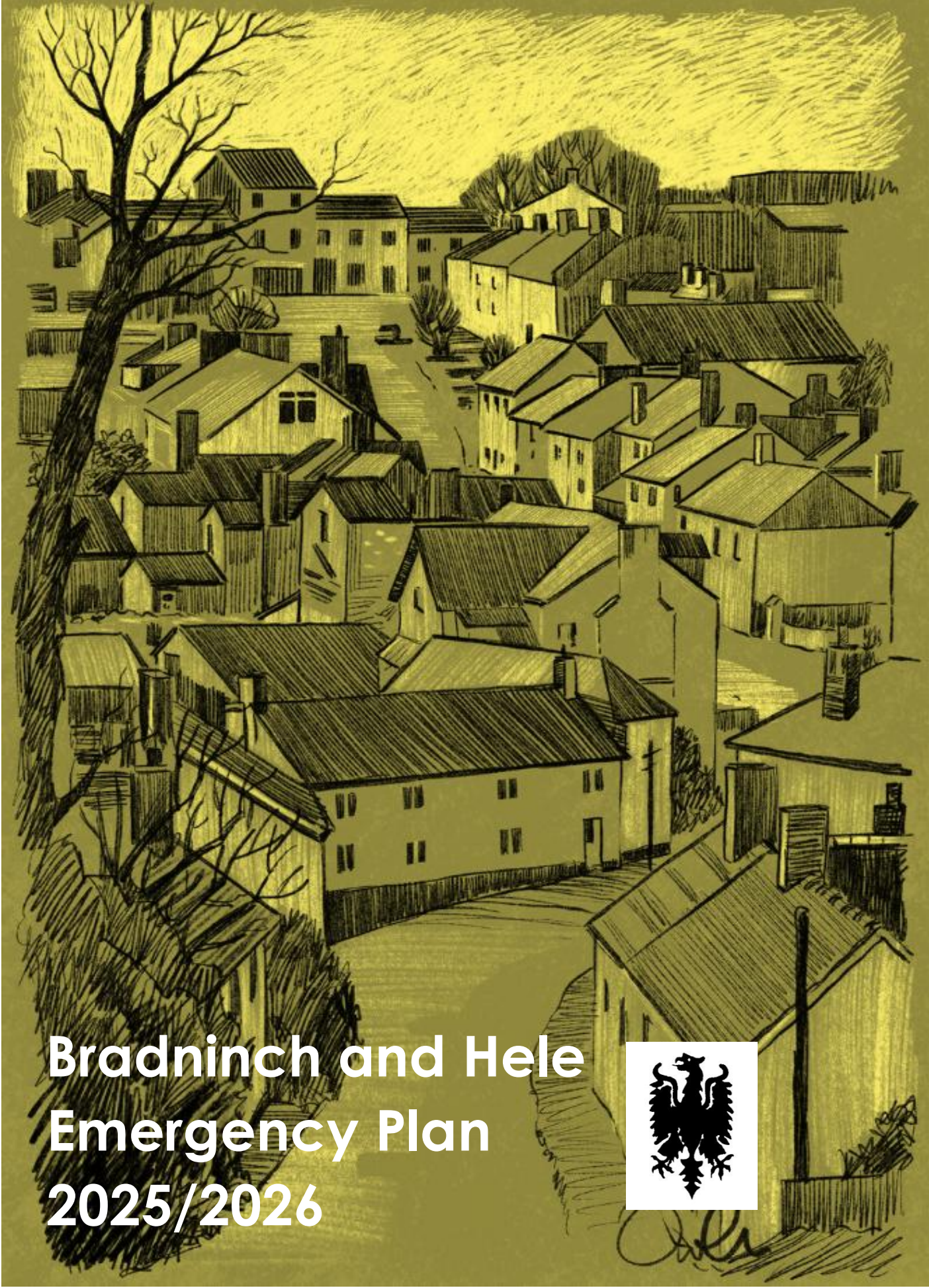




# Bradninch and Hele Emergency Plan 2025/2026



# Bradninch and Hele: Emergency Plan

Bradninch Town Council are grateful to residents who contribute updates for the Emergency Plan.

Cover Design reproduced with kind permission of Owen Williams, local artist:  
[owenarts.co.uk](http://owenarts.co.uk)

Funding and advice from  
Devon Communities Resilience Forum [devoncommunities.org.uk](http://devoncommunities.org.uk)

The Priority Registration Services information from Ofgem and South West Water was correct as at June 2025.



Fore Street 1965

Main text and design concept by Sue Eakers

Additional text and layout by Jim Porteous

## Emergency Plan Distribution

An electronic copy will be sent to the Devon Communities Resilience Forum [info@devoncommunities.org.uk](mailto:info@devoncommunities.org.uk) , where it is securely accessible to emergency responders.

A copy will be viewable on the Bradninch Town Council and local community websites.

Following the annual review of the Emergency Plan, the revised plan will be distributed by the Clerk to the Bradninch Town Council.

## Amendments Record

Following amendments to the Emergency Plan, updated copies will be distributed to nominated individuals and organisations listed in Local and Emergency Contacts. If you have any comments or amendments then contact the Clerk on [clerk@bradninch-tc.gov.uk](mailto:clerk@bradninch-tc.gov.uk)

|             |         | Amendments Record                     |            |
|-------------|---------|---------------------------------------|------------|
| Date        | Page    | Reason                                | Changed by |
| 31/Jul/2023 | 10      | Added UK Emergency Alert System       | IW         |
| 10/Sep/2023 | All     | Various typographical edit throughout | IW         |
| 08/Jul/2024 | All     | Updates & refinements                 | SE/IW      |
| 01/Jul/2025 | All     | Annual review v3.0                    | SE/IW      |
| 27/Jul/2025 | 6,11,13 | v3.1 & 3.2 Errata                     | SE/IW      |
|             |         |                                       |            |
|             |         |                                       |            |
|             |         |                                       |            |
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|             |         |                                       |            |

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### Introduction

Bradninch Town Council has developed this emergency plan, in conjunction with the community and Bradninch Together, to provide information which will assist in addressing and mitigating local emergencies. The aim of the plan is to pre-empt emergencies, build community resilience and nominate a leadership team.

Many of the events that cause disruption can be anticipated: this enables us to be prepared. Past experience has shown that Bradninch and Hele is able to provide a high level of community support and the ability to complement the work of emergency services.

The aims of this Emergency Plan are to;

- Identify the Community Response Team (CRT)
- Outline the responsibilities of the CRT
- Set out a communications strategy
- Provide contact details for local, regional and national responders
- Identify risks to the community
- Provide details of community resources
- Provide advice on how to be prepared at home

### Definition of 'Emergency'

*An emergency is an urgent, unexpected and usually dangerous situation that poses an immediate risk to health, life, property or environment and requires immediate action*

*Most emergencies require urgent intervention to prevent a worsening of the situation, although in some situations, mitigation may not be possible and agencies may only be able to offer palliative care for the aftermath.*

(Wikipedia 2025)

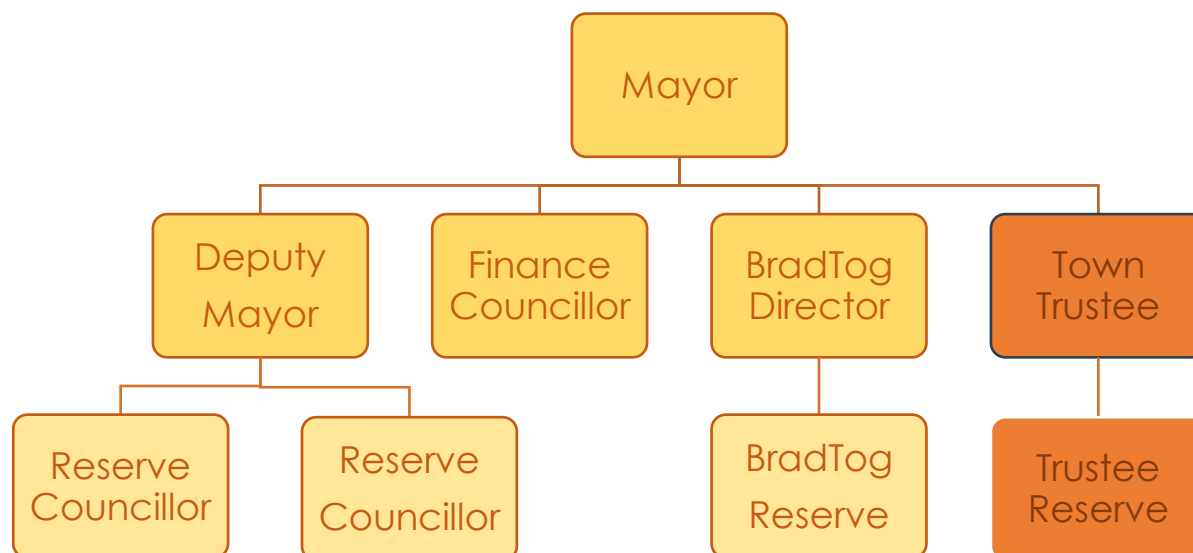
### Emergency Plan Coverage

This plan covers the parish of Bradninch and Hele.

Hele has a high risk of flooding; works by Network Rail to alleviate flooding by the River Culm are under consideration.

## COMMUNITY RESPONSE TEAM (CRT)

The Community Response Team (CRT) is comprised of Town Councillors, Directors from Bradninch Together and Trustees from Bradninch Town Trust. Cover for absence or unavailability will be provide by reserve personal from each organisation. The responsibilities of being a CRT member will be included in each organisation's induction



| 2025/2026                 | Name              | Landline      | Mobile        |
|---------------------------|-------------------|---------------|---------------|
| <b>Mayor</b>              | Steve Birley      | 01392 882 477 | 07507 460 716 |
| <b>Deputy Mayor</b>       | Luke Taylor       | 01392 882 332 | 07772 459 537 |
| <b>Finance Cllr</b>       | Simon Glendenning | n/a           | 07771 762 776 |
| <b>Reserve Cllr</b>       | Simon Crawford    | n/a           | 07745 573 533 |
| <b>Reserve Cllr</b>       | Ian Wild          | n/a           | 07778 848 165 |
| <b>Reserve Cllr</b>       | Maggie Taylor     | 01392 882 154 | 07568 503 517 |
| <b>Reserve Cllr</b>       | Paul Andrews      | n/a           | 07768 393 720 |
| <b>BradTog Director</b>   | Sophie West       | 01392 882 048 | 07920 422 197 |
| <b>BradTog Reserve</b>    | Sue Eakers        | 01392 882 587 | 07771 570 358 |
| <b>Town Trustee</b>       | Anthony Richards  | 01392 881 042 | 07773 429 333 |
| <b>Town Trust Reserve</b> | Mike Clarke       | n/a           | 07540 259 128 |

## Maintaining Contact

In anticipation of a power cut there are actions CRT members should take to extend the use of phones.

- Mobile phones can be recharged using portable power packs, or at the emergency hub, once the generator is in operation
- Homes with solar power and those with additional battery storage may be able to assist recharging
- The switchover to a digital network for landlines is underway this will 'retire' the public switched telephone network (PSTN)

### **CRT Responsibilities: Decisions and Directives**

- Being the focal point for incoming notifications and alerts from resilience agencies and emergency services
- Being the focal point for **outgoing** notifications and alerts to resilience agencies and emergency services
- Being the focal point for **outgoing** notifications and alerts to the community and local organisations
- Liaising within the CRT to pre-empt or respond to an emergency
- Being prepared as a team to call for assistance and /or mobilise local resources
- Being prepared to request confidential information from organisations concerning people that might need additional support, and to devise actions

### **CRT Responsibilities: Pre-emptive**

- Sign up for Met Office weather warnings by app or email
- Sign up for Environment Agency flood warnings; this is not possible for many low risk post codes in Bradninch; in Hele the Paper Mill's post code, EX5 4PL, is a relevant address to subscribe for alerts
- Create a 'grab bag' for an emergency to include a copy of this plan

### **CRT Responsibilities: Administrative**

- Ensuring there is current and viable community Emergency Plan
- Sharing the Emergency Plan with resilience agencies and emergency services
- Sharing the Emergency Plan with the community
- Record timed decisions, actions, interactions and expenditure
- Scheduling annual reviews of the Emergency Plan

### **CRT Responsibilities: Personal**

- Being familiar with the Emergency Plan and decisions that might arise
- When unavailable to participate as a CRT member, ensure a 'reserve' CRT member is aware
- Being a key or code holder for the Guildhall, the primary Emergency Hub
- Keeping a personal, timed record of decisions and actions
- Maintain confidentiality, where needed

## DECLARING an EMERGENCY

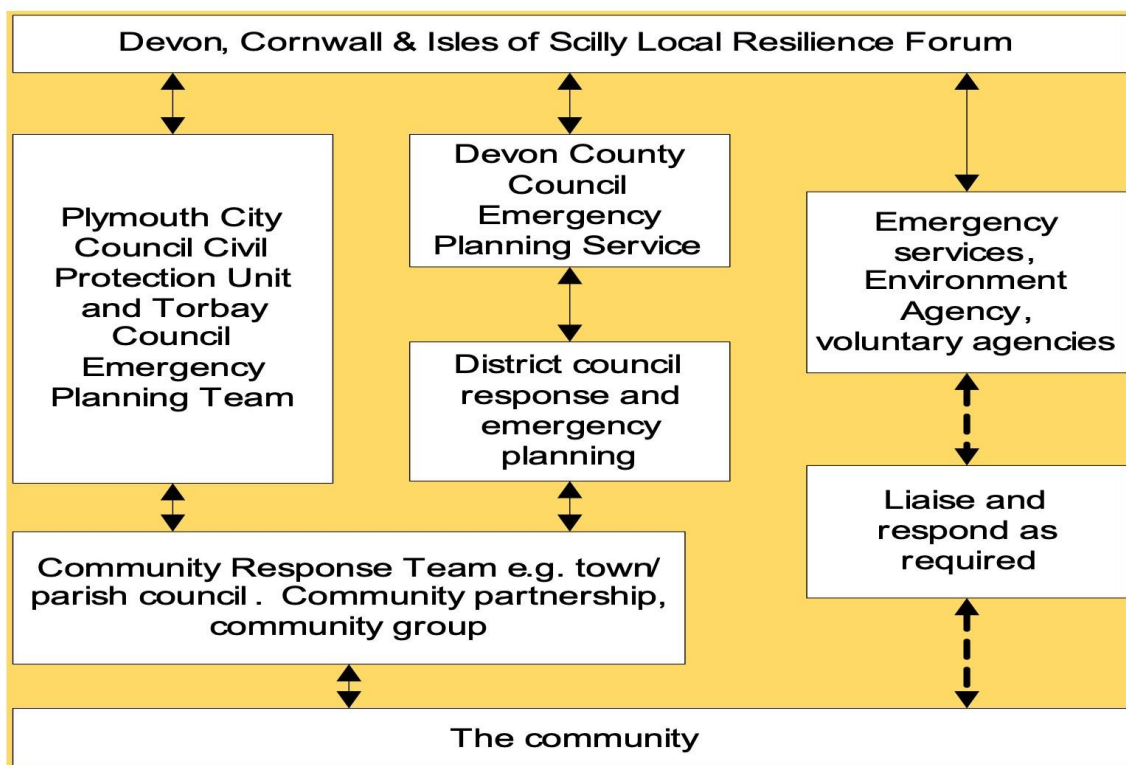
The Mayor will make a declaration of an emergency, based on information from the Met Office, Government Agencies, emergency services, or simply by assessing the local situation. The determination of this local emergency will be made after consultation with CRT members.

If needed, the CRT will take advice from Devon County Council (DCC), Mid Devon District Council (MDDC) and the emergency services.

*The CRT has a WhatsApp group for internal secure messaging. This may be backed-up by SMS. It is possible SMS may be sustained for longer during a power failure.*

### Triggers

- Met Office severe weather warnings: snow, ice, gales, heat
- Environment Agency: river flooding, surface water flooding
- South West Water: water contamination, no water
- Emergency Services: localised conditions that will impact the community
- Traffic Incident: within the town; road blockage, toxic spill, vehicle fire
- Safety Incident within the community; dangerous person(s) at large
- Major Incident within the community; house fire, crop fire, toxic spill
- Major Incident: on M5 / B3181 or the rail line, accidents, crop fire, toxic spill, vehicle fire



## COMMUNICATION STRATEGY

### Identifying Persons in Need

Each emergency will be unique by its nature and the time it occurs. The holding of a central list of 'vulnerable' people is both impractical and legally unshareable. When an emergency is declared by the CRT, consideration will be given to the potential impact on the community. Depending on the type of emergency the CRT will determine those residents or areas that could be negatively affected. Organisations with up-to-date knowledge of residents will be contacted by the CRT and information quantified. Where there is a threat to life confidential information can be shared.

### Methods of Communications

If an emergency is declared by the CRT, the following methods may be used to keep the community informed and to create ways anyone in need of assistance can make contact or call out for help.

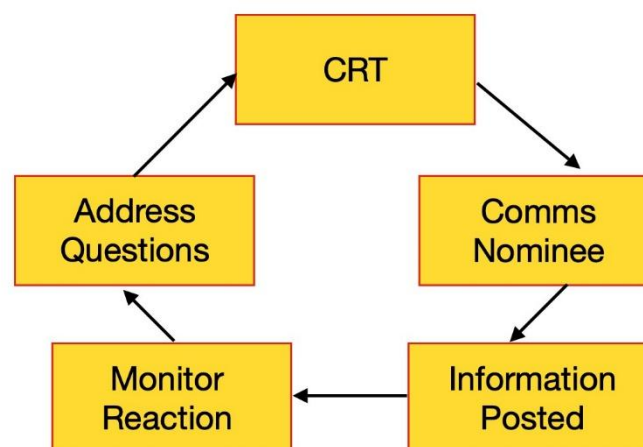
The CRT will nominate a 'communications lead' to send and monitor messages.

- Bradninch Town Council social media pages
- Bradninch and Hele Facebook pages
- Bradninch Together's zone based volunteers
- Bradninch and Hele organisations and groups
- WhatsApp groups

### All Systems Failure, including internet & Wi-Fi

If electronic methods of communications fail there are hand-held radios available, within the CRT. Door knocking, loud hailer and a system of 'red flags' may be put in place.

### Communications Cycle



## UK EMERGENCY ALERT SYSTEM



**Emergency Alerts is a UK government service that will warn you if there's a danger to life nearby. In an emergency, your mobile phone or tablet will receive an alert with advice about how to stay safe.**

**The government does not need to know your phone number or location to send you an alert**

### **You may get alerts about:**

- severe flooding
- fires
- extreme weather

### **Emergency alerts will only be sent by:**

- the emergency services
- government departments, agencies and public bodies that deal with emergencies

### **What happens when you get an emergency alert?**

Your mobile phone or tablet may:

- make a loud siren-like sound, even if it's set on silent
- vibrate
- read out the alert

The sound and vibration will last for about 10 seconds. An alert will include a phone number or a link to the GOV.UK website for more information. You'll get alerts based on your current location - not where you live or work. You do not need to turn on location services to receive alerts.

**What you need to do:** When you get an alert, stop what you're doing and follow the instructions in the alert.

**If you're driving or riding when you get an alert:** Do not read or respond to an emergency alert while driving or riding. Find somewhere safe and legal to stop before reading the message. If there's nowhere safe and legal to stop, and nobody else is in the vehicle to read the alert, you can listen to news on live radio to find out about the emergency. It's illegal to use a hand-held device while driving or riding.

## Contact Information

### Local Contacts

| Category/Name           | Resource / Description                  | Landline<br>Mobile Number      | Email / Website                                                                                                                                  |
|-------------------------|-----------------------------------------|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| Bradninch Town Council  | Community Leadership                    | 01392 861 228                  | <a href="mailto:clerk@bradninch-tc.gov.uk">clerk@bradninch-tc.gov.uk</a><br><a href="http://www.bradninch-tc.gov.uk">www.bradninch-tc.gov.uk</a> |
| Bradninch Town Trust    | Guildhall, houses, land & charity funds | 07540 259 128                  | <a href="mailto:info@bradninchtt.org.uk">info@bradninchtt.org.uk</a><br><a href="http://bradninchtt.org.uk">http://bradninchtt.org.uk</a>        |
| Bradninch Together      | Neighbour to neighbour support          | 01392 882 048<br>01392 882 587 | <a href="http://bradninchtogether.org.uk">bradninchtogether.org.uk</a>                                                                           |
| <b>Organisations</b>    |                                         |                                |                                                                                                                                                  |
| Sustainable Bradninch   | Food Shed & Repair Cafe                 | 07795 659180                   | <a href="http://sustainablebradninch.co.uk">sustainablebradninch.co.uk</a>                                                                       |
| SPAR shop               | Post Office & Groceries                 | 01392 881 212                  | <a href="http://www.spar.co.uk">www.spar.co.uk</a>                                                                                               |
| Baptist Church          | Premises & kit                          | 01884 33052                    | <a href="http://bradninchbaptistchurch.org.uk">bradninchbaptistchurch.org.uk</a>                                                                 |
| Bowls Club              | Premises & kit                          | 01392 881 183                  | <a href="http://bowlsdevon.co.ukbradninch">bowlsdevon.co.ukbradninch</a>                                                                         |
| Cricket Club            | Premises, skills & kit                  | 01392 881 192                  | <a href="http://bradninchcc.org.uk">bradninchcc.org.uk</a>                                                                                       |
| Football Club           | Premises, skills & kit                  | 07872 604 872<br>07899 974 598 | <a href="http://bradninchfc.co.uk">bradninchfc.co.uk</a>                                                                                         |
| Scout Group             | Skills & kit                            | 01392 881 788                  | <a href="http://www.scouts.org.uk">www.scouts.org.uk</a>                                                                                         |
| The Hele Society        | Residents group                         | 07749 439 527                  | <a href="mailto:helesociety@outlook.com">helesociety@outlook.com</a>                                                                             |
| St. Disens Church       | Premises & kit                          | 07806 420 473                  | <a href="http://stdisens.org.uk">stdisens.org.uk</a>                                                                                             |
| Duchy School            | Education                               | 01392 881482                   | <a href="http://duchy.devon.sch.uk">duchy.devon.sch.uk</a>                                                                                       |
| Duchy School            | Emergency                               | 07889 672773                   | Caretaker                                                                                                                                        |
| Duchy Pre-school        | Education                               | 01392 881 975                  | <a href="http://duchypreschool.org.uk">duchypreschool.org.uk</a>                                                                                 |
| <b>Supported Living</b> |                                         |                                |                                                                                                                                                  |
| Parklands               | Residential                             | 01392 881375                   |                                                                                                                                                  |
| Bowley Meadows          | Independent Living                      | 01884 255 255                  | <a href="http://middevon.gov.uk">middevon.gov.uk</a>                                                                                             |
| Townlands               | Independent Living                      | 01884 255 255                  | <a href="http://middevon.gov.uk">middevon.gov.uk</a>                                                                                             |
| <b>Vehicle Access</b>   |                                         |                                |                                                                                                                                                  |
| Hornbeam Gardens        | Gate Access<br>Padlock                  | 0345 155 1004<br>0345 155 1008 | <a href="http://devon.gov.uk">devon.gov.uk</a>                                                                                                   |

## Emergency and Utility Contacts

| Service                          | Category                | Info. / Number             | Email / Website                                                                          |
|----------------------------------|-------------------------|----------------------------|------------------------------------------------------------------------------------------|
| <b>First Responders</b>          |                         |                            |                                                                                          |
| Police                           | Emergency               | 999                        | <a href="http://devon-cornwall.police.uk">devon-cornwall.police.uk</a>                   |
| Police                           | Non Urgent              | 101                        | <a href="http://devon-cornwall.police.uk">devon-cornwall.police.uk</a>                   |
| Police                           | Cullompton              | 01392 420 320              | <a href="http://devon-cornwall.police.uk">devon-cornwall.police.uk</a>                   |
| Police                           | 4X4 vehicles            | 101                        | <a href="http://devon-cornwall.police.uk">devon-cornwall.police.uk</a>                   |
| Ambulance                        | Emergency               | 999                        | <a href="http://swast.nhs.uk">swast.nhs.uk</a>                                           |
| Ambulance                        | Non Urgent              | 01392 261 621              | <a href="http://swast.nhs.uk">swast.nhs.uk</a>                                           |
| Ambulance                        | Devon Air Ambulance     | 01392 466 666              | <a href="mailto:info@daat.org">info@daat.org</a>                                         |
| Ambulance                        | Helicopter landing site | Advise if our site offline | <a href="mailto:landingsites@daat.org">landingsites@daat.org</a>                         |
| Fire& Rescue                     | Emergency               | 999                        | <a href="http://dsfire.gov.uk">dsfire.gov.uk</a>                                         |
| Fire& Rescue                     | Non Urgent              | 01392 872 200              | <a href="http://dsfire.gov.uk">dsfire.gov.uk</a>                                         |
| <b>Electricity</b>               |                         |                            |                                                                                          |
| National Grid                    | Emergency               | 105                        | <a href="http://powercuts.nationalgrid.co.uk">powercuts.nationalgrid.co.uk</a>           |
| National Grid                    | Non Urgent              | 0800 6783 105              | <a href="http://national.grid.co.uk">national.grid.co.uk</a>                             |
| <b>Gas</b>                       |                         |                            |                                                                                          |
| Gas Leaks                        | Emergency               | 0800 111 999               |                                                                                          |
| <b>Water &amp; Flooding</b>      |                         |                            |                                                                                          |
| Environment Agency               | Flood Line              | 0345 988 1188              | <a href="http://www.gov.uk">www.gov.uk</a>                                               |
| Environment Agency               | Incident Hotline        | 0800 80 70 60              | <a href="mailto:enquires@environmentagency.gov.uk">enquires@environmentagency.gov.uk</a> |
| Devon CC                         | Flood reporting         | 0345 155 1015              | <a href="mailto:floodrisk@devon.gov.uk">floodrisk@devon.gov.uk</a>                       |
| Mid Devon DC                     |                         | 01884 255 255              | <a href="http://middevon.gov.uk">middevon.gov.uk</a>                                     |
| South West Water                 | Emergency 24/7          | 0800 169 1144              | <a href="http://southwestwater.co.uk">southwestwater.co.uk</a>                           |
| <b>Generator &amp; Equipment</b> |                         |                            |                                                                                          |
| CRT                              | Generator               | 07773 429 333              | Stored locally and transported                                                           |
| HSS Hire                         | Generator               | 01392 300 262              | <a href="http://hss.com">hss.com</a>                                                     |
| Exeter Generator Hire            | Generator               | 07814 356 233              | <a href="http://exeter-generator-hire.com">exeter-generator-hire.com</a>                 |
| CRT                              | Hand Radios             | 07773 429 333              | Stored locally                                                                           |

## Contact Information

|                                      |                           |                                |                                                                                                                                                                 |
|--------------------------------------|---------------------------|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Weather</b>                       |                           |                                |                                                                                                                                                                 |
| Met Office                           | Forecasting               | 0870 9000 100                  | <a href="https://www.metoffice.gov.uk">metoffice.gov.uk</a>                                                                                                     |
| Met Office                           | Warnings                  | app or email                   | <a href="https://www.metoffice.gov.uk">metoffice.gov.uk</a>                                                                                                     |
| <b>Health</b>                        |                           |                                |                                                                                                                                                                 |
| Bradninch Surgery                    | Non Urgent                | 01392 881 952<br>01884 831 300 | <a href="https://www.collegesurgery.org.uk">collegesurgery.org.uk</a>                                                                                           |
| Wyndham House Surgery                | Non Urgent                | 01392 860 034                  |                                                                                                                                                                 |
| Royal Devon & Exeter                 | Non Urgent                | 01392 411 611                  | <a href="https://www.royaldevon.nhs.uk">royaldevon.nhs.uk</a>                                                                                                   |
| NHS Direct                           | Non Urgent                | 111                            | <a href="https://www.nhs.uk">nhs.uk</a>                                                                                                                         |
| <b>Highways &amp; Roads</b>          |                           |                                |                                                                                                                                                                 |
| National Highways                    | Emergency                 | 0300 123 5000                  | <a href="mailto:info@nationalhighways.co.uk">info@nationalhighways.co.uk</a><br><a href="https://www.nationalhighways.co.uk">nationalhighways.co.uk</a>         |
| Devon CC                             | Emergency                 | 0345 155 1004                  | <a href="https://www.devon.gov.uk">devon.gov.uk</a>                                                                                                             |
| Devon CC                             | Grit bin refill           |                                | <a href="https://www.devon.gov.uk/reportit">devon.gov.uk/reportit</a>                                                                                           |
| <b>Public Transport</b>              |                           |                                |                                                                                                                                                                 |
| Stagecoach                           | Buses                     | 01392 427 711                  | <a href="https://www.stagecoachbus.com">stagecoachbus.com</a>                                                                                                   |
| <b>Personal Support</b>              |                           |                                |                                                                                                                                                                 |
| Samaritans                           | Emergency 24/7            | 0845 790 9090                  | <a href="mailto:jo@samaritans.org">jo@samaritans.org</a>                                                                                                        |
| Victim Support                       | Emergency 24/7            | 0845 303 0900<br>0845 676 1020 | <a href="https://www.victimsupport.org.uk">victimsupport.org.uk</a>                                                                                             |
| Bradninch Together                   | Non Urgent                | See Zone Map on website        | <a href="https://www.bradninchtogether.org.uk">bradninchtogether.org.uk</a>                                                                                     |
| <b>Animal Welfare</b>                |                           |                                |                                                                                                                                                                 |
| RSPCA                                | Non Urgent                | 0300 1234 555                  | <a href="https://www.rspca.org.uk">rspca.org.uk</a>                                                                                                             |
| RSPCA                                | 24 hour                   | 0300 1234 999                  | <a href="https://www.rspca.org.uk">rspca.org.uk</a>                                                                                                             |
| Fire & Rescue                        | Large animal              | 999                            | On scene Fire Commander                                                                                                                                         |
| National Highways                    | Animal on Major or A road | 0300 123 5000                  | <a href="https://www.nationalhighways.co.uk">nationalhighways.co.uk</a>                                                                                         |
| <b>Council Advice &amp; Support</b>  |                           |                                |                                                                                                                                                                 |
| Bradninch Town Council               | Non Urgent                | 01392 861228                   | <a href="mailto:clerk@bradninch-tc.gov.uk">clerk@bradninch-tc.gov.uk</a><br><a href="https://www.bradninch-tc.gov.uk">www.bradninch-tc.gov.uk</a>               |
| Devon CC                             | Emergency 24/7            | 01392 382680                   | <a href="mailto:epduty@devon.gov.uk">epduty@devon.gov.uk</a>                                                                                                    |
| MDDC                                 | Emergency 24/7            | 01884 255 255                  | <a href="https://www.middevon.gov.uk">middevon.gov.uk</a>                                                                                                       |
| Devon Communities                    | Non urgent                | 01392 248 919                  | <a href="mailto:info@devoncommunities.org.uk">info@devoncommunities.org.uk</a><br><a href="https://www.devoncommunities.org.uk">www.devoncommunities.org.uk</a> |
| Devon Emergency Planning Partnership | Non Urgent                |                                | <a href="https://www.depp.org.uk">www.depp.org.uk</a>                                                                                                           |

## LOCAL RESOURCES

### Using What3Words

Devon's emergency first responders use what3words locations rather than postcodes, for accuracy: Devon & Cornwall Police, Devon & Somerset Fire & Rescue, South Western Ambulance Service, UK Coastguard.

### Emergency Hub(s)

Bradninch Guildhall is the primary location for the CRT and the base for emergency services and external responders. The CRT are able to access and use the ground floor on declaration of an emergency. The Emergency Hub can operate as a centre with heating, lighting, and functioning electric sockets for charging phones and other equipment, as determined by the CRT.

**Primary location: Guildhall, Ground floor, Fore Street • /// prone.advancing.whistle**

**Secondary location: West End Hall, West End Road • /// slung.nails.large**

### Community Shelters & Refuge Locations (map page 17)

If people need to leave their homes, either for safety and comfort or as part of an evacuation directed by the emergency services or councils, Bradninch has locations with sufficient geographical diversity for shelter and refuge.

| Venue                           | What3Words                  | Contact Number |
|---------------------------------|-----------------------------|----------------|
| Baptist Church                  | combining.lively.spouting   | 01392 881 411  |
| Castle Hotel Pub                | doormat.foresight.indulgent | 01392 881 378  |
| Guildhall 1 <sup>st</sup> floor | prone.advancing.whistle     | 07540 259 128  |
| Kensham Club                    | contracts.driveway.posting  | 01392 881 353  |
| Old White Lion Pub              | union.fails.blotches        | 07494 234 034  |
| St Disen's Church               | send.grab.conqueror         | 01392 881 733  |
| St Disen's Hall                 | snug.suiting.mingles        | 01392 881 733  |
| West End Hall                   | slung.nails.large           | 01392 861 228  |

### Established Resources: Defibrillators (map page 17)

There are five defibrillators in the parish. To use them, call 999 from the box location to get the unlock code; this will trigger the dispatch of an ambulance.

| Site           | What3Words              | Location                     |
|----------------|-------------------------|------------------------------|
| Guildhall      | prone.advancing.whistle | To the left of the main door |
| Duchy School   | crew.ocean.flick        | On wall facing Bowley Meadow |
| Cricket Club   | alarmed.angel.awakening | Corner of Bowling Green wall |
| Football Club  | symphonic.rots.album    | Club house wall nearest road |
| Hele Phone box | aviation.stop.withdraws | Inside the phone box         |

### Established Resources: Grit Boxes

There are eleven grit boxes across the parish, these are maintained and filled by Devon County Council and anyone can ask for them to be refilled using [devon.gov.uk/reportit](https://devon.gov.uk/reportit)

| Location (West to East)     |                                                                                     |
|-----------------------------|-------------------------------------------------------------------------------------|
| Barns Close                 |  |
| Passmore Road               |                                                                                     |
| Bowley Meadow               |                                                                                     |
| Townlands Triangle          |                                                                                     |
| Millway Gardens             |                                                                                     |
| Fore Street by Castle Hotel |                                                                                     |
| Culver Close                |                                                                                     |
| Hornbeam Gardens            |                                                                                     |
| Parsonage Street            |                                                                                     |
| Heggadon Close              |                                                                                     |
| Paceycombe Farm             |                                                                                     |

### Established Resources: Public Phones (map page 17)

There is one public phone in the phone box outside the Guildhall **01392 881 426**

### Alternative Vehicle Route: Hornbeam Gardens Gate

The gate will only be unlocked in an emergency, when the CRT have determined a clear and present danger or there is an instruction from the emergency service to allow vehicle access. Devon County Council advise on vehicular access 0345 155 1004, Out of hours 0345 155 1008

### Equipment Sourcing: General

It is no longer cost effective for smaller communities to own and store equipment on the off chance that they have the right kit for an emergency. The UK is well connected and resourced and prepared for most critical events.

Experience has shown the Bradninch and Hele communities are able to mobilise people and equipment to meet the challenges of short lived weather-related emergencies and longer lasting disruptions such as the Covid Pandemic.

CRT members will call for and/or source equipment needed in an emergency

### Calling for Emergency Kit and Helpers

A declaration of an emergency will be made by the CRT. The following may then be used to contact the community to call for help, equipment and expertise.

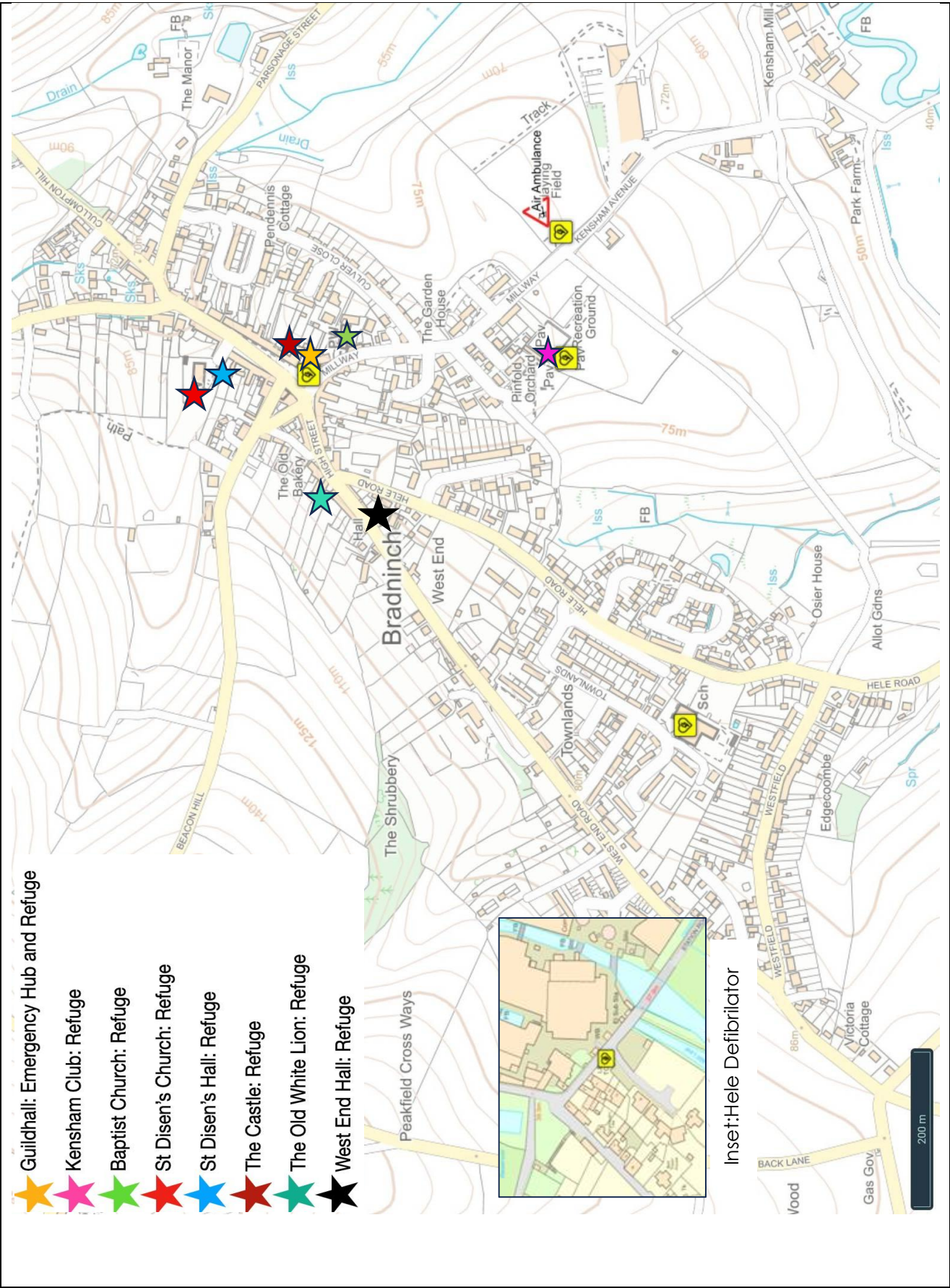
- Bradninch Town Council social media pages
- Bradninch and Hele Facebook pages
- Bradninch Together zone based volunteers
- Bradninch and Hele organisations and groups
- WhatsApp groups

### Helicopter Landing Site

The primary site at the Bradninch Football Club field has landing lights which are activated by the approaching helicopter. Address: Kensham Park, Kensham Ave, Bradninch, Exeter EX5 4RD

If the landing site has to be off-line, notify Devon Air Ambulance [landingsites@daat.org](mailto:landingsites@daat.org)

| Site          | What3Words                        | Grid           |
|---------------|-----------------------------------|----------------|
| Football Club | <b>spouting.clocked.kite</b>      | ST 00224 03682 |
| Cricket Club  | <b>contracts.driveway.posting</b> | SS 99998 03597 |
| Duchy School  | <b>reshaping.horn.renews</b>      | SS 99547 03474 |



## Risk & Actions Matrix

| Type of Risk                            | Likelihood | Impact | <b>Advisory Actions</b><br><i>Pre-emptive actions</i><br><b><i>In most emergencies people are safest in their own homes</i></b>                                                                                                                                                                                                                          |
|-----------------------------------------|------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Power Off < 6 hours                     | 5          | 1      | <ul style="list-style-type: none"> <li>• Pre-register for priority support (see p. 22-23)</li> <li>• Charge phones and power packs</li> <li>• Don't open freezer doors</li> <li>• In cold weather retain heat; draw curtains</li> <li>• In a heat wave keep out heat; draw curtains • SPAR may close</li> </ul>                                          |
| Power Off 6 > 24 hours                  | 4          | 2      | <ul style="list-style-type: none"> <li>• CRT to confer</li> <li>• Activate the Communications strategy</li> <li>• Gather information from agencies</li> <li>• Disseminate information and advice</li> <li>• Identify persons who may need support</li> <li>• BradTog on stand-by</li> </ul>                                                              |
| Power Off over 24 hours                 | 2          | 4      | <ul style="list-style-type: none"> <li>• CRT to meet</li> <li>• Continuous messaging community</li> <li>• Contact those who may need support</li> <li>• Active BradTog Zones</li> </ul>                                                                                                                                                                  |
| Water Off < 6 hours                     | 5          | 1      | <ul style="list-style-type: none"> <li>• Pre-register for priority support (see pages 22-23)</li> <li>• Public buildings /schools may close</li> <li>• SPAR may close</li> </ul>                                                                                                                                                                         |
| Water Off 6> 24 hrs                     | 4          | 2      | <ul style="list-style-type: none"> <li>• CRT to confer</li> <li>• Activate the Communications strategy</li> <li>• Gather information from providers</li> <li>• Disseminate information and advice</li> <li>• Identify persons who may need support</li> <li>• Identify supplies of bottled water</li> <li>• BradTog on stand-by</li> </ul>               |
| Water Off over 24 hours                 | 3          | 4      | <ul style="list-style-type: none"> <li>• CRT to meet</li> <li>• Disseminate information and advice</li> <li>• Continuous messaging community</li> <li>• Contact those who may need support</li> <li>• Active BradTog Zones</li> </ul>                                                                                                                    |
| Town cut off by snow / ice < 24 hours   | 5          | 1      | <ul style="list-style-type: none"> <li>• Pre-register for priority support (see pages 22-23)</li> <li>• Public buildings /schools may close</li> <li>• People may be unable to get home or leave</li> </ul>                                                                                                                                              |
| Town cut off by snow/ ice over 24 hours | 3          | 2      | <ul style="list-style-type: none"> <li>• CRT to confer</li> <li>• CRT monitor Met Office notifications</li> <li>• Activate the Communications strategy</li> <li>• Gather information from agencies</li> <li>• Disseminate information and advice</li> <li>• Identify persons who may need support</li> <li>• BradTog on stand-by or activated</li> </ul> |

## Risk & Actions Matrix

|                                                                      |                                |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                               |
|----------------------------------------------------------------------|--------------------------------|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| <b>Storms with High Winds</b><br>Depending on severity               | <b>5</b>                       | <b>1/5</b>                   | <ul style="list-style-type: none"><li>CRT to confer</li><li>CRT monitor Met Office notifications</li><li>CRT monitor posts on Brad &amp; Hele Facebook</li><li>Road links may close</li><li>Structural damage may occur</li><li>Loss of electricity and water may occur</li><li>Activate the Communications strategy</li><li>Gather information from agencies</li><li>Disseminate information and advice</li><li>Identify persons who may need support</li><li>BradTog on stand-by or activated</li></ul> |                               |
| <b>SPAR closed over 48 hours</b>                                     | <b>1</b>                       | <b>5</b>                     | <ul style="list-style-type: none"><li>CRT to confer</li><li>Disseminate advice to community</li><li>Determine mitigations</li><li>BradTog on stand-by or activated</li></ul>                                                                                                                                                                                                                                                                                                                              |                               |
| <b>Flooding</b><br>Depending on severity                             | <b>5</b>                       | <b>2</b>                     | <ul style="list-style-type: none"><li>CRT monitor Met Office notifications</li><li>CRT monitor posts on Brad &amp; Hele Facebook</li><li>Road links may be closed</li><li>Awaiting flood prevention by Network Rail</li></ul>                                                                                                                                                                                                                                                                             |                               |
| <b>Flooding at Hele</b><br>Depending on severity                     | <b>5</b>                       | <b>1/5</b>                   | <ul style="list-style-type: none"><li>CRT monitor Met Office notifications</li><li>CRT monitor posts on Brad &amp; Hele Facebook</li><li>Road links may be closed</li><li>Awaiting flood prevention by Network Rail</li></ul>                                                                                                                                                                                                                                                                             |                               |
| <b>Major Town Fire</b>                                               | <b>1</b>                       | <b>5</b>                     | <ul style="list-style-type: none"><li>CRT to confer</li><li>CRT to take direction from Fire Commander</li><li>Emergency services may require a ICP/Hub</li><li>Disseminate information &amp; advice</li><li>Close doors and windows</li><li>Evacuated residents may require a refuge</li></ul>                                                                                                                                                                                                            |                               |
| <b>Major Crop Fire</b><br>Depending on severity                      | <b>1</b>                       | <b>2</b>                     | <ul style="list-style-type: none"><li>CRT to confer</li><li>CRT to take direction from Fire Commander</li><li>Emergency services may require a ICP/Hub</li><li>Disseminate information and advice</li><li>Close doors and windows</li><li>Evacuated residents may require a refuge</li></ul>                                                                                                                                                                                                              |                               |
| <b>Toxic Spills Motorway, Road, or Rail</b><br>Depending on severity | <b>1</b>                       | <b>3/5</b>                   | <ul style="list-style-type: none"><li>CRT to confer</li><li>Close doors and windows</li><li>CRT to take direction from Fire Commander</li><li>Emergency services may require a ICP/Hub</li><li>Disseminate information and advice</li><li>Evacuated residents may require a refuge</li></ul>                                                                                                                                                                                                              |                               |
| <b>National Emergencies</b><br>Depends on severity                   | <b>1</b>                       | <b>1/5</b>                   | <ul style="list-style-type: none"><li>CRT to meet</li><li>Disseminate Government information and advice</li></ul>                                                                                                                                                                                                                                                                                                                                                                                         |                               |
| <b>1 unlikely / low impact</b>                                       | <b>2 possible / disruptive</b> | <b>3 probable / damaging</b> | <b>4 likely / hazardous</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>5 expected / dangerous</b> |



Bradninch Together began in 2020 in response to a global emergency, the Covid 19 Pandemic. The parish of Bradninch and Hele was divided into areas, each having a volunteer Zone Coordinator, overseeing a team of other volunteers offering neighbourly support for their area.

### **Zone Coordinator Role:**

- Willing for their phone number to be shared with the community.
- Familiar with their geographical zone.
- Able to take calls requesting practical assistance from those in the zone.
- Able to delegate tasks via a WhatsApp group of zone volunteers.
- In the event of a digital communications failure, liaise with the CRT to establish other methods of support.

### **Volunteer Role:**

Support from BradTog volunteers is on an informal neighbour to neighbour basis. Help will be given with practical tasks such as shopping and collecting medication. Volunteers are asked to adhere to the BradTog Policies and Guidance Notes: there is a 'threshold policy' discouraging volunteers from entering homes and a stipulation that volunteers do not deal with cash.

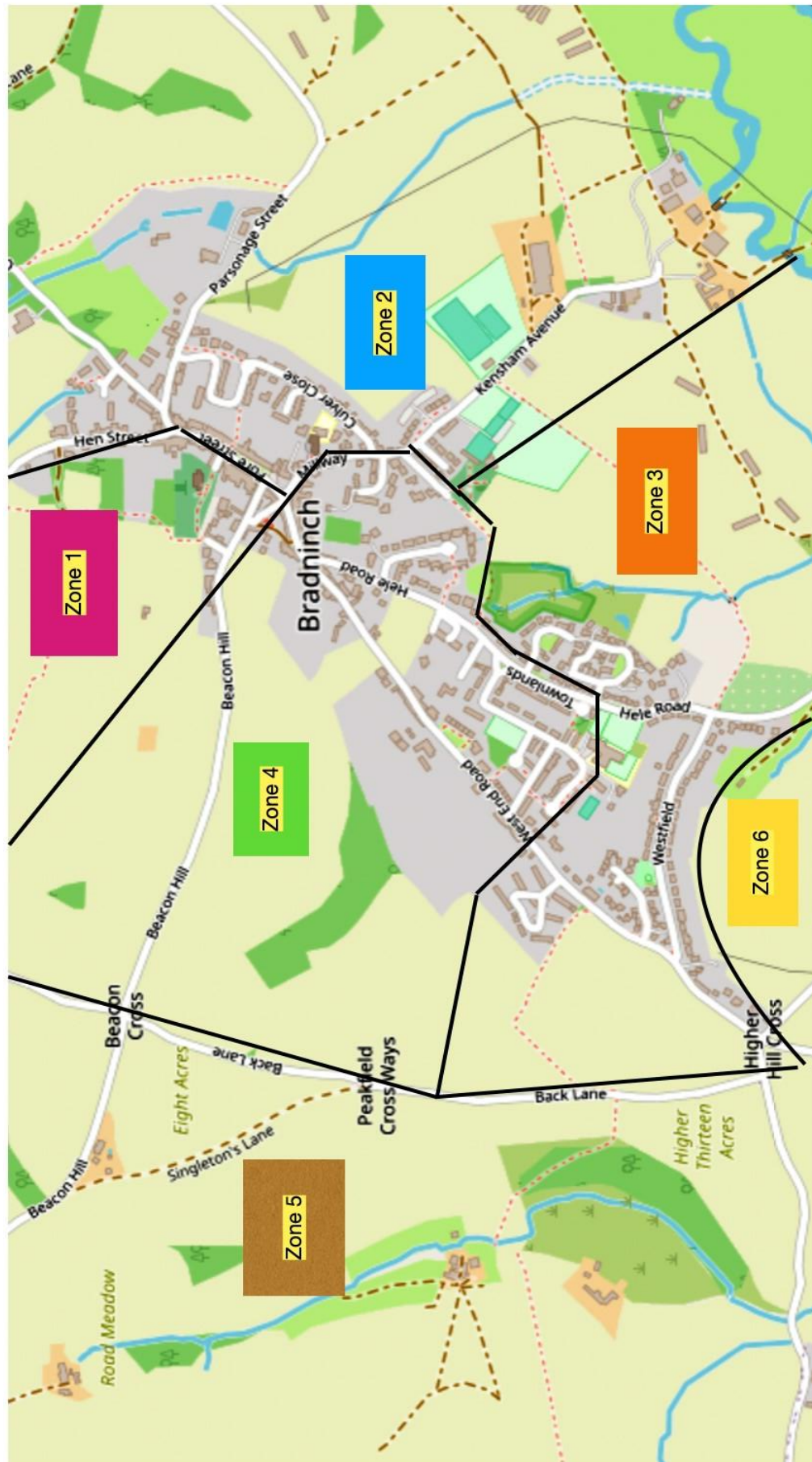
BradTog's help is an extension of day-to-day neighbourliness: anyone volunteering is expected to assess their own risk (and take appropriate steps to manage it), and anybody asking for help is asked to recognise that they are essentially calling on a neighbour, and to manage their expectations accordingly.

The activities of BradTog volunteers will remain within the range of neighbourliness; during an emergency these could extent to taking hot water or food to homes.

### **Data Protection**

The contact details of those involved are stored securely and are only used for the purposes of facilitating support. Similarly, BradTog want people to feel safe from intrusion and so information concerning personal circumstances will be shared only with those who would need to know.

**Zone Map - Bradninch Together** (Note that Brown & Yellow are now merged)



### PRIORITY REGISTRATION SERVICES

#### Electricity and Gas Priority Services Register (PRS)

The Priority Services Register is a free support service that makes sure extra help is available to people in vulnerable situations. **You are Eligible if you:**

- have reached your state pension age
- are disabled or have a long-term medical condition
- are recovering from an injury
- have a hearing or sight condition
- have a mental health condition
- are pregnant or have young children
- have extra communication needs (such as if you don't speak or read well)
- need to use medical equipment that requires a power supply
- have poor or no sense of smell
- would struggle to answer the door or get help in an emergency.
- You might still be able to register for other reasons if your situation isn't listed. For example, if you need short-term support after a stay in hospital.

**How To Register:** Energy suppliers and Network operators will both keep a Priority Services Register. If you think you should be added to either you need to **contact your energy supplier or network operator**. Bradninch and Hele are covered by National Grid for electricity and Wales & West for gas. Give them your contact details and as much information as you can about your needs.

Your supplier can pass your details to your network operator to add you to their register too. It's a good idea to ask them to do this if you rely on your energy supply for medical reasons.

If you have a different supplier for your gas and electricity, you need to contact them both. You'll need to register again with any new supplier if you switch supplier.

#### Help You Can Have:

- Advance notice of planned power cuts. If you rely on your energy supply for medical reasons your network operator can tell you about planned power cuts when, for example, they plan engineering work.
- Priority support in an emergency. Network operators could provide heating and cooking facilities if you are cut off supply.
- Identification and password scheme. This could include arranging a password or agreed on picture cards if callers need to visit or contact you.  
This way you can feel confident they are genuine.
- Nominee scheme. You can nominate someone to receive communications and bills from your supplier. For example, a family member, carer or someone you trust.

- Help with prepayment meter access. For example, moving a meter if you can't reach it safely.
  - Regular meter reading services. For example, if nobody can read your meter.
  - Accessible information. For example, account info and bills in large print or braille.
- Suppliers and Network operators could offer other support services. Ask them how they can help you.

### **WATER supply Priority Services Register (PRS)**

South West Water offers a free Priority Services that makes sure extra help is available to people in vulnerable situations.

#### **Water delivery**

South West Water's Priority Service can help with alternative water supplies in emergencies. These include if your supply is interrupted and you have a medical condition that requires constant access to water, such as home dialysis, or if you would find it difficult to reach an alternative supply, for example if you have mobility issues. If there's a disruption to supply, for example a burst water pipe, South West Water will arrange for alternative water supplies to be delivered to you.

#### **Meter readings**

As part of Priority Services you can ask South West Water to read your meter up to four times a year if you can't easily read it yourself, for example due to limited physical movement, problems with your eyesight, or a condition such as dyslexia. If you ask the company to move your meter to help you read it more easily, they will consider doing this for free.

#### **How to register**

Call South West Water on 0344 346 1010 to register.

Also available at [southwestwater.co.uk/priority-services](https://southwestwater.co.uk/priority-services)

## **BEING PREPARED AT HOME**

### **Home Grab Bag**

It helps if you can grab things quickly, having a bag of essential and important items near an exit saves time. **Do not stop to collect things if it puts you in danger.**

Critical information can be stored on your phone.

Make sure your phone has 2 factor authentication.

Log numbers such as insurance, policies, NHS, your dog's microchip, etc.

Use your phone's setting to list a person to be contacted in an emergency. As a minimum, have photocopies of important documents in the bag or a copy of your Household Emergency Plan (see over).

| Immediate Evacuation Items        | If more time....                 |
|-----------------------------------|----------------------------------|
| House keys                        | Laptop or tablet                 |
| Car Keys                          | First Aid Kit                    |
| Glasses / Contact lens            | Toiletries and sanitary supplies |
| Mobile Phone & Charger            | Anti-bacterial gel               |
| Cash & Cards                      | Water & snacks                   |
| Passport, Driving License         | <b>With children</b>             |
| Insurance documents               | Nappies and cleaning kit         |
| Key No's; National Insurance, NHS | Change of clothes                |
| Medications                       | Blanket                          |
| Torch (wind-up recommended)       | Toys, snacks & drinks            |
| Radio (wind-up recommended)       | <b>With pets</b>                 |
| Batteries (if no wind up items)   | Lead, harness, muzzle            |
| Whistle                           | Medication, food and water       |
| Waterproof clothing               | Carrier or cage                  |
| Outdoor shoes                     | Photo and microchip details      |

## Household Emergency Plan

Your family may not be together when an emergency arises, it is important to have planned an agreed 'what might happen' and how you will react.

Know how to contact each other and what to do if you are separated. Establish a family meeting place that is safe, familiar and easy to get to.

Have an emergency friend, possibly a trusted neighbour. Swap house keys; you may lose yours or get stuck somewhere and the dog needs feeding. Make a Home Emergency Plan - find the the template at:

<https://www.devoncommunities.org.uk/home-emergency-planning>

