

**KENN PARISH COUNCIL**  
**EMERGENCY SELF HELP PLAN**

**Version 1 – 1 April 2005**  
**Updated November 2006**  
**Updated January 2008**  
**Updated August 2009**  
**Updated July 2012**  
**Updated March 2015**  
**Updated March 2022**  
**Updated October 2023**  
**Updated July 2024**

Note: All information in this document is covered by the Data Protection Act 1998 and should only be used for the purpose of the plan

**KENN PARISH COUNCIL**  
**EMERGENCY SELF HELP PLAN**

## **1. Introduction**

1.1.1 Nearly all emergencies affecting the Parish will be dealt with routinely by joint response of the police, emergency services, major utilities and Teignbridge District Council Emergency Management Team. However, there may be rare occasions when circumstances delay the arrival of assistance. If this does happen, the Parish will need to help itself.

## **2. Purpose**

2.1 The purpose of this plan is to provide an Emergency Management Team (EMT) that can coordinate self-help response during any emergency affecting the Parish, when the normal responses are delayed because of the scope and nature of another emergency.

## **3. Aim**

3.1 The aim of the plan is to provide personnel and resources to cope with emergencies affecting the Parish when assistance from outside agencies is delayed.

## **4. Objectives**

4.1 To achieve the aim the Emergency Management Team objectives will be to:

- identify the risks to the Parish
- identify available Parish resources
- prepare, control and coordinate the plan
- inform necessary personnel of the situation(s)
- handover information to the appropriate service(s) on their arrival

## **5. Activation/Advice**

5.1 The plan will be activated whenever the Parish EMT considers it necessary.

**Teignbridge District Council** (TDC) and emergency services must be advised that the plan has been activated. Teignbridge District Council contacts & telephone numbers are:

Activation -(Group Engineer) – Emergency Planning Officer

Working hours - 01626 215819 or main switchboard 01626 361101,

Out of hours - 01626 361101 (*ask for the duty engineer*)

Advice – Assistant Planning Officer, Emergency Planning Service, T.D.C.

Tel: 01626 215835

## 6. Community Response

6.1 The Emergency Management Team, appointed by the Parish Council, will use the personnel and resources, indicated in *Annex B* to respond to the emergency affecting the community as seems appropriate.

*See Annex C for specific responses to Flooding, Isolation & loss of main services.*

## 7. Team composition

7.1 The Emergency Management Team (EMT), appointed by the Parish Council, will consist of:

- **Team Leader – Cllr Andy Chislett**

Responsible for:

- risk assessment - **Kennford** (*Each Member will be responsible for the risk assessment in their area. They will then be responsible for reporting back to the Primary Control Point (CP).*)
- activation
- control
- co ordination

- **Member – Mr Andy Crisp**

Responsible for:

- risk assessment - **Kennford** (*Each Member will be responsible for the risk assessment in their area. They will then be responsible for reporting back to the Primary Control Point (CP).*)
- Personnel

- **Member – Cllr Pat Gandy**

Responsible for:

- risk assessment - **Clapham** (*Each Member will be responsible for the risk assessment in their area. They will then be responsible for reporting back to the Primary Control Point (CP).*)
- Equipment

- **Member – Cllr Paul Westwood**

Responsible for:

- risk assessment - **Kenn** (*Each Member will be responsible for the risk assessment in their area. They will then be responsible for reporting back to the Primary Control Point (CP).*)
- Emergency accommodation

- *If necessary, any member of the Parish Council listed at Annexe 'A'*

## **8. Team contact details**

8.1 The Emergency Management Team (EMT) contact details are:

### **KENNFORD**

- **Cllr Andy Chislett April Cottage Kennford, Exeter, EX6 7TB**  
Mobile: 07702363410 Home: 01392 8322654  
Email: [andychis@icloud.com](mailto:andychis@icloud.com)
- **Mr Andy Crisp, Tudor Cottage, Kennford, Exeter EX6 7TX**  
Mobile: 07307895753  
Email: [acrispo@btinternet.com](mailto:acrispo@btinternet.com)

### **KENN**

- **Cllr Paul Westwood, Mill Cottage Kenn EX6 7UR**  
Mobile: 077102244744 Home: 01392 833770  
Email: [pwestwood@kennparishcouncil.co.uk](mailto:pwestwood@kennparishcouncil.co.uk)

### **CLAPHAM**

- **Cllr Pat Gandy, Linslade, Clapham EX6 7YH**  
Mobile: 07957 728509  
Email: [pgandy@kennparishcouncil.co.uk](mailto:pgandy@kennparishcouncil.co.uk)

### **HEALTH AND SAFETY ALL AREAS**

**John Goodey, 16 Sentrays Orchard EX6 8UD**

Mobile : 07974 513695

Email: [clerk@kennparishcouncil.co.uk](mailto:clerk@kennparishcouncil.co.uk)

8.2 Other contact numbers and methods of communication are shown at *Annex A*

## **9. Location of Control Point**

- 9.1 The Primary Control Point (CP) will be the **April Cottage Kennford**  
The **initial telephone contact numbers** will be Tel: **07702 363410** or **01392 832654**
- 9.2 If it is necessary to move from the primary CP, the alternative location is  
Kennford Playbox rear of Beers Terrace
- 9.3 The Control Point (CP) equipment will be held by the Team Leader, **Andy Chislett**.
- 9.4 When the team leader is absent the equipment will be passed to **Andy Crisp**.

## 10. Resources

10.1 Necessary resources will include personnel, equipment, accommodation and feeding facilities. The Emergency Management Team (EMT) will maintain lists that will provide details of:

**a. Personnel** – Persons that have qualifications/expertise that may prove useful for example: doctors, nurses, first aid, catering, CB radio, specialist equipment operators, and members of voluntary organisations.

**b. Communications** – If telephones, including mobile phones, are not working and road traffic is not moving freely, communication can be severely hampered. The Emergency Management Team (EMT) will maintain a listening watch to local and national radio stations, which will enable them to assess the general situation and hear messages from emergency services and local authorities.

- Communications within the Parish – Will be maintained by using written or verbal messages, or situation reports through a group of volunteer couriers.

- Communications outside the Parish – The Emergency Management Team (EMT) will endeavour to pass messages via amateur radio or CB owners within the Parish, to others in the surrounding area asking them to inform the police.

**c. Equipment/Transport** – Vehicles, tractors, trailers, heating equipment, emergency lighting, radios, etc.

*This list must include the necessary equipment to operate the CP.*

**d. Emergency accommodation** – Possible locations and any extra equipment required, including arrangements for the care of pets.

10.2 A list of personnel, equipment and accommodation resources is at **Annex B**

## **11. Insurance**

11.1 The Emergency Management Team (EMT) will ensure that the Parish Council has the necessary insurance to cover all those involved in writing the plan, personnel involved, and resources used in a response. This cover must include public liability, official's indemnity, as well as the minimum cover recommended by the National Association of Local Councils. Kenn Parish Council has taken out:

**ANSVAR**

**Policy number: ACY 2381761**

*(Please note: this policy does not cover individuals that are not part of the EMT)*

## **12. Reviews and Update**

12.1 This plan should be reviewed and updated every **twelve** months and also, when there is any change of detail or extra information is received.

## **Kenn Parish Council Emergency Self Help Plan**

**Annex A – Important Contact Details and Methods of Communication**

**Annex B – Personnel, Equipment and Accommodation Resources**

**Annex C – Community Response**

**Annex D - Location of Fire Hydrants**

**Annex A To: KENN Parish Council Emergency Self Help Plan**

## **CONTACT NUMBERS AND METHODS OF COMMUNICATION**

**(As at July 2023)**

### **Team Leader**

**Cllr Andy Chislett - Chairman**

April Cottage Kennford, EX6 7TB

Mobile: 07702363410, Home: 01392 832

Email: [andychis@icloud.com](mailto:andychis@icloud.com)

### **Members**

**Mr Andy Crisp**

The Tudors, Kennford, Exeter EX6 7T

Mobile: 07827 248531

Email: [acrispo@btinternet.com](mailto:acrispo@btinternet.com)

[acrisp@kennparishcouncil.co.uk](mailto:acrisp@kennparishcouncil.co.uk)

**Cllr Paul Westwood, Mill Cottage Kenn EX6 7UR**

Home: 01392 833770 Mobile: 07710244744

Email: [pwestwood@kennparishcouncil.co.uk](mailto:pwestwood@kennparishcouncil.co.uk)

Mr Rob Taverner

Lower Brenton Farm Kennford Exeter EX6 7YL

Mobile: 07887851114

**Other Members**

**Clerk to the Council**

**Mr John Goodey**

16 Sentrys Orchard,

Exminster,

Exeter, EX6 8UD

Home: 01392 824695

Mobile

[clerk@kennparishcouncil.co.uk](mailto:clerk@kennparishcouncil.co.uk)

**Cllr Terry Salter**

The Church House, Kennford Exeter EX6 7TB

Home: 01392 833458

Mobile: 07515 731456

[tsalter@kennparishcouncil.co.uk](mailto:tsalter@kennparishcouncil.co.uk)

**Cllr Lorna Young**

Copperkins, Kennford Exeter EX6 7TZ

Mobile: 07786 318405

[lyoung@kennparishcouncil.co.uk](mailto:lyoung@kennparishcouncil.co.uk)

**Cllr Patrick Gandy**

Linslade, Clapham Exeter EX6 7YH

Mobile: 07957 728509

[pgandy@kennparishcouncil.co.uk](mailto:pgandy@kennparishcouncil.co.uk)

**Parish Snow Warden**

**Cllr Ben Stratton**

Little Acre Kennford EX6 7TS

Mobile 07813621226

[bstretton@kennparishcouncil.co.uk](mailto:bstretton@kennparishcouncil.co.uk)

**Annex B To: Kenn Parish Council Emergency Self Help Plan**

**PERSONNEL, EQUIPMENT AND ACCOMMODATION RESOURCES**

**Control point equipment (Held by Team Leader)**

Mobile phone, OS map/s of the Parish, lighting, log sheets, portable radio (inc. batteries), first aid kit, black bin bags, a copy of the plan.

**Personnel**

The Parish of Kenn has no medical practice of its own. However, we do have a number of doctors & nurses living in the parish. Their regular hospitals/practices will have first call on their services, which would only be available to the Parish in a worst-case scenario.

**Doctors:**

Doctor	Contact Details
Dr Graham Lewis (GP)	
Dr Paul Westwood (GP)	Mill Cottage, Kenn, Exeter EX6 7UR Home Tel: 01392 833770
Dr Richard Thomas Dr Amelia Thomas	The Forge Kenn Exeter EX6 8UH Home :01392 834996
Dr Hugh Plummer (GP)	Home Tel: 01392 833033

**Nurses:**

Nurse	Contact Details
Trudy Vickery (RGN, specialist Orthopaedic)	Perryman's, Kenn, Exeter Home Tel: 01392 833603

**First Aiders:**

First Aider	Contact Details
Maggie Westcott -Paediatric first aider and childminder	Shell Cottage, Kennford, Exeter Home Tel: 01392 833583 Mobile: 07772048077
Michelle Berry - <i>child care</i> (current)	Higher Thornton Farm, Kenn, Exeter Home Tel: 01392 832856
Brenda Stone -	Woodlands, Kenn, Exeter Home Tel: 01392 833227



**Voluntary organisations:**

<b>Organisation/Named contact</b>	<b>Contact Details</b>
<b>WI - Polly Davey</b> Pat Ellis	Home Tel: 01392 834822 Home Tel: 01392 833354 Mobile: 07751 029125
<b>Kenn Parish Church - Jo Preece</b> Simon Preece Polly Davey Ayesha Sec	Home Tel: 01392 832462 Home Tel: 01392 832462 Home Tel: 01392 834822 Mobile: Tel 07411 585999

**Builders/Plumbers/Electricians**

(Temporary repair of damaged dwellings and other buildings)

<b>Service</b>	<b>Contact</b>	<b>Contact Details</b>
Builder	Phil White	4 Sunnyside Cottages, Kennford, Exeter Tel: 01392 833378
Builder	Kevin Lovell	Kenbury Court, Kennford, Exeter Tel: 01392 833341
	Chris Day	07886 192046
Plumber	Chris Plummer	Home: 01392 436179 Mobile: 07775 678880

**Equipment/Transport**

*Control Point equipment is shown above.*

<b>Type of Equip</b>	<b>Owner/Location</b>
Tractor & Trailer	Ted Mortimer, Higher Brenton, Kennford - Tel: 01392 832276 Robert Taverner, Lower Brenton, Kennford - Tel: 01392 832316
Digger Wheeled & Tracked	John Addison, 07977 694280
Front Loader	Robert Taverner, Lower Brenton, Kennford - Tel: 01392 832316 07812 201503

Telescopic Handler	Ted Mortimer, Higher Brenton, Kennford - Tel: 01392 832276 07812 201503
Water Bowser	Robert Taverner, Lower Brenton, Kennford - Tel: 01392 832316
Chainsaw/s & qualified user/s	Matt Bate Pennycombe Farm Tel 07980277971 (4-wheel drive/Winch/portable pump) Andy Chislett Bridge House Kenn Exeter Tel:01392832654 Mob:07702363410 (4-wheel drive/generator available) John Gosling Mobile: 07922 248696
Portable Generator	
Four-wheel drive type vehicles	Ted Mortimer, Higher Brenton, Kennford - Tel: 01392 832276 Robert Taverner, Lower Brenton, Kennford - Tel: 01392 832316

*Other equipment and transport will be arranged through the local knowledge of Team members.*

Andy Chislett. Andy Crisp. John Gosling. John Adison.

### Emergency accommodation/feeding

Area	Location	Resources/equipment available
<b><u>Kennford</u></b>	<u>Kenn Centre</u> Donna, Tel: 01392 833258 Mobile: 07702177394	Heating – <b>Y - Oil</b> Cooking – <b>Y - Electric</b> <i>Kitchen/eating facilities gas</i> <i>First Aid Equipment –Y</i> <i>Toilet –Y</i> <b>Showers Y</b>
	<u>Seven Stars</u> <u>Neil Woodward</u> Tel: 01392 833246 -	Heating – <b>Y- Calor Gas/Electric</b> Cooking – <b>Y – Calor Gas</b> <i>Kitchen/eating facilities Y</i> <i>First Aid Equipment – Y</i> <i>Toilet -Y</i>
	<u>Kenn Primary School</u> - Tel: 01392 832347 Out of hours – Secretary (Sue Whittaker) 01392 833596	Heating – <b>Y – Electric (night storage)</b> Cooking – <b>Y - Electric</b> <i>Kitchen/eating facilities Y</i> <i>First Aid Equipment -Y</i> <i>Toilet -Y</i>

	<u>Exeter Court Hotel</u> Tel: 01392 832121	Heating – <b>Y</b> – <b>Oil/Electric CH</b> Cooking – <b>Y</b> – <b>Calor Gas/Electric</b> <i>Kitchen/eating facilities Y</i> <i>First Aid Equipment -Y</i> <i>Toilet –Y</i> <i>Blankets/Pillows - Y</i>
	<u>Gissons</u> Tel: 01392 832444	Heating – <b>Y</b> – <b>Calor/Electric CH</b> Cooking – <b>Y</b> – <b>Calor Gas/Electric</b> <i>Kitchen/eating facilities Y</i> <i>First Aid Equipment -Y</i> <i>Toilet -Y</i>
<b><u>Kenn</u></b>	<u>Kenn Parish Church</u> Jo Preece Tel: 01392 832462 Ayesha Sec 07411 565999	Heating – <b>CH</b> – <b>Oil/Electric</b> Cooking – <b>N</b> – <i>hot drink facilities only(if there is electric)</i> <i>Kitchen/eating facilities - limited</i> <i>First Aid Equipment – limited</i> <i>Toilet - N</i>
	<u>Ley Arms</u> <u>Martin Diment</u> Tel:01392 832341 Mobile: 07957 212540	Heating – <b>Y</b> – <b>CH</b> – <b>Calor Gas/Electric</b> Cooking – <b>Y</b> – <b>Calor Gas/Electric</b> <i>Kitchen/eating facilities - Y</i> <i>First Aid Equipment - Y</i> <i>Toilet -Y</i>
<b><u>Clapham</u></b>	<u>Taverners Farm</u> Tel: 01392 832316 – (Rob & Helen Taverner)	Heating - <b>Y</b> Cooking - <b>Y (limited)</b> <i>Kitchen/eating facilities - Y</i> <i>First Aid Equipment - Y</i> <i>Toilet – Y</i>

### **Pets**

The care of pets has been considered and the following arrangements have been made:

<b><u>Cats</u></b>	Clare Lovell, Kenbury Court, Kennford, Exeter Tel: 01392 833341
<b><u>Dogs</u></b>	Animal Paradise, Orchards Springs, Clapham Tel:01392 832595

## **ANNEX C**

### **Community Response**

## Loss of Communications

- If telephones are affected, and road traffic is not moving freely, communication within the community will be through volunteers or couriers carrying written or verbal messages.
- Communication outside the community will be maintained by passing messages via amateur radio operators or CB owners, to operators/owners in surrounding areas, and asking them to inform the emergency services.

Type of Communication	Contact
Couriers	
Amateur Radio /CB (& call sign)	<i>No CB user known</i>

- National/Local Radio listening watch will be maintained by the team leader at the Primary Control Point.

## Loss of Other Main Services

The loss of electricity can have a 'knock' on effect on all other services. The weather will also affect the severity of the emergency, as will the availability of communications within, and outside, the community.

The situation will be assessed by the Emergency Management Team local contact at the time, and a suitable response made, using the resources detailed in the self-help plan.

If telephones are not affected, and road traffic is moving freely, contact should be made with the service supplier/s to:

- report the loss of service
- obtain an estimate of time when supplies will recommence.

If reconnection is likely to be delayed the supplier/s should be asked to institute emergency measures, to assist the community deal with the situation until normal service is resumed. Teignbridge District Council should be informed

Working hours - 01626 215819/361101, Out of hours - 01626 361101 - (*ask for the duty engineer*)

## **Flooding**

### **Areas at risk**

The following areas are at risk of flooding:

### **Kennford**

All properties in the vicinity of Pye Corner including properties in Exeter Road from Milford Cottages to Victoria House.

### **Kenn**

All properties in the area of Youngs Farmhouse, The Forge & Mill Cottages.

## **Sandbags**

Sandbags are stored at the **Kenn Centre**. Access to the site is available with the use of a key available from **Mr Andy Chislett at the Control Point. Tel; 01392 832654**  
**or Mr Kelvin Boot Tel: 01392 833546 Mobile: 07792 385158**

Transport of sandbags - Please see **Annex B** for details of four-wheel drive vehicles & tractors & trailers.

## **Response to Isolation**

- Effects of isolation due to storm or deep snow. – The immediate effects will be that the community is cut off from outside help, and movement within the community may be difficult. There may also be loss of one or more of the main services. *See Annex C for action if main services are cut off.*
- Movement within the community. – The ability to move about the community is essential if assistance is to be given to those in need. Clearing pathways will be high priority. *See Annex B for details of clearance equipment, tractors & trailers & 4-wheel drive type vehicles.*

## **USEFUL CONTACT DETAILS**

<b>Organisation</b>	<b>Contact</b>	<b>Telephone Number</b>
Emergency Management Team Contact - <b><u>Kennford</u></b>	Andy Chislett	Work: 01392 832654, Email: andychis@icloud.com
Emergency Management Team Contact - <b><u>Kennford</u></b>	Andy Crisp	Mobile: 073078895753 Email: acrisp@kennparishcouncil.co.uk
Emergency Management Team Contact - <b><u>Clapham</u></b>	Rob Taverner	Mobile: 07887851114

Emergency Management Team Contact - KENN	Paul Westwood	Mobile: 0797 005451
Emergency Services (Fire, Ambulance, Police)		999
Teignbridge District Council Emergency Planning Office – <b>ACTIVATION</b>	Emergency Planning Officer <b>(Group Engineer)</b>	Working hours - 01626 215819 or 01626 361101, Out of hours - 01626 361101
Teignbridge District Council Emergency Planning Office - <b>ADVICE</b>	Assistant Emergency Planning Officer	Tel: 01626 215835, Email: <a href="mailto:iflood@teignbridge.co.uk">iflood@teignbridge.co.uk</a>
Environment Agency Flood line		0845 9881188
RD&E Hospital		01392 411611
Met Office		0870 9000100
Water – South West Water		0800 1691144
Electricity (Western Power)		0800 365 900
Haldon Views	John Wood	01392 833293

## USEFUL WEBSITES

Devon County Emergency Planning Service	<a href="http://www.devon.gov.uk/index/safetyemergencies.htm">www.devon.gov.uk/index/safetyemergencies.htm</a>
Devon & Cornwall Constabulary	<a href="http://www.devon-cornwall.police.uk/SiteInformation">www.devon-cornwall.police.uk/SiteInformation</a>

Devon & Somerset Fire & Rescue Service	<a href="http://www.dsfire.gov.uk/devonfire">www.dsfire.gov.uk/devonfire</a>
Disaster Action	<a href="http://www.disasteraction.org.uk">www.disasteraction.org.uk</a>
Environment Agency	<a href="http://www.environment-agency.gov.uk">www.environment-agency.gov.uk</a>
Floodline	<a href="http://www.environment-agency.gov.uk/homeandleisure/floods">www.environment-agency.gov.uk/homeandleisure/floods</a>
HM Coastguard	<a href="http://www.mcga.gov.uk">www.mcga.gov.uk</a>
Highways Agency	<a href="http://www.highways.gov.uk">www.highways.gov.uk</a>
Local Resilience Forum	<a href="http://www.dcisprepared.org.uk">www.dcisprepared.org.uk</a>
Met Office	<a href="http://www.metoffice.gov.uk/weather/uk/sw/sw_forecast_weather.html">www.metoffice.gov.uk/weather/uk/sw/sw_forecast_weather.html</a>
South West Ambulance Service	<a href="http://www.swast.nhs.uk">www.swast.nhs.uk</a>
UK Resilience	<a href="http://www.cabinetoffice.gov.uk/ukresilience.aspx">www.cabinetoffice.gov.uk/ukresilience.aspx</a>

# DISTRICT COUNCILS

## EAST DEVON DISTRICT COUNCIL

Out of Hours Service 01395 516854

Emergency Planning Officer 01395 516551 x 2254  
[JTancock@eastdevon.gov.uk](mailto:JTancock@eastdevon.gov.uk)

## EXETER CITY COUNCIL

Emergency Planning 01392 382689  
[judith.hardiman@devon.gov.uk](mailto:judith.hardiman@devon.gov.uk)

## MID DEVON DISTRICT COUNCIL

District Emergency Planning Officer 01271 388312  
[Paul.Bourton@northdevon.gov.uk](mailto:Paul.Bourton@northdevon.gov.uk)

## NORTH DEVON COUNCIL

Customer Service Centre 01271 388870  
Standby Officer (out of hours) 01271 388240

Civil Contingency Officer 01271 388312  
[Paul.Bourton@northdevon.gov.uk](mailto:Paul.Bourton@northdevon.gov.uk)

## SOUTH HAMS DISTRICT COUNCIL

Out of hours contact (Torbay Council) 1803 550405 01803 550405

South Hams District Council – working hours 01803 867034  
861234

Emergency Planning Officer 01803 861278  
[Peter.Dale@southhams.gov.uk](mailto:Peter.Dale@southhams.gov.uk)

## TEIGNBRIDGE DISTRICT COUNCIL

Main Switchboard (office hours only) Reception 01626 361101

Home Safeguard (out of hours calls) Home Safeguard 01395 516854

## TORRIDGE DISTRICT COUNCIL

Switchboard (office hours) 01237 428700

Standby Officer (out of hours) 01237 423200

Emergency Planning Officer 01237 428806  
[EmergencyPlanning.Staddon@torridge.gov.uk](mailto:EmergencyPlanning.Staddon@torridge.gov.uk)

## WEST DEVON BOROUGH COUNCIL

Emergency Planning Officer 01803 861278  
[Peter.Dale@southhams.gov.uk](mailto:Peter.Dale@southhams.gov.uk) FAX: 01803 861294



## **DEVON COUNTY COUNCIL**

### **MY DEVON - CUSTOMER SERVICE CENTRE**

General Enquiries Office hours 0845 155 1015

**DCC HIGHWAYS (HOCC)** Public number 01392 383329

### **EMERGENCY PLANNING SERVICE**

General number Office hours 01392 382680  
FAX: 01392 382709

### **TRADING STANDARDS SERVICE**

First contact out of hours (Duty Officer) for emergencies relating to Farmed Animal Health and Petroleum incidents 24 hours 01392 499499

## **EMERGENCY SERVICES**

### **DEVON & CORNWALL CONSTABULARY**

Emergency Calls 999  
Non-emergency calls 101

Headquarters Reception 01392 872200

### **SOUTH WESTERN AMBULANCE SERVICE**

Central Ambulance Control  
Emergency Calls 999  
General Enquiries (24 hrs) 01392 261621

### **HM COASTGUARD**

Emergency Calls 999

Coastguard Infoline 0870 600 6505

### **ENVIRONMENT AGENCY – SOUTH WEST REGION**

National Customer Contact Centre 08708 506506  
(0800 to 1800 Monday to Friday)  
General enquiries

**Flood line** – including latest Flood Warning Information for Public (24 hrs)

0845 988 1188

[www.environment-agency.gov.uk/homeandleisure/floods](http://www.environment-agency.gov.uk/homeandleisure/floods)  
River levels E.A Splatford stream Bulford Lane

## **HEALTH**

NHS DIRECT

0845 4647

Flu Information Line (when in operation)

0800 1513 513

## **MOTORING ORGANISATIONS**

AA – Road watch

0906 88 84322

Emergency Breakdown Number

0800 887766 or  
0121 275 3746

RAC

Breakdown Number

0800 828282

## **RADIO STATIONS**

### **BBC Radio Devon**

Plymouth  
Reception

01752 260323

Exeter  
Reception

01392 215651

Newsroom

01752 234511

Travel Desk

0845 300 2829

### **Heart FM Exeter**

Switchboard

01392 444444

### **Heart FM Plymouth**

Switchboard

01752 275600

News

01752 275642

### **Palm FM**

Switchboard

01803 321055

Travel/News

01803 314545

News

01803 321050

## **UTILITIES**

### **BT**

General enquires

01525 290647

Virgin Media

0845 454 2222

### **GAS & ELECTRICITY**

**ALL GAS LEAKS**

0800 111 999

Power cuts

0800 365 900

**SOUTH WEST WATER**

Water leaks – non household

0800 169 1144

**CITIZENS ADVICE – SOUTH WEST REGION**

Headquarters: Area Office

01392 425517  
FAX: 01392 438690

**RSPCA**

24 hr 0300 1234 999

Office hours 0300 1234 555

**SAMARITANS**

24 hrs 08457 90 90 90

**VICTIM SUPPORT DEVON**

Victim Support Line

0845 30 30 900

Office hours 8am – 8pm

Mon-Fri 0845 676 1020

South West Regional Office 8am – pm

Mon – Fri 01460 55535

**WEATHER**

**MET OFFICE**

Weather call – Devon & Cornwall

09014 722 054

**ANNEX D Location of Fire Hydrants**

**Kennford TBC**

**Kenn TBC**

**Clapham TBC**