Hub.

### **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 do not 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.

### **Pets**

We understand your pets are part of your family, unfortunately, our facilities may not be suitable for them. Let us know about your pets and we can help in locating a temporary location of safety for them where they will be well looked after. Registered Guide/Hearing Dogs are allowed within the Hub.

### **Bulletin boards**

Updates and bulletins will be posted for your information.

### **Volunteering and help**

Evacuees are encouraged to help in the Hub if they are able. Please see the staff if you believe that you can help.

### **Telephones**

If the telephone services are operating 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. Please be considerate of others when using a mobile phone by speaking quietly.

### **Refuge Site Manager**

Please follow the instruction of the Site Manager and staff. They are there to help and will do all they can to make things comfortable for you.

### **Problems and complaints**

Please direct all comments regarding the Hub operation to the Site Manager.

### **Special needs/requirements**

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

## **Annex F Radio Procedures and Situation Reporting (SITREP)**

### **Introduction**

In an emergency good communication is crucial to understanding what is happening and to ensuring the most effective deployment of resources to provide assistance where it is required.

To assist in this the Volunteers have a two-way radio with which they can communicate with each other and with the Village Hub. This guide is intended to provide instructions on how to use the radio and guidance on good radio procedures so the system can be used to the best advantage.

### **General Guidance**

There are up to 20 radios in use and all are using the same channel. When one person is transmitting on the radio it blocks anyone else from using the system. This means that:-

- The radios must only be used for essential messages.
- The messages should be kept as short as possible.
- You must speak slowly and clearly on the radio so the message does not have to be repeated and use valuable air time.
- The correct procedures described in this document must be followed without exception.

Remember – good radio discipline leads to good communication and good communication in an emergency can save lives.

### **Radio Procedures**

#### ***Callsigns***

All radio users have an individual callsign. For convenience the callsign will be the Volunteers Christian name. Where there is a duplication of Christian name, the first letter of the Volunteer's surname will be used e.g. "John R" or "John P".

The callsign for the Village Hub will be "Hub".

#### ***Sending and Receiving a Message***

When sending a message the procedure is:-

- Alert the recipient to expect a message.
- Wait for the recipient to confirm they are ready to receive.
- Pass the message.
- Await for a response.
- Clearly state when the exchange is complete.

A typical example of how this would be is as follows:-

CALLER:

"Peter to Hub are you receiving - over?"

HUB:

"Hub to Peter pass your message – over"

CALLER:

“Peter to Hub, two trees blown down and blocking Elsdon Lane. No Injuries – over”

HUB:

“Hub to Peter, understand two trees down and blocking Elsdon lane and no injuries. Do you require any further assistance – over?”

CALLER:

“Peter to Hub, negative no further assistance required – over and out”

HUB:

“Hub to Peter, understand no further assistance required - over and out”

In this exchange the word “over” signifies that the speaker has finished what they intend to say and is awaiting a response. The word “out” signifies that there is no further message and the exchange is ended.

The sequence of the exchange was:-

- The caller (Peter) alerts Hub that he wants to pass a message.
- Hub responds requesting the Peter to pass the message indicating that Hub is ready to receive and action the message.
- Peter then clearly and succinctly passes the message.
- Hub repeats what Peter said to confirm understanding of the message and then asks if any other assistance is required.
- Peter clarifies that no further assistance is required and then by using the word “out” indicated that he has no more to say.
- Hub confirms understanding of the message and by using the word “out terminates the exchange.

In this exchange both Peter and Hub are clear about what was said and both parties know that there is no misunderstanding between them.

### ***Operation of the Radio***

Each Volunteer will have a copy of the user manual for the radio and should familiarise themselves with the controls.

Set the volume control to suit your own personal preference but be aware that you may be operating in noisy and windy conditions and you do not want to miss an important message.

Do not change the channel setting as this will effectively take the radio off the network.

When transmitting press the “Transmit” button firmly and keep it pressed whilst speaking. Release the button immediately you stop speaking. Whilst the Transmit button is pressed it is blocking the channel for all other users.

The battery life is several hours on standby but is reduced by usage. Keep message short and only use the radio for essential messages. Use every opportunity to charge the battery to keep the charge level as high as possible.

***Useful Phrases***

Use of the following standard phrases will help to keep the radio communication short and clear.

<b>Phrase</b>	<b>Meaning</b>
Are you receiving?	Can you hear me and are you able to take this message?
Pass your message	I can hear you and I am ready to listen.
Over	I have stopped talking and I await your response
Out	I have no more to say and the message is complete.
Say again.	I did not hear you clearly and I would like you to repeat what you said.
Negative	No – <i>this is more understandable over the radio than the simple word 'no'.</i>
Affirmative	Yes – <i>again this is easier to hear and understand over the radio.</i>

In the initial stages and as required the VRs may be requested for a Situation Report (SITREP). The standard information to be included in a SITREP is as follows:-

<b>SITUATION REPORT</b>	
<b>E</b>	Exact location of the incident.
<b>T</b>	Type of incident.
<b>H</b>	Hazards present or suspected.
<b>A</b>	Access – routes that are safe to use.
<b>N</b>	Number, type and severity of casualties or people at risk.
<b>E</b>	Emergency services present?

**Annexe G Contacts list (publicly available)**

Category	Service/Name	Telephone Number	Additional Information
Emergency Services	Police	Emergency: 999 Non Emergency: 101	
Fire	Emergency: 999 Office: 01392 872 200	Fire/Flood Rescue, Support/Resources	
Ambulance		Emergency: 999 General: 01392 261621	
Coastguard	Emergency: 999 General: 0870 6006505	Water Rescue Resources/Support	
Activation and Emergency Planning	Devon County Council	0845 1551020	General enquiries
Flooding and Forecasting	Environment Agency Flooding	0345 9881188	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 9000100	Meteorological forecasting	
Met Office Weathercall		09014 722054	
Utilities	South West Water	0800 1691144	Non-domestic water leaks
Western Power Distribution	Office: 0845 6012989 Silent: 0800 365900	Power cuts	
British Gas	0800 111999	Gas leaks	
National Gas	0800 1691144	Gas leaks	
BT	01525 290647 0800 800150	Telecommunications	
Healthcare	Local Doctors Surgery	xxxx	Medical/Healthcare
NHS Direct	0845 4647 (until February 2014)	Advice	

Xxxx Hospital		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 3002829 On air: 0845 3011034 Plym'th: 01752 260323 Exeter: 01392 215651	Media, warning and informing
Animal Welfare	RSPCA	24 hour: 0300 1234999 Office: 0300 1234555	
Emotional Support Services	Samaritans 24hrs	0845 3030900	24hr telephone support
Victim Support 0800-2000	0845 6761020	Support	

### **Annexe H Emergency Plan Leaflet**

All properties in West Hill have been sent a copy of an Emergency Planning leaflet as shown overleaf.

This will be updated and reissued from time to time.

# West Hill Parish Council Community Emergency Plan

## Let's Be Ready



Produced by West Hill Parish Council with the support of our community working group and THE DEVON COMMUNITY RESILIENCE FORUM

October 2024



### Preparing for an Emergency in West Hill

In this life we can potentially be faced with all manner of different emergencies. Some may be relatively minor and easily managed whilst others may be severe and cause major disruption to ourselves and to others in our community. We are fortunate in having professional Emergency Services that we can rely on in an emergency. However, the emergency is widespread then those Emergency Services may themselves be severely stretched and may not be able to respond as quickly as they would wish.

The Parish Council is preparing a Community Emergency Plan is to provide a structured process and set of procedures to enable us to provide "self help" until the professional Emergency Services are able to respond. We do not aim to train to be firefighters or paramedics but there is a great deal we can do to help ourselves and, more importantly, help the vulnerable people in our community who are less able to look after themselves without some assistance.

The Emergency Plan is a bit like an insurance policy or a fire engine in that we hope we will never have to use it but if the need does arise then it could literally save lives.

This booklet sets out **How you can Help Us**. Whilst we develop a plan for West Hill, there are some steps that You can take to help yourself: We encourage you to complete the enclosed **Householder Emergency Response Plan**

Cllr Francis Pullman, Chairman, West Hill Parish Council

# West Hill Parish Council Community Emergency Plan

## How You can Help Us

Members of West Hill Village community may remember that during the Covid period your Parish Council arranged a coordinated volunteer help system which functioned during the pandemic. Now your Council wishes to establish an ongoing plan to meet a potential future emergency which might seriously affect us as residents, particularly those who are suffering from any disability. While such events are thankfully few and far between, a serious fire or sudden severe storm, for example, may result in damaged communications or blocked roads for a prolonged period. This just might affect acquisition of food, medical supplies or essential NHS treatment. Additionally, carers may not be able to get through to people who may need help because of mobility or other health issues.

## Tell us if you think you'll need help in an Emergency

We are now inviting people who may need any form of help to make an initial contact with our Council Emergency Team, so that we can formulate a plan to provide whatever assistance we can should normal services be interrupted. The Parish Council would like to hear from those who in an emergency:

- a. May need any form of help. This will be held in confidence.
- b. Know of someone who might need help who may need to be encouraged to apply.
- c. Anyone who would be prepared to act as a point of contact in their immediate area to assist with any response. Please also see below.

Contact with the Parish Council Emergency Planning team can be made on any of the following:  
email [clerk@westhillparishcouncil.gov.uk](mailto:clerk@westhillparishcouncil.gov.uk) Tel 01404 232 100 / 07450 388198

The personal data you provide will be held securely by West Hill Parish Council and used, if considered appropriate, in the event of an emergency. Details our privacy notice is available on the Parish Council's website [www.westhillparishcouncil.gov.uk](http://www.westhillparishcouncil.gov.uk) or by request to the Parish Clerk email [clerk@westhillparishcouncil.gov.uk](mailto:clerk@westhillparishcouncil.gov.uk)

## Help us to Help You and Your Community

In addition to establishing a list of those who may need assistance, we are also calling for volunteers to contribute by bringing help and reassurance to vulnerable West Hill people.

The Parish Council would like to hear from those who will volunteer to assist the emergency arrangements by becoming an **Emergency Village Responder**. Further details of the roles of Responders and their associated training will be announced in due course.

Any person who would be prepared to assist by taking on this essential humanitarian role is invited to forward their name to the Parish Council (contact details below).

## Household Emergency Response Plan

Be prepared – Help Yourself, your family and your pets

Please complete the following checklist and keep it in an obvious place! You may wish to add details specific to your or your family.

### Emergency Planning Supplies to have in Stock

The following are the minimum items you should consider having in your store cupboard in the event of serious disruption in your area, and before normal services and stock items become easily available. **Ideally there should be sufficient to cover three days of disruption.**

Bottled water – a minimum of 2 litres per day per person for drinking	<u>Additional Stores/Preparation to be considered</u>
Tinned meats and vegetables – with best before date clearly identified and possibly to be eaten when cold	Home Safe Guard
Tinned or package soups	Portable Power Pack
Tinned fruits – a luxury	Portable radio with battery/wind-up radio
Dried fruits – prunes, sultanas, etc	Camping Stove with separate fuel supply
Biscuits	First Aid Kit
Toilet rolls	Whistle
Torches with up to date batteries	Spare spectacles
Candles and matches	Handy tools to turn off utilities
Chargeable mobile phone	Baby supplies
Non electric tin opener	Pet supplies
Reserve of medical supplies and first aid items	Hand sanitiser or wet wipes

### Emergency Overnight Items:

Should evacuation become a possibility preparation of some take away overnight items would be advisable. The following basic list should be considered:

Personal hygiene/bathroom items	Mobile phone + Mobile phone charger
Medical supplies + list of personal prescription items	Personal address book
Overnight clothing	Some cash or payment method
Extra warm clothing and a blanket	Note book and pencil
Personal identity papers	Keys for house and car
<ul style="list-style-type: none"><li>• NHS number</li><li>• Driving licence</li><li>• Insurance papers</li></ul>	<b>Additional Personal Overnight Items:</b>

# Household Emergency Response Plan

## My Record of Personal Emergency Information

**Personal /Emergency Phone numbers**

Land line	
Mobile	
West Hill Community Hub	
Local Emergency Point of Contact	
Medical Centre	
Police / Fire Service /NHS dial 111	

**Documents**

Health Insurance	Others:
House/property Insurance	
Other insurance	
Driving Licence	

**Finance**

Credit Card/Bank Card numbers	with emergency phone numbers
A	
B	
C	

**Utility Companies**

	Emergency phone numbers:
Electricity	
Gas	
Water	
Landline	
Mobile Provider	

**Current Medication**


**Family / Friend telephone numbers**

<b>Where will we meet?</b> Pick two places where you could meet if you cannot get home or contact each other.	

Last brought up to date on .....