Newton St Cyres Community Resilience Plan

March 2021 (Vers2021a)

Newton St Cyres Parish Council

WITH SUPPORT FROM

Devon County Council

Environment Agency

Amendments

Date	Page Number	Reason for Amendment	Changed by
Oct 15	30	Updated list of Parish Councillors	Parish Clerk
Mar 16	28	Updated key contacts	Parish Clerk
Sept 16	All	Annual update and check of web links.	Jock Campbell
Dec 18 -Mar 19 Vers 2019a	All	Annual update	Jock Campbell, Jane Hole, Adam Reeves, David Baker & Jim Enright
Oct 20	All	Inclusion of Covid-19 considerations, Updating of contacts, Inclusion of Annual Coordination Meeting	Jock Campbell
Mar 21 Vers 2021a	8, 13, 25, 28, 29, 32	Clarification of terminology around risk and additional Environment Agency (EA) guidance	Jock Campbell with assistance from EA

Plan Preparation

This Plan was supported by Devon County Council's Pathfinder Flood Community Resilience project. The Plan was developed by members of the Newton St Cyres Community Resilience Support Team for the Parish Council, with assistance from Devon County Council, the Environment Agency and Contingency Planning Solutions.

As part of the preparation of this Plan many people and agencies have joined forces to make the Plan a reality. These include the people of Newton St Cyres Parish, landowners large and small, and Mid Devon District Council. They have done much to put in place measures that will reduce the possibility of emergencies occurring in the Parish and fostered an increased awareness and understanding of the issues and how to deal with them.

The Plan was first prepared in December 2014 and has undergone revision as noted above.

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Note for Emergency Services

NSC Parish Council has a group of **volunteer supporters** who may be able to provide assistance in an emergency.

They can be identified by their HiVis jackets marked as follows:

1.0 INTRODUCTION

1.1 The Parish of Newton St Cyres

Newton St Cyres is a parish within the Mid Devon District located about 4 miles NW of Exeter and 4 miles SE of Crediton with altitude varying from 20 to 200 m. Newton St Cyres village centre is in the middle of the parish and lies on the Shuttern Brook that runs north into the River Creedy. Much of the north of the village is on alluvial soils of the Creedy floodplain, whilst most of the land in the middle of the parish is fairly flat and on free-draining red sandstone soils. The south of the parish is hilly with poorly-drained clay and shale soils. Most of the parish is farmed, but there are substantial areas of coniferous and mixed woodland in the south.

The A377 road between Exeter and Crediton runs through Newton St Cyres village centre. The parish also has small areas of development separated from the village centre, several hamlets and scattered housing. The Sand Down Lane/Tytheing Close development is separate from and to the east of the village centre. Smallbrook lies to the NW, between the village centre and Crediton, whilst Sweetham is to the north and has the Newton St Cyres Railway Station. Half Moon is on the A377 between the village and Exeter and Langford is to the NE of the village, north of the A377. Much of the scattered housing relates to farms (or former farms) and their cottages (Newton St Cyres Parish Plan, 2008[1]).

1.2 Background to the Community Resilience Plan

An emergency/major incident is any event or circumstance (happening with or without warning) that causes or threatens death or injury, disruption to the community, or damage to property or to the environment on such a scale that the effect cannot wholly be dealt with by the Emergency Services, local authorities and other organisations as part of their normal day-to day activities.

These may include events such as flooding, heavy snowfall, severe winds, fire, electricity and water failure, or a major traffic or train accident.

Although there is no statutory responsibility for communities to plan for, respond to, or recover from emergencies, it is good practice to identify potential hazards and make simple plans on how they could respond to them. This plan has been developed to provide

[1] https://parish.middevon.gov.uk/media/14028/parish-plan.pdf

resilience for the community in Newton St Cyres Parish in the pre-event phase or early stages of an emergency.

1.3 Audience of the Plan

This plan is designed to guide members of the **Community Resilience Support Team** (**CRST**) in preparation for, and response to, potential hazards and emergencies. It is also for reference by planners and Parish Councillors who may wish to link other community services to the plan. It is also designed to assist Emergency Services in their efforts to support the community. It is **not** designed as a household resource – there are other resources provided by the Emergency Services and support agencies that address household needs.

1.4 Aim

The aim of this plan is to increase resilience within the local community to flooding and other possible emergencies and to make the Parish of Newton St Cyres a safe and prosperous community.

1.5 Objectives

- Identify the risks most likely to impact the community
- Identify relevant steps to mitigate and respond to major incident and emergency situations
- Document resources available for use in a major incident/emergency
- Provide guidance for action in the lead-up to, and in the event of, a major incident/emergency
- Identify vulnerable locations and residents in the community
- Provide key contact details for the Emergency Services

1.6 Community Resilience Support Process

Newton St Cyres Parish Council has oversight of the planning and coordination process for the Community Resilience Support process and has nominated **Councillor Roger Cashmore** as the single point of contact.

Within the community, the **Community Resilience Plan (CRP)** has been developed by community members with support from Devon County Council and the Environment Agency.

The Emergency Services are always the first and main point of support in the provision of emergency responses within the Parish. However, the Community can also provide local mitigation, preparation and response through a number of networks such as the Flood Response Network (FRN), the Snow Wardens and Neighbourhood Watch. These together constitute the **Community Resilience Support Team (CRST).**

These different networks will deliver the emergency actions outlined in this plan in advance of the Emergency Services taking control. Following that point the networks will follow the guidance of the appropriate Emergency Services.

The CRST are responsible for activating this plan and keeping it up to date under the guidance and oversight of the Parish Council. A full review of this plan should be carried out annually to identify changes in risks, procedures and to ensure that the contact numbers are still correct. This should be done as part of an annual **Community Resilience Coordination Meeting** to include the key contacts for the CRST as shown below.

In times of emergency, the CRST or Parish Council may request additional volunteers to assist the Parish Council and Community. For example, duties may include door knocking, running the Parish Shelter, undertaking welfare checks for vulnerable persons or relaying information from other areas of Newton St Cyres (e.g. flood conditions, snow fall, power cuts etc.). Contact information for key members of the CRST are available from the Parish Council. CRST members can cascade information prior to and during an emergency.

Key Contacts for the Community Resilience Support Team		
Flood/Emergency Plan Integration Officer	Roger Cashmore	01392 860053
Flood Response Network	Graeme Barnell	01392 851308
Snow Wardens Co-ordinator	Graham Scopes	01392 851375
Neighbourhood Watch	Damian Hodge	01392 851111
Road Liaison	Chris Southcott	01392 851569
Local Outbreak Management Coordinator	Damian Hodge	01392 851111

2.0 Community Hazards

While the Parish of Newton St Cyres is not regularly or severely affected by major incidents/emergencies there are a number of incidents which do occasionally, or could potentially, occur and for which the Community Resilience Plan provides guidance. These events, their likely risk, effects and impacts are briefly outlined below. Refer to the map in **Annex D** for site locations.

Incident	Risks, Effects and Impacts
Flooding **Surface water runoff** from fields and built-up areas accumulates on the surface and causes flooding incidents. Heavy rains leading to infiltration and overland flow, event may not be anticipated and flooding can occur very rapidly.	The main risk from water runoff is the flooding of the A377 at either or both Langford bridge (**Site A on map**) and west of Smallbrook (**Site B on map**). The likelihood of this is quite high and impact on Emergency Services reaching the village and beyond are potentially very serious. This is likely to also stop traffic flow which may further impede Emergency Services to the Parish. This may also cause traffic to divert to smaller back roads generating traffic congestion and potential threats to personal safety, and further constraining access by emergency vehicles. New road and field drains have recently been installed at Site B (Smallbrook) although their effectiveness has yet to be fully tested. Localised flooding periodically also occurs from runoff near the old school site on Sand Down Lane in Newton St Cyres (**Site N on map**). Runoff from fields around Rew Cross in Sweetham (**Site C on map**) can cause some overflow in the brook to the south of the road and flooding across the road in between New Estate and Nortons Cross, south of Sweetham Cottages (**Site D on map**). Flooding can also occur further east from this point between Nortons Cross and Winscott Barton, blocking road access to Sweetham. Runoff from the land to the North of the Beer Engine pub in Sweetham can also cause localised flooding on the road to the east of the pub north of the railway station. Runoff from the A377 also affects the grounds of Marsh Mill Court in Half Moon and contributes to the flooding threat when the Creedy is high (**Site H on map**). Snowmelt can also increase water run-off and its consequences.

The **River Creedy** rises near Puddington and flows south to Crediton where it joins the Yeo, which rises near Glen View. Downstream of Crediton the floodplain widens and the river flows south easterly to join the River Exe, north of Exeter at Cowley	Overflow of riverbanks causes widespread flooding of the Creedy valley and periodically closes Station Road to Sweetham (**Site E on map**). Trees being carried by the flood may damage the Bridge over the Creedy. The frequency of overflow from the River Creedy is fairly high and occurs most years to varying degrees. The impact is generally medium where travel through the village may be disrupted. When Station Road is closed, and this is associated with flooding at Langford (**Site F on map**), Camps Bridge (**Site G on map**) and Jackmoor hamlet (**Site L on map**), Sweetham becomes effectively isolated. Vehicles attempting to cross this flooded area may be damaged or risk being swept away. People's lives may also be threatened when crossing flooded areas on foot. The Creedy also floods at Half Moon and poses a threat to housing at Marsh Mill Court (**Site H on Map**). The Creedy can also flood the road on the north east side of New Bridge at Langford (**Site M on map**).
The **Shuttern Brook** is a tributary of the River Creedy and drains a small area south of Newton St Cyres. The river flows predominantly through woodland and arable farmland before flowing through Newton St Cyres, to it confluence with the River Creedy	In West Town Road (**Site I on map**), Meadowlands and Pump Street (**Site J on map**), flooding from the Shuttern Brook occurs occasionally. It may flood West Town Road and may restrict traffic in Pump street. The Parish Council annually surveys the Shuttern Brook for obstacles and bank damage which does much to alleviate flooding risk. There is an occasional threat to local houses, which may be increased by surface water runoff from fields south of Lilly Farm. The Environment Agency (EA) has identified that some catchments in Devon with similar topographical features to those of the Shuttern Brook, on very rare occasions, may be exposed to more extreme forms of flash flooding.
Small Brook is a brook rising in the hills to the south of the village and flowing northeast to cross the A377 at the hamlet of Smallbrook	In the Smallbrook area (**Site K on map**) both runoff from fields and flooding from Small Brook itself build up on the south side of the A377. This occurs annually and poses a potential threat to local houses on both sides of the A377.

Shobrooke Lake is a brook heading north to south from Stockleigh Wood to cross the road at Camps bridge	This periodically floods the road at Camps Bridge (**Site G on map**) and has led to road damage and restricted traffic flow.
Jackmoor Brook flows east to west through Langford	This periodically floods the road (**Site F on map**) and closes off an important access route to the rest of the parish and creates a flooding hazard for nearby houses.
Landslip	The hedgerows surrounding Newton St Cyres are steep sided and high, historically, and recently following heavy rains, these hedgerows slide, most commonly into the roadways which are notably narrow and unlit in this area thus posing a threat to vehicles and pedestrians.
Sustained cold period	This could lead to burst water pipes and pose a threat to more vulnerable members of the community.
Heavy Snow	There is an annual risk of light snow and an occasional risk of heavy snow. Heavy snow can impede traffic into and out of the village along the A377 and movement along smaller roads. It may also cause vehicle accidents. It is only likely to last for a short time until snow ploughs clear main routes. There is the potential threat of disruption of pedestrian movement and the possible cause of physical injury, especially amongst the elderly.
Severe Weather: High Winds	This is most frequent in winter months and may occasionally bring down trees to block roads, cut power lines and damage buildings. Falling branches are also a threat to both cars and pedestrians. Impacts on households may be from direct tree damage and through the loss of electricity. Fallen trees may restrict water flows in rivers and cause flooding. Trees may also block roads and limit access by Emergency Services.
Electricity or Water Failure	The risk is generally localised and quickly resolved. However, the loss of electricity or water to homes may threaten the survival or health of particularly vulnerable individuals and could result in the requirement to provide shelter and facilities to those affected, particularly during inclement weather.

Gas pipeline leakage or damage	The effects of this could be severe in the local vicinity.
Structure failure	This could be the collapse of a bridge, a lamp-post falling on the road, a wall collapsing on the road. Given the reduced funding for the maintenance of public structures the risk of this hazard is increasing.
Major pollution event	The amount of chemical storage in the parish is relatively low although domestic fuel oil storage is high. The most likely source of pollution is from vehicles crossing the parish that are involved in a road traffic accident. The effects and impacts on both human health and the environment are likely to be severe but localised.
Drought and heat wave	In the infrequent event of a drought or heat wave there may be a need for water supplies to be delivered to the community. Those most at risk from drought and /or heat waves are: • Older People • Those on dialysis machines • Babies and young children • People with mental health problems • People on certain medication • People with serious chronic conditions, particularly breathing or heart problems • People who already have a high temperature from an infection • People who use alcohol or illicit drugs • People with mobility problems
Pandemic	Major outbreaks of illnesses such as flu and other viral or bacterial infections. These are on the increase and can have serious effects on vulnerable groups especially the elderly or those with underlying health conditions. If widespread, they are also likely to affect the operation of Emergency Services, hospitals and their ability to function normally, bus schedules, schools resulting in widespread closures, hospitality settings, public gatherings such as sports events, and other services such as deliveries of food, medicines and fuel.
Fire	This is more likely to occur in winter when fires have been lit inside houses. With a number of thatched premises in the village there is a risk that a fire in one property could spread to adjacent properties,

	possibly requiring the need for temporary accommodation for displaced residents[2].
Road Traffic Accident The A377 runs through the village between Crediton and Exeter Many other roads are single lane.	The A377 has frequent road traffic accidents. Such an event may result in the death or injury of people and the blockage of traffic. Single lane roads pose a particular hazard to traffic and accidents are likely to constrain traffic flows severely. This will require the provision of immediate shelter for casualties and survivors. Accidents may become more frequent during heavy rainfall and during snow.
Railway or aircraft Incident Exeter to Barnstaple Branch Line, runs between Sweetham and NSC village. The airspace above the Creedy valley is regularly used by civil and military aviation as a route.	A railway or air traffic accident within the parish is unlikely to occur but would have a major impact on the premises and environment adjacent to the impact site or result in line and rail network disruption. It is also likely to result in large numbers of people being stranded away from major roads and may require considerable input of Emergency Services.
Emergency Vehicle Access Blocked by inappropriate parking of private vehicles	The villages in the parish of Newton St Cyres are small with limited parking available to residents and visitors. Vehicles may unknowingly be parked on roadside and thus blocking Emergency Services access threatening lives and property.

[2] See: http://www.dsfire.gov.uk/YourSafety/SafetyInTheHome/ThatchRoofSafety/Index.cfm?siteCategoryId=4&T1ID=35&T2ID=48

3.0 Mitigation Measures

There are measures in place or which can be adopted which are designed to reduce the likelihood and/or impact of these emergencies. These can assist individuals or the wider community and are outlined below,

Incident	Mitigating Measures
Flooding from Rivers and Runoff	Householders that own properties that are sited in flood prone areas can do much to reduce the effects and impacts of floods. The National Flood Forum (https://national**floodforum**.org.uk/) provides advice and guidance about how to reduce the effects of floods and delay the consequences. They also produce the Blue Pages Directory which is an independent directory of flood related goods and services (http://www.bluepages.org.uk/). Flooding of the Creedy may be anticipated by monitoring Flood Alerts for Mid Devon Rivers. The River Creedy has Flood Warnings from Upton Hellions, Yeoford and Cowley. These can be monitored on the internet at: • Cowley Bridge: https://flood-warning-information.service.gov.uk/station/3261 , • Upton Hellions: https://flood-warning-information.service.gov.uk/station/3245 • Yeoford: https://flood-warning-information.service.gov.uk/station/3244 , A tipping bucket rain gauge has been installed to the South of the West Town Road in the village to monitor rainfall in the catchment of Shuttern Brook. This provides warnings both through the internet and to key Flood Response Network members. To reduce the threat of flooding riparian landowners (large and small) should ensure that waterways are clear from obstruction and that litter and other materials are removed. The Environment Agency should be consulted for advice on how this can be done. The Parish Council should be notified of blocked culverts and drains as soon as they appear.

	Householders should prepare a home emergency plan (see: https://www.gov.uk/government/publications/personal-flood-plan and https://www.devoncommunities.org.uk/home-emergency-planning)
Landslip	Landowners to maintain banks in a secure condition where possible. The community should monitor potential landslip threats and keep local authorities informed.
Sustained cold period	Ensure water pipes are well lagged, adequate heating fuel is available and that warm clothing, food and water are available. Vulnerable groups should be monitored.
Heavy Snow	Heavy snow disruption is only likely to last for a short time until snow ploughs clear main routes. Snow wardens and volunteers, as part of the CRST, will provide assistance where possible to secondary routes (refer to Section 8 for contacts). Care provider agencies operating in Newton St Cyres have their own contingency plans to get their staff to those for whom they care.
Severe Weather: High Winds	Landowners should regularly inspect trees on their land, to ensure that they are not a danger to traffic and pedestrians, or likely to contribute to flooding events in severe weather conditions.
Electricity or Water Failure	There is little that can be done in preparation for this beyond linking closely with Emergency Services. Households are encouraged to develop a 'Householders Emergency Plan' to support them in preparing and responding to any emergencies that effect their household. Medically dependent people who rely on electricity for home medical care should join Western Power Distribution's Priority Services Register on 0845 7240240.
Gas pipe leakages	There is little that can be done in preparation for this beyond notifying the authorities when gas leakage is suspected.
Structure failure	There is little that can be done in preparation for this beyond notifying the authorities of any structural damage in the parish.
Major pollution event	Householders should maintain domestic oil storage facilities in good order. Farmers and other business should ensure chemical storage is in good condition.

Drought and heat waves	Householders can monitor the water conditions prior to this becoming a major issue and can stock up on bottled water. In heat waves drink more water, keep in shade and watch for signs of dehydration[3]. Vulnerable groups should be identified in advance (Refer to Annex A).
Pandemic	The recent experience of Covid-19 has demonstrated the damaging effects of such outbreaks. The management of outbreaks of viral and bacterial infections in the community will be coordinated by a Local Health Management Board. A Local Outbreak Management Plan (LOMP) has been drawn up for Devon and is available at: https://www.devon.gov.uk/coronavirus-advice-in-devon/lomp/ The aim of the LOMP is to provide a clear plan on how local government works with the NHS Test and Trace Service to ensure a whole system approach to contain and manage local COVID-19 and other outbreaks. Local authorities, communities and individuals all have roles to play in the management of local outbreaks. These are defined within the LOMP. The Parish Council will work with other authorities and with the community to ensure that local support is provided to all vulnerable groups. The Parish Council and the CRST should continuously update themselves on such roles and the necessary communication and coordination channels. The CRST should establish a community support network, to identify vulnerable groups and locations, and to make provision for supporting isolating or other vulnerable groups with food, medicines, advice and other support if required. A clear point of contact (the **Local Outbreak Management Coordinator**) within the parish should be established to facilitate coordination of support. The public should be aware of, and follow, government guidance on a) social distancing measures, b) the use of face coverings, c) hand washing and d) other guidance as deemed necessary at the time. In the event of a growing threat of a local outbreak additional information will be available from local authorities and local health care facilities. Action Cards are available for providing guidance on safe practices in specific settings such as workplaces, village halls, schools, hospitality outlets, and travel situations. These are available at: https://coronavirusresources.phe.gov.uk/reporting-an-outbreak/resources/
Fire	Householders should be aware of potential risks to their property, chimneys should be swept on a regular basis, and fire-fighting

[3] Symptoms of heat exhaustion can include headaches, dizziness, nausea and vomiting, muscle weakness or cramps, pale skin, and a high temperature. If left untreated heat exhaustion can easily become heatstroke. Symptoms can include headaches, nausea, an intense thirst, sleepiness, hot, red and dry skin, a sudden rise in temperature, confusion, aggression, convulsions and loss of consciousness. Heatstroke can result in irreversible damage to your body, including the brain, or death.

	equipment should be in place, accessible and regularly checked/tested or replaced. The Fire and Rescue Service can provide individuals with advice about their homes and they have useful literature that is given free. Householders should visit www.dsfire.gov.uk.
Transport accident: road, rail or aircraft	There is little that can be done in preparation for this beyond linking closely with Emergency Services.
Emergency Vehicle Access	The community should monitor the access which Emergency Service require, to all areas of the community, and notify Parish Council of potential hazard areas or obstructions. The owners of cars parked in the way should be advised to remove them immediately.

4. Key Resources and Locations

4.1 Incident Control Points (ICPs)

Two Incident Control Points (ICP) have been identified as follows:

- The primary ICP(1) will be at: Newton St Cyres Parish Hall, EX5 5BL
- The secondary ICP(2) will be at: The Recreation Ground, Sweetham, EX5 5AX

The locations are shown on the map in Annex F.

If ICP 1 is not accessible, ICP 2 should be elected, and vice versa. It is likely that, if the incident is a flood, then Sweetham will be cut off from the main village and both ICPs will need to be used.

Upon arrival of the Emergency Services, which may locate at a different ICP, members of the CRST should make themselves known to the Emergency Services and provide them with a copy of the CRP, and be available to provide local knowledge.

The Emergency Services may relocate the ICP to another location; upon relocation the CRST should assist the Police at this location.

Alternative sites in the case of severe emergencies or those located near an ICP/EAP include the Primary School and the Church.

4.2 Evacuation Assembly Points (EAPs)

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

Later in an emergency where people are required to leave their homes Devon County Council may set up a Rest Centre to provide temporary shelter. The Rest Centre will have facilities for sleeping, hot food/drinks and information.

The EAPs are:

- West Town: Newton St Cyres Parish Hall, EX5 5BL
- Sweetham: The Recreation Ground, Sweetham, EX5 5AX

For key holder contacts refer to Section 8 ‘Key Contacts’

EAP Evacuee Registration Forms are to be filled in and are an example is shown in Annex B.

There will be a requirement for volunteers to staff and run the EAP, if there are no volunteers available copies of the 'EAP Evacuee Registration Form' should be placed in clear view for those seeking shelter to sign and hand in.

4.3 First Aid Resources

A defibrillator is available at the old BT Kiosk by the Post Office on the A377 in the main village of Newton St Cyres, and another at the Recreation Ground in Sweetham.

4.4 Emergency Response Equipment

There are three Emergency Supply Stores in the community:

1. The Parish Hall
2. The Recreation Ground Hall
3. Smallbrook

Each of these sites will have the following equipment:

- An emergency response store
- Sandbag alternatives (e.g. Aqua-Sacs)
- Plastic sheeting
- Emergency warning signs
- Flashing lights
- Torches
- High visibility vests
- Wheel barrows/ trucks
- Spades/shovels
- A limited supply of salt.

Note for Emergency Services

NSC Parish Council has a group of **volunteer supporters** who may be able to provide assistance in an emergency.

They can be identified by their HiVis jackets marked as follows:

Individuals and families in vulnerable households are encouraged to have a store of their own sand, sandbags and polythene sheets to help protect their properties from flooding.

Their locations are shown on the map in Annex F.

4.5 Private Assets in the Community

Information about ladders, shovels, diggers, chain saws, four-wheel drive vehicles and other equipment that may be available for use in the event of an emergency, along with owners contact telephone numbers, will be kept by the Parish Council and CRST Co-ordinators.

4.6 Helicopter Landing Sites (HLS)

Devon Air Ambulance Trust (DAAT) have the capability to land within the community in a large number of locations during the hours of daylight. As of 2016, DAAT can now land at the Recreation Ground in Sweetham during the hours of darkness. The lights on the ground can be remotely triggered for a safe landing.

Funding for the triggering mechanism was kindly provided by the Devon Community Foundation.

The decision to mobilise the DAAT is made by the Emergency Services.

The location of the Helicopter Landing Site is shown in Annex F.

5.0 Pre-Emergency Procedures

5.1 Pre-Emergency Conditions

In event of emergency refer directly to Section 6

Some emergencies will arise suddenly with no warnings. In other situations the conditions will steadily worsen giving advanced warning of a possible emergency. Such worsening factors might include falling snow, flood warnings from the Met Office, or rising water levels. These warning signs should stimulate the CRST to begin Pre-Emergency Actions as outlined in the table below.

5.2 Pre-Emergency Action Check List

In the event of conditions indicating a possible emergency, the CRST will initiate the following actions in preparation:

Action		Complete
1	Where a major incident of an emergency is possible or anticipated the CRST are to meet and monitor the situation. At this point a **CRST Co-ordinator** should be agreed. The CRST should consider warning members of community as appropriate (especially vulnerable groups such as Langford House and NSC Primary School- Refer to Annex A).	
2	Dial **101 (or 999 in case of emergency)** and ensure the Emergency Services are aware of the major incident and follow any advice they give. If it's a flood, call the Flood Incident Line on 0345 988 1188. Call 101 and ask for the **CRST Co-coordinator's** details to be forwarded onto Silver Command as a point of contact.	
3	Contact and inform Mid-Devon District Council (See Section 8.0 Key Contacts)	
4	CRST members to begin recording details on the Log Sheet in Annex C including:	

	• Any decisions you have made and why • Actions taken • Who you spoke to and what you said • Any information received	
5	Contact members of the community that need to be alerted by agreed method: • Households affected • Volunteers and key holders as appropriate • Vulnerable groups	
6	If necessary, call a community meeting but ensure the venue is safe and people can get there safely.	
7	Make sure you take notes and record actions from the meeting.	
8	When the Emergency Services attend, the **CRST Coordinator** should make him or herself and the Community Resilience Plan available	

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

6.0 Emergency Actions

In the event that the situation develops to a major incident or full emergency an emergency situation should be declared and the following activities carried out,

Risk / Hazard	Incident	Possible Actions
Flood		In the event of flooding go directly to Section 7.0 'Flooding'
Sustained Cold Period	Ongoing	CRST Snow Warden Network to meet and: • Consider cascade to, and check of, vulnerable persons • Advise community to be self sufficient in the provision of salt
Heavy Snow	Forecast	CRST Snow Warden Network to discuss situation: • Consider to prepare the ICP • Advise the community to obtain salt • Consider cascade to, and check of, vulnerable persons
	Not Forecasted	CRST Snow Warden Network to meet and: • Consider cascade to, and check of, vulnerable persons • Consult and activate appropriate resources as listed in Section 8 'Key Contacts'
Severe Weather: High Winds	Unexpected winds fell trees causing damage and disruption	CRST to: • Identify blocked roads and communicate to Mid Devon District Council (MDDC) (see Section 8 'Key Contacts') • Consider cascade to, and check of, vulnerable persons • Identify areas and extent of damage, consider the provision of shelter (EAP)

	MDDC unable to assist in clearing roads	CRST to: • Identify roads requiring immediate clearance and clear when safe to do so
	Residents require shelter	CRST to: • Advise residents to shelter with relatives/friends or, • Consider opening EAP
Loss of Mains Services: Water	Supply failure with no immediate relief available	CRST to meet and: • Identify areas affected • Notify South West Water • Identify if temporary shelter is required • Consider cascade to, and check of, vulnerable persons
Loss of Mains Services: Power	Supply failure with no immediate relief available	CRST to meet and: • Identify areas affected • Notify Western Power Distribution (0800 365 900) • Identify if temporary shelter is required • Consider cascade to, and check of, vulnerable persons
	Residents require temporary shelter	CRST to: • Advise affected people to shelter with relatives/friends or, • Consider opening EAP
Gas pipe leakage or damage	Leakage/explosion	CRST to: • Notify Gas Emergency Services free on 0800 111 999 and other Emergency Services as required • Consider cascade systems to inform those most at risk • Warn traffic with warning signage if needed

		• Follow guidance of Emergency Services and offer assistance where appropriate • Possible use of Newton St Cyres Parish Hall, Newton St Cyres School or Recreation Ground Hall for those delayed/evacuated from homes/cars
Structure failure	Bridge collapse Telegraph pole falls on road Wall collapses on road	CRST to: • Notify Emergency Services and DCC • Warn traffic with warning signage • Follow guidance of Emergency Services and offer assistance where appropriate
Major pollution event	Domestic oil leakage Road traffic incident spillage Commercial pollution escape	CRST to: • Notify Emergency Services (101) • Stop others entering danger zone • Cascade warnings • Follow guidance of Emergency Services and offer assistance where appropriate
Drought and heat waves	Water shortages to housing in parish	CRST to: • Identify vulnerable groups and check on needs • Inform public of the dangers of heat waves and how to avoid them
Pandemic	Widespread illness in the community especially amongst the elderly and those with underlying health conditions	CRST to: • Activate Community Support Group and make the public aware of the local contact point • Identify vulnerable groups and check on needs if safe to do so • Follow guidance of health officials • Advise local businesses and institutions on specific guidance provided through Action Cards.

Fire Thatched Properties	Spontaneous	CRST to: • Notify Emergency Services (999) • Follow guidance of Emergency Services and offer assistance where appropriate • Consider cascade systems to inform those most at risk • Possible use of Newton St Cyres Parish Hall, or Newton St Cyres School for those delayed/evacuated from homes/cars
Transport Incidents Road Traffic Incident A377 Railway Incident (Exeter to Barnstaple Branch Line) Aircraft incident	Spontaneous	CRST to: • Notify Emergency Services (999) • Follow guidance of Emergency Services and offer assistance where appropriate • Consider cascade systems to inform those most at risk • Possible use of Newton St Cyres Parish Hall, Newton St Cyres School or Recreation Ground Hall for those delayed/evacuated from homes/cars
Landslip Deep hedges	Spontaneous (historically preceded by heavy rain and flood events)	CRST to meet and: • Identify areas affected • Identify if Emergency Services are required (notification of Police) • Place temporary advisory signage if necessary • Consult and activate appropriate resources as listed in Section 8 ‘Key Contacts’
Emergency Vehicle Access	Vehicles parked on roadside and blocking Emergency Services access	Ensure that parking signage is in clear view • Politely ask residents to park responsibly

7.0 Flooding

7.1 Local Flood Warning Triggers

Local Flood Warning Triggers

Due to the topography of Newton St Cyres Parish it is exposed to frequent, but generally, low impact flash flooding. The EA has identified that some catchments in Devon with similar topographical features to those of the Shuttern Brook, on very rare occasions, may be exposed to more extreme forms of flash flooding.

The following observations should trigger a potential flood response.

Generally:

- Heavy persistent rain
- Ground saturation from previous storms
- Well water levels increasing
- Met Office warnings

A377:

- Water on the A377 road at New Bridge area or west of Smallbrook.

West Town:

- Water in the Shuttern Brook rising quickly, entering gardens and flooding West Town Road
- Increased flow rates across the ford in Pump St.
- Warning from tipping rain gauge sent to CRST members

Sweetham:

- Water levels at the Cowley Bridge, Yeoford and Upton Hellions water level monitoring stations - these charts indicate when flooding is likely.
- Flooding of the Creedy valley and fields adjacent to Station Road
- Flood water crossing Station Road
- Obvious ground saturation especially at the Recreation Ground
- Water flowing along the road perpendicular to and above Sweetham between Rew Cross and Wyke Cross

- Flow rate increase from Lower Rew area into the stream depositing into the culvert east of New Estate in Sweetham and flowing over the road

Smallbrook:

- Water backing up behind the culvert under the A377

Langford

- Water covering the Langford Road

Half Moon

- Water flooding garden areas around the weir.

7.2 Actions to be taken during a Flood

Flooding is the most likely emergency to affect the community. The five key risk locations are shown in the first column of the table below.

A major incident or emergency is likely to go through a number of stages. Three stages have been identified, each has a number of triggers and associated actions.

The triggers should be monitored by the **Flood Response Network (FRN)** of the CRST and appropriate actions carried out. Actions should be recorded in the log sheet in Annex C. **An abbreviated form of these action is shown on page 42.**

Location at Risk	Trigger	Local Action
Properties in the vicinity of: **1) Sweetham** Water floods from the Creedy across adjacent fields and blocks Station Road (also run-off blocks Camps Bridge and road towards Langford) Water flows across the road between Wyke Cross and Rew Cross and into	**STAGE 1:** Met Office Severe Weather Warning Yellow/Amber Alert and heavy rainfall Flood Alert issued for the River Creedy – assess local conditions! Environment Agency water level gauges at Cowley Bridge, Upton Hellions and Yeoford indicate flooding potential Water beginning to flood the fields to the west of Station Road (**Site E - see map in Annex D**)	**STAGE 1:** • FRN are aware and on heightened alert • FRN to be prepared and check there is adequate equipment in store • FRN to advise the community to be prepared to protect properties • FRN to be prepared to engage in door knocking duties • FRN to monitor likely overtopping locations

the stream flowing at the bottom of properties to the East of New Estate and through a culvert into fields north of railway line **2) West Town Road and Pump St** Water flows from the Shuttern Brook along Marsh Lane and down the front of properties in West Town Rd and behind properties in Woodlands to cross Pump Street where it continues to merge with the Creedy **3) Smallbrook** Water flows down Small Brook and runs of adjacent fields to build up on south side of culvert under the A377 before crossing field to join the Creedy **4) Langford** Flooding of Jackmoor brook covers road and poses threat to neighbouring houses and the caravan park **5) Half Moon** The Creedy floods near the weir and threatens neighbouring properties.	Water beginning to flow across the road between Wyke Cross and Rew Cross (**Site C**) Warning from Shuttern Rain Gauge and Shuttern Brook fills to edge of banks (**Site I**) Well water levels in properties in the community rise significantly Water starts to build up at Smallbrook culvert (**Site K**) Water from the Jackmoor brook starts to flood the Langford road (**Site F**). **STAGE 2:** Met Office Severe Weather Warning Amber/Red (Rainfall). Flood Warning issued for the River Creedy – assess local conditions! Environment Agency water level gauges at Cowley Bridge, Upton Hellions and Yeoford indicate flooding very likely Water flows over Station Road (**Site E**) and floods Langford road (**Site F**) Water in brook to near Sweetham Cottages over tops banks (**Site D**) Shuttern Brook overflows into gardens along West Town Road (**Site I**) Further warnings from Shuttern Rain Gauge Water backs up towards properties at Smallbrook (**Site K**) Gardens at Marsh Mill Court in Half Moon start to flood (**Site H**)	**STAGE 2:** • FRN notifies Emergency Services • FRN opens ICPs • FRN engages the CRST to commence door knocking on properties under threat. • FRN allocates roles, responsibilities and procedures • FRN places emergency signage near bridge on Station Rd, Langford road, A377 at Smallbrook and Half Moon, and near Sweetham Cottages as appropriate and safe • FRN advises community to deploy property protection measures. • FRN considers opening EAP if required.

	STAGE 3: Environment Agency water level gauges at Cowley Bridge, Upton Hellions and Yeoford indicate flooding has occurred Severe Flood Warning issued for the River Creedy – assess local conditions! Station Road is blocked by floodwater closing access to Sweetham (**Site E**) and blocks road through Langford (**Site F**) Sweetham Cottages are under threat from flooding (**Site D**) Houses adjacent to Shuttern Brook under threat of flooding (**Site I**) Houses at Smallbrook under threat from flooding (**Site K**) Ground floor flats at Marsh Mill Court, Half Moon under threat from flooding (**Site H**)	**STAGE 3:** • FRN notifies Emergency Services (101 and 0345 988 1188) • FRN deploys equipment to vulnerable spots • FRN co-ordinates volunteers as required through Emergency Services • FRN coordinates evacuation to EAP if necessary • In the event of intensive flash flooding, which may arise quickly with little warning, the FRN should operate with extreme caution and avoid being trapped by rising flood waters. Residents should be advised to move to high ground or remain indoors and move upstairs.

8.0 Key Contacts

In the event of an emergency in the community there are a number of key people that can be called e.g. Emergency Services, Health Organisations, Parish / Borough / County Councils, Water Company, Gas, Doctors, Highways, Environment Agency, and Schools. These are listed below,

	Service / Name	Telephone Number	Additional Information
Key Individuals	ICP1/EAP1 Parish Hall	Key holders: Chris Barlow, 01392 851125 Daphne Clague, 01392 851639 Mary Long, 01392 851624 Roger Wilkins, 01392 851337	
	ICP2/EAP2 Recreation Ground Hall	Key holders: Tony Lewis, 01392 432287 Ian Harris, 01392 851321	
Emergency Services	Police	Emergency: 999 Non Emergency: 101	
	Devon and Somerset Fire and Rescue Service	Emergency: 999 Office: 01392 872 200	Fire/Flood Rescue, Support/Resources
	Ambulance Service	Emergency: 999 General: 01392 261621	
Activation and Emergency Planning	Mid Devon District Council Activation	01844 255255	Emergency Planning Callout
	DCC Emergency Planning Service	01392 382680 Fax: 01392 382709	
	MDDC Emergency Planner	01884 234997	Julia Ryder
	Devon County Council	0845 1551020	General Enquiries
	NSC Parish Council	01392 851148	Jane Hole
Flooding and Forecasting	Environment Agency Incident hotline	0800 807060	Flooding Events
	Environment Agency	08708 506506	General Enquiries
	Met Office	0870 9000100	Meteorological Forecasting
	Met Office Weathercall	09014 722054	

	Mid Devon District Council Environmental Health Dept.	01884 244600	Environmental Health Concerns
Utilities	South West Water	0800 1691144	Non-domestic water leaks
	Western Power Distribution	Office: 0845 6012989 Silent: 0800 365900	Power cuts
	BT	01525 290647 0800 800150	Telecommunications
Healthcare	New Valley Surgery	01363 775066	Medical/Healthcare
	Chiddenbrook Surgery	01363 772227	Medical/Healthcare
	NHS Direct	0845 4647	Advice
	Crediton Hospital	01363 775588	Medical/Healthcare
	Royal Devon and Exeter Hospital	01392 411611	Medical/Healthcare
	NHS Covid-19 advice	111	
Vehicle Recovery and 4x4	RAC Breakdown	0800 828 282	Vehicle Recovery
	AA Roadwatch	0906 884 322	84322 from mobile
	AA Breakdown	0800 88 77 66 0121 275 3746	
	Devon Recovery Service	01392 435747	Vehicle Recovery
	Devon and Cornwall 4x4 Response	Normally only activated via the Police	4x4 Response
Schools and Colleges	Newton St Cyres Primary School	01392 851267	
	Brampford Speke Primary School	01392 841414	
	Queen Elizabeth's	01363 773401	
	Exeter College	0845 111 6000	
	University of Exeter	01392 661000	
Local Media Services	BBC Radio Devon 104.3FM	News: 01752 234511 Travel: 0845 3002829 On air: 0845 3011034 Exeter: 01392 215651	Media, Warning, Informing

	Radio Devon 103.4FM	Traffic: Station:	Media, Warning, Informing
	Heart 100.5-100.8FM		Media, Warning, Informing
	Crediton Courier Newspaper	01363 774263	Media, Warning, Informing
Animal Welfare	RSPCA	24 hour: 0300 1234999 Office: 0300 1234555	Animal Welfare
	DSFRS Large Animal Rescue	Only to be requested via the on scene Fire Commander	Large Animal Rescue
	St Boniface Veterinary Clinic	01363 772860	Veterinary Surgery
	Wildman Equine Practice	01392 851753	
	Jonathan Wood Veterinary Surgeon	01363 772319 (24hrs)	
Emotional Support Services	Samaritans 24 hours	0845 3030900	Support
	Victim Support 8am-8pm	0845 3030900 0845 676 1020	Support
	Revd. Cross		St Cyr and St Julitta
Parish Councillors	Cllr J Enright Chairman	01392 851859	
	Cllr R Cashmore	01392 860053	Flood/Emergency Plan Integration Officer
	Cllr D Hodge	01392 851111	Neighbourhood Watch
	Cllr L Ouldridge	01392 851621	
	Cllr S Parker	01392 851505	Footpath Warden
	Cllr G Quicke	01392 851627	School Liaison
	Cllr G Scopes	01392 851375	Snow Warden Co-Ordinator
	Cllr C Southcott	01392 851569	Road Liaison Officer
	Cllr P Taylor	01392 851604	

ANNEX A: VULNERABLE RESIDENTS AND PROPERTIES

Vulnerable Residents, Properties and Locations Where Early Assistance May Be Required

Potential Vulnerability	Name	Address	Contact	Notes/ Assistance required
Children	Primary School	Station Road	Head of school – James Akhurst, 01392 851267	c100 Students
Elderly	Langford Park nursing home Court Orchard elderly housing	Langford Road, Exeter, Devon EX5 5AG. Court Orchard, Newton St Cyres	Joanne Burchall - Manager 01392 851473	
Tourists	Langford Bridge Caravan Park	Langford Bridge House, Langford Road, EX5 5AQ	01392 851459	

Properties Potentially Vulnerable to Flooding

	Street/Road Name	House Numbers/Name	Map Site	Notes
Priority Evac.	Sweetham	All properties surrounding the Culvert to east of New Estate	D	8-10 properties at risk of flooding
	West Town Rd, Woodlands and Meadowlands	Most properties	I	Water flows at the back of properties in their gardens
	Pump Street	All properties	J	Pump Street is the lowest road
	Smallbrook	Properties on both sides of the A377	K	Water backs-up on South side of road
	Langford	Properties around the Jackmoor Brook and the Langford Bridge Caravan Park	F	Road and surrounding fields flood

	Half Moon	Properties around the weir	H	Runoff from road and Creedy flooding affects households in Marsh Mill Court

ANNEX B: EAP EVACUEE REGISTRATION FORM

When an evacuation is deemed necessary and appropriate, people will need a safe place to gather to receive vital information about the emergency. This safe place is the Evacuation Assembly Point.

Name: ……

Address: ……

Contact: ……..

Next of Kin Contact: ……..

Important Information

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

Registration

Please register at the Registration table; it assists if any of your relatives are trying to trace you. Registration information is considered confidential. We encourage you to notify one family member or friend as to your whereabouts and then ask them to notify others that may be concerned about you.

Personal Belongings and Children

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

Medical and Injuries

If you have a medical condition that could require special consideration, i.e., heart condition, recent surgery, or pregnancy, please bring this to the attention of the staff. All medically related information should be noted on your registration card and will be treated with confidentiality.

News/Media

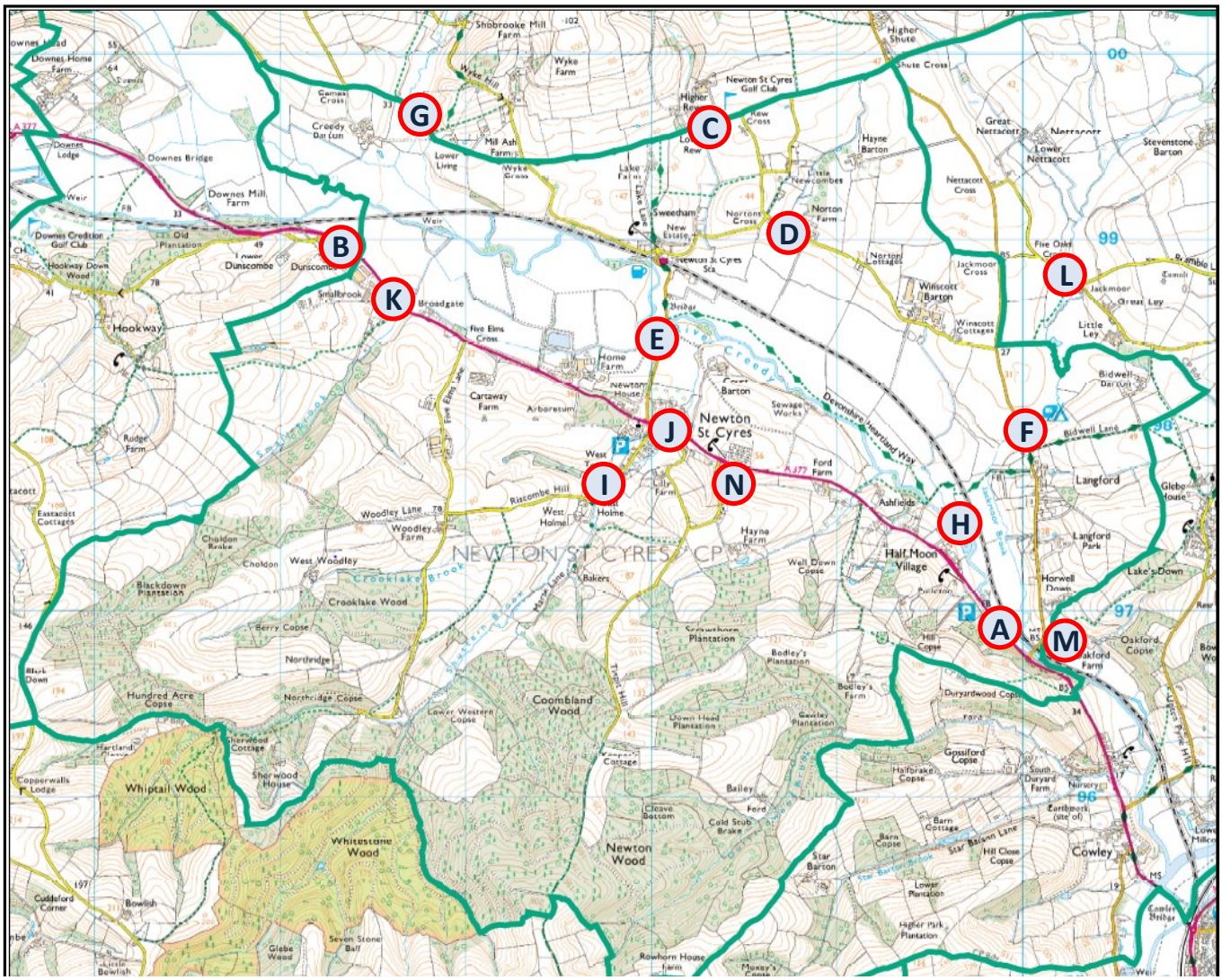
News/media representatives often visit the EAP during emergency operations. They may request interviews or photographs of you; however, they must ask your permission first. It is your right to refuse. Please report any problems or questions regarding the media to the EAP Coordinator.

ANNEX C: LOG SHEET

It is important to record all information during an emergency. Completing a log sheet is an easy way to ensure information is not lost. It can also help support / justify any decisions made or actions taken.

Date	Time	Information / Decision / Action	Initials

ANNEX D: MAP OF THE COMMUNITY WITH KEY LOCATIONS



Map provided by Devon County Council

A= A377 flooding site to east of parish

B= A377 flooding site to west of parish

C= Rew

D= Flood area to east of New Estate

E= Station Road over River Creedy

F= Jackmoor Brook in Langford

G= Camps Bridge

H= Half Moon village

I= West Town Road

J= Pump Street

K= Smallbrook

L= Jackmoor

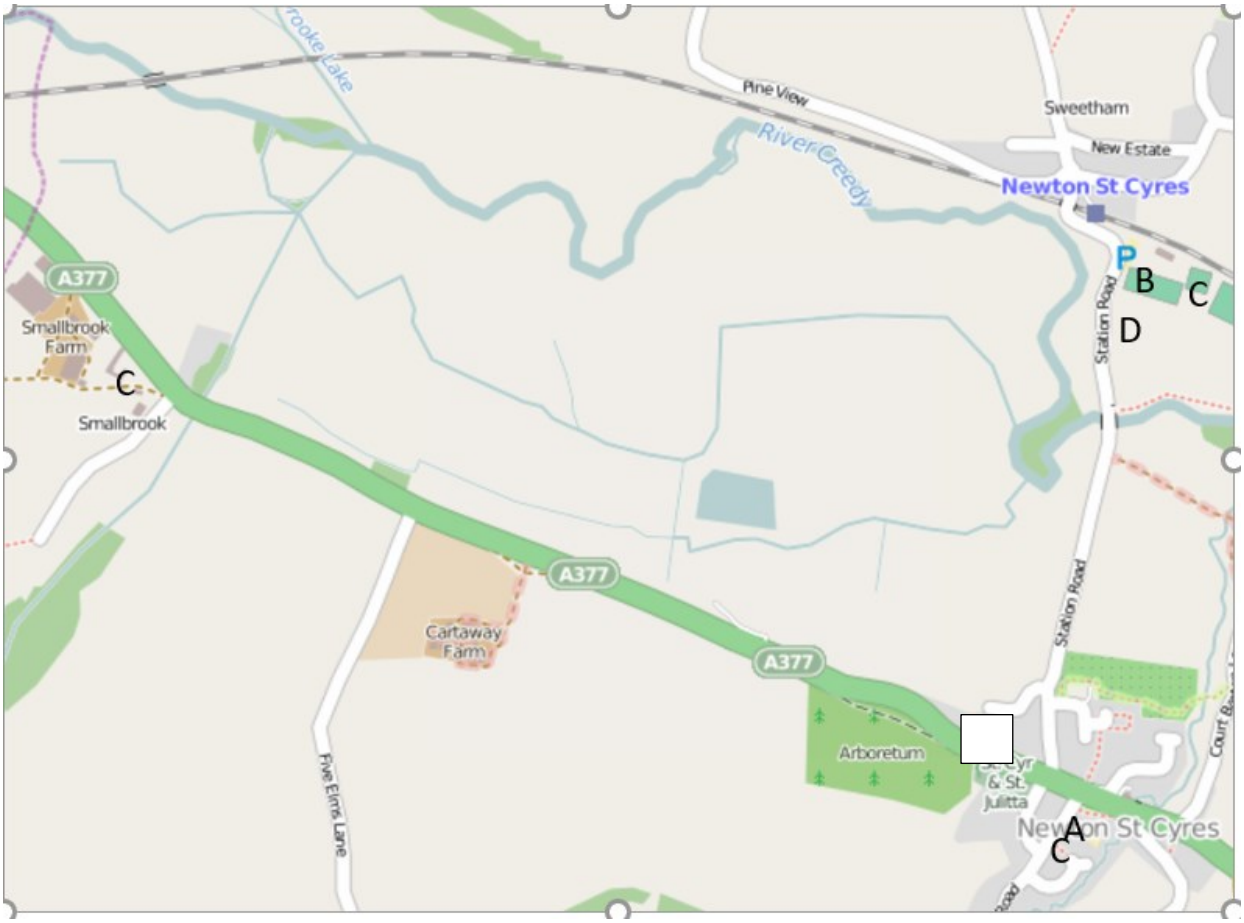
M= New Bridge

N=Old school site

ANNEX E: SUGGESTED CONTENTS OF CRST GRAB BAG

- Copy of the plan
- Map of the village
- Head torch - check batteries
- Spare torch batteries
- Reflective jacket or waistcoat (to appropriate Health and Safety standard)
- Waterproof gloves
- Hand sanitizing gel
- Drinking water
- Snack bars
- Lightweight raincoat
- Basic first aid kit
- Mobile phone
- Walking stick to probe water for dangers (e.g. potholes)

ANNEX F: Location of ICPs, Emergency Supply Stores and Helicopter Landing Site



A= Village Hall ICP (Incident Control Point)

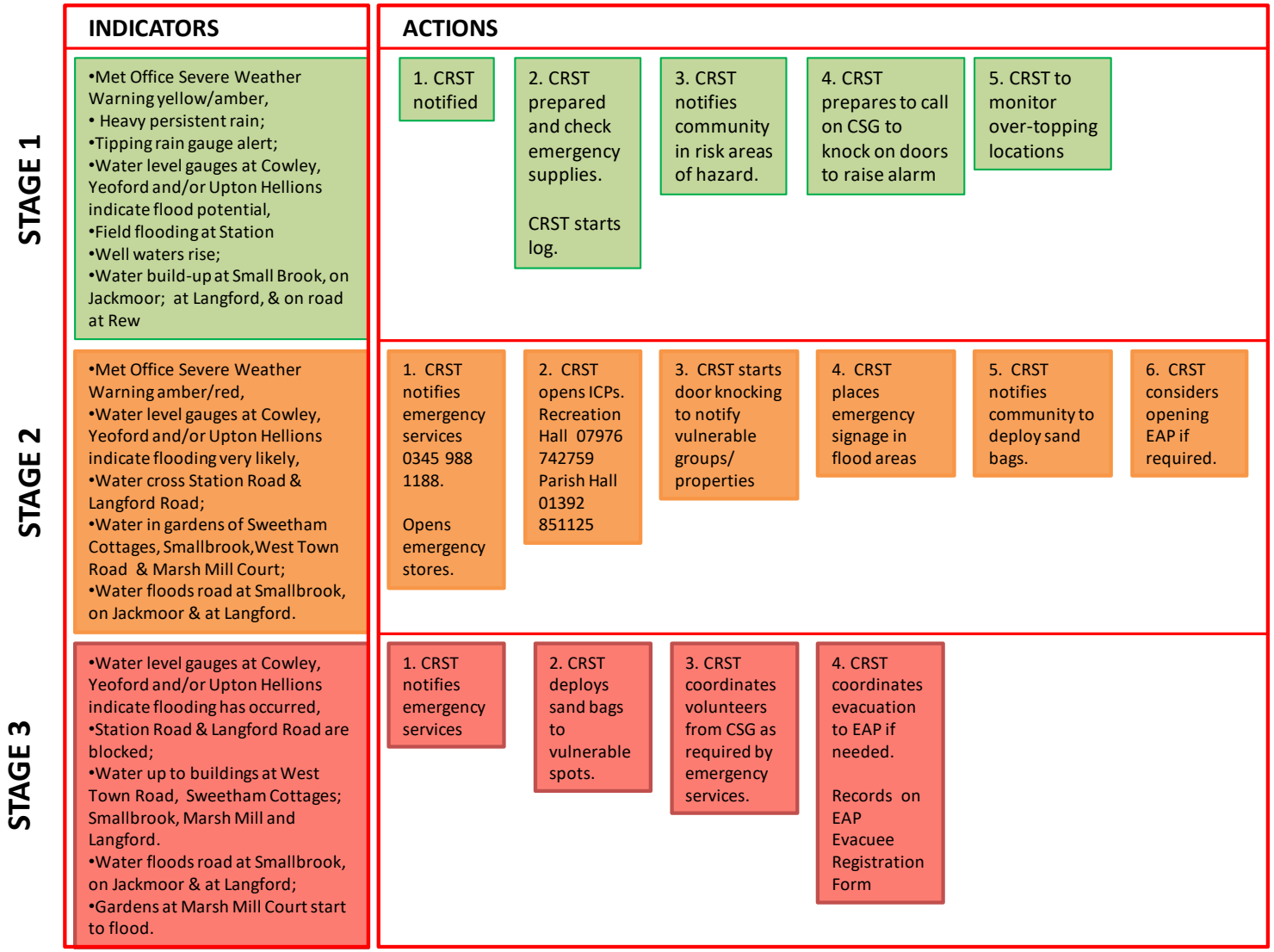
B= Recreation Ground ICP

C= Emergency Supply Stores

D= Helicopter Landing Site

If you are involved in any emergency it is important to:

- Make sure **999** has been called if people are injured or if there is a threat to life
- Not put yourself or others in danger
- Follow the advice of the Emergency Services
- Try to remain calm and think before acting and try to reassure others
- Check for injuries - remember to attend to yourself before attempting to help others

NOTES:

FLOOD ACTION CHECKLIST