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
Updated December 2024
Updated June 2025
Updated October 2025
Updated February 2026
Updated November 2026

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 Also 01626215064

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.*

Kenn Parish Volunteer Flood Team

Committee names and roles · Taken from the Kenn Parish Emergency Self Help Plan (v2.0, March 2026)

The Volunteer Flood Team was set up after the flooding on 26 January 2026 to give a faster, coordinated response: pump deployment, sandbags, drain monitoring, road safety and community welfare. It is part of the Kenn Parish Council Emergency Plan.

Team leadership

Role	Name	Key responsibilities
Team Leader – Logistics	Andy Crisp	Leads operational deployment, oversees pump and equipment use, coordinates vehicles, ensures volunteer safety, and liaises with the Kenn Leader. Jointly activates and stands down the team.
Team Leader – Planning & Communications	Dom Jinks	Leads pre-event planning and communications, activates the volunteer WhatsApp group, oversees resident alerts and coordinates with the Kenn Centre Team for welfare. Has operational control of road closures and the Kenn Team. Jointly activates and stands down the team.

Pump Team

Role	Name	Key responsibilities
Pump Team Lead	Andy Crisp	Leads the Pump Team.
Pump Team Deputy	Greg Wiseman	Acts as Pump Lead when Andy is absent.
Pump Operators	Andy Crisp Greg Wiseman B. Stretton Dom Whisker Simon Whisker	Deploy pumps, follow activation protocols, report equipment faults, and help the Sandbag Team once pump duties are done.

Sandbag Team

Role	Name	Key responsibilities
Sandbag Leads	Richard Frost Kelvin Boot	Lead the Sandbag Team.
Sandbag Team	Richard Frost Kelvin Boot Chris Lovell-Day Greg N. Holland Ivy Owens Louise Owens	Prepare, transport and lay sandbags and sheeting; work with the Pump Team to protect properties and drains.
Sandbag 4x4 Driver	Chris Lovell-Day	Provides 4x4 transport for sandbags and equipment.

Kenn Village Team

Role	Name	Key responsibilities
Kenn Leader	Ross Chalmers	Leads all operations in Kenn, activates Kenn volunteers and monitors drains.
Kenn Team Member	Richard Thomas	Supports the Kenn Leader.
Kenn 4x4 Driver	Ed Mortimer	Provides 4x4 transport for sandbags and equipment.

Road Safety Team

Role	Name	Key responsibilities
Team Leader	To be assigned	Puts out "Road Closed" signs and portable lights; staffs road closures safely.
Road Team Members (x2)	To be recruited	Support the Team Leader.

Support Teams

Role	Name	Key responsibilities
Vulnerable Group Liaison	Kay Whisker	Keeps track of vulnerable households and coordinates welfare checks.
Kenn Centre Team Leader	Claire Salter	Prepares the Kenn Centre as the evacuation hub, organises welfare (including hot drinks for evacuees and volunteers) and runs the volunteer rota.
Kenn Centre Volunteer	Ayesha Lovell-Day	Supports the Kenn Centre Team Leader.
Kenn Centre Volunteer	Annie Jinks	Supports the Kenn Centre Team Leader.
Resident Communications	Jemma Ntale	Manages resident updates and the resident contact list; co-administers the Residents' Flood Information WhatsApp group with Dom Jinks; shares alerts on drains, road closures and moving vehicles.
Weather Lead	Ross Chalmers	Monitors Met Office weather and warnings, river levels and rainfall.
General Communications	Kelvin Boot	Works with Dom Jinks on all communications.

The Flood Team meets up to four times a year and attends annual training. New volunteers are welcome, especially for the Kenn Centre Team and the Road Safety Team.

HEALTH AND SAFETY ALL AREAS

- **John Goodey, 16 Sentrys Orchard EX6 8UD**
  Mobile **:** 07974 513695
  Email: clerk@kennparishcouncil.gov.uk
- Also Kelvin Boot 07792 385158

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 Chrisp**

9.4 When the Deputy team leader is absent the equipment will be passed to **Greg Wiseman**

9.5 Pump equipment stored by the bridge Exeter road

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 February 2026)

Team Leader

Cllr Andy Chislett - Chairman
April Cottage Kennford, EX6 7TB
Mobile: 07702363410, Home: 01392 832
Email: **andychis@icloud.com**

Members

Mr Andy Crisp
The Tudors, Kennford, Exeter EX6 7T
Mobile: 07827 248531
Email: acrispo@btinternet.com
acrisp@kennparishcouncil.co.uk

Mr Dom Jinks
Homedale Kennford EX6 7TB
Mobile 07748 303496
Email: domjinks@gmail.com

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.gov.uk

Parish Snow Warden

Cllr Ben Stratton
Little Acre Kennford EX6 7TS
Mobile 07813621226
bstretton@kennparishcouncil.gov.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 Amelia Thomas	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 - *child care* **(current)**	Higher Thornton Farm, Kenn, Exeter Home Tel: 01392 832856
Brenda Stone -	Woodlands, Kenn, Exeter Home Tel: 01392 833227

Voluntary organisations:

Organisation/Named contact	**Contact Details**
WI - Polly Davey Pat Ellis	Home Tel: 01392 834822 Home Tel: 01392 833354 Mobile: 07751 029125
Kenn Parish Church - Jo Preece Simon Preece Polly Davey Ayesha Lovell 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)

Service	**Contact**	**Contact Details**
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
Electrician	Graham Danials	Mobile 07966 395305

Equipment/Transport

Control Point equipment is shown above.

Type of Equip	**Owner/Location**
Tractor & Trailer Digger Wheeled & Tracked	Ted Mortimer, Higher Brenton, Kennford - Tel: 01392 832276 Robert Taverner, Lower Brenton, Kennford - Tel: 01392 832316 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
Kennford	Kenn Woman's Institute Pat Ellis	Heating **– Y - Oil** Cooking **– Y - Electric** *Kitchen/eating facilities gas* *First Aid Equipment –**Y*** *Toilet **–Y*** ***Showers Y***
	Seven Stars Neil Woodward Tel: 01392 833246 -	Heating **– Y- Calor Gas/Electric** Cooking **– Y – Calor Gas** *Kitchen/eating facilities **Y*** *First Aid Equipment **– Y*** *Toilet **-Y***
	Kenn Primary School - Tel: 01392 832347 Out of hours – Secretary (Sue Whittaker) 01392 833596 Aura Watson	Heating **– Y – Electric (night storage)** Cooking **– Y - Electric** *Kitchen/eating facilities **Y*** *First Aid Equipment **-Y*** *Toilet **-Y***

(Annex B - Page 3 of 4 pages)

	Exeter Court Hotel Tel: 01392 832121	Heating **– Y – Oil/Electric CH** Cooking **– Y – Calor Gas/Electric** *Kitchen/eating facilities **Y*** *First Aid Equipment **-Y*** *Toilet **–Y*** *Blankets/Pillows **- Y***
	Gissons Tel: 01392 832444	Heating **– Y – Calor/Electric C H** Cooking **– Y – Calor Gas/Electric** *Kitchen/eating facilities **Y*** *First Aid Equipment **-Y*** *Toilet **-Y***
Kenn	Kenn Parish Church Jo Preece Tel: 01392 832462 Ayesha Sec 07411 565999	Heating – **CH – Oil/Electric** Cooking **–N - *hot drink facilities only(if there is electric)*** *Kitchen/eating facilities **- limited*** *First Aid Equipment **– limited*** *Toilet **- N***

	Ley Arms Martin Diment Tel:01392 832341 Mobile: 07957 212540	Heating – **Y** – **CH** – **Calor Gas/Electric** Cooking – **Y** – **Calor Gas/Electric** *Kitchen/eating facilities* **- *Y*** *First Aid Equipment* **- *Y*** *Toilet* **-*Y***
Clapham	Taverners Farm Tel: 01392 832316 – (Rob & Helen Taverner)	Heating **- Y** Cooking **- Y *(limited)*** *Kitchen/eating facilities* **- *Y*** *First Aid Equipment* **- *Y*** *Toilet* **– *Y***

Pets

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

Cats	Clare Lovell, Kenbury Court, Kennford, Exeter Tel: 01392 833341
Dogs	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)	*No CB user known*

- 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 a difficulty. 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

Organisation	**Contact**	**Telephone Number**
Emergency Management Team Contact - **Kennford**	Andy Chislett	Work: 01392 832654, Email: andychis@icloud.com
Emergency Management Team Contact - **Kennford**	Andy Crisp	Mobile: 07307 895753
Emergency Management Team Contact - **Clapham**	Rob Taverner	Mobile: 07887851114
Emergency Management Team Contact - KENN		
Emergency Services (Fire, Ambulance, Police)		999
Teignbridge District Council Emergency Planning Office – **ACTIVATION**	Emergency Planning Officer **(Group Engineer)**	Working hours - 01626 215819 or 01626 361101, Out of hours - 01626 361101 or 01626215064
Teignbridge District Council Emergency Planning Office - **ADVICE**	Assistant Emergency Planning	Tel: 01626 215835, Email: iflood@teignbridge.co.uk

	Officer	
Environment Agency Flood line		0345 9881188
RD&E Hospital		01392 411611
Met Office		0370 900600
Water – South West Water		0344 3462020
Electricity (Western Power)		0800 0963080

USEFUL WEBSITES

Devon County Emergency Planning Service	www.devon.gov.uk/index/safetyemergencies.htm
Devon & Cornwall Constabulary	www.devon-cornwall.police.uk/SiteInformation
Devon & Somerset Fire & Rescue Service	www.dsfire.gov.uk/devonfire
Disaster Action	www.disasteraction.org.uk
Environment Agency	www.environment-agency.gov.uk
Floodline	www.environment-agency.gov.uk/homeandleisure/floods 0345 988188 24Hr
HM Coastguard	www.mcga.gov.uk
National Highways	www.highways.gov.uk 0345 1551004
Local Resilience Forum	www.dcisprepared.org.uk

Met Office	www.metoffice.gov.uk/weather/uk/sw/sw_forecast_weather.html
South West Ambulance Service	www.swast.nhs.uk
UK Resilience	www.cabinetoffice.gov.uk/ukresilience.aspx

DISTRICT COUNCILS

EAST DEVON DISTRICT COUNCIL

Out of Hours Service		01395 516854
Emergency Planning Officer **JTancock@eastdevon.gov.uk**		01395 516551 x 2254

EXETER CITY COUNCIL

Emergency Planning judith.hardiman@devon.gov.uk		01392 382689

MID DEVON DISTRICT COUNCIL

District Emergency Planning Officer Paul.Bourton@northdevon.gov.uk		01271 388312

NORTH DEVON COUNCIL

Customer Service Centre **Standby Officer (out of hours)**		01271 388870 01271 388240
Civil Contingency Officer Paul.Bourton@northdevon.gov.uk		01271 388312

SOUTH HAMS DISTRICT COUNCIL

Out of hours contact (Torbay Council)	1803 550405	01803 550405
South Hams District Council – working hours	01803 861234	01803 867034
Emergency Planning Officer Peter.Dale@southhams.gov.uk		01803 861278

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 EmergencyPlanning.Staddon@torridge.gov.uk		01237 428806

WEST DEVON BOROUGH COUNCIL

Emergency Planning Officer Peter.Dale@southhams.gov.uk		01803 861278 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 (0800 to 1800 Monday to Friday) General enquiries	08708 506506

Flood line – including latest Flood Warning Information for Public (24 hrs) www.environment-agency.gov.uk/homeandleisure/floods River levels E.A Splatford stream Bulford Lane	0845 988 1188

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

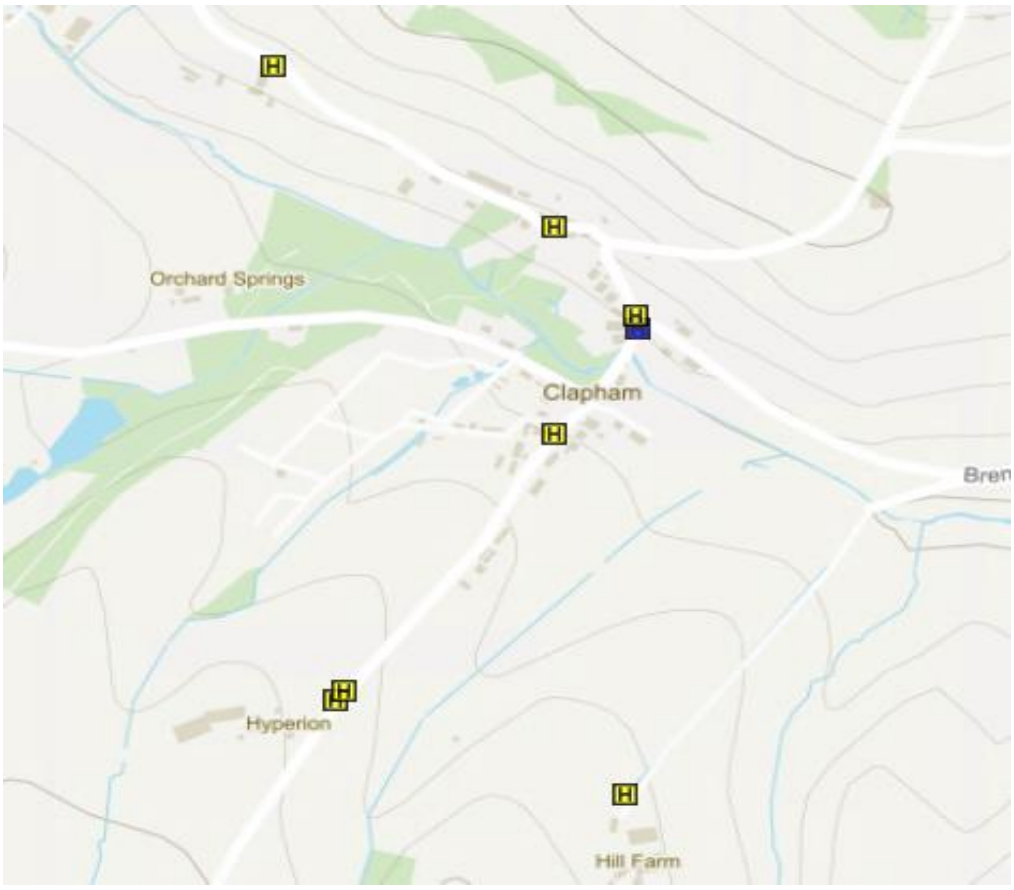
Location of Fire Hydrants Kennford



Location of Fire Hydrants Kenn



Location of Fire Hydrants Clapham



Location of Fire Hydrants Splatford Kennford

