

SALCOMBE TOWN COUNCIL



EMERGENCY PLAN

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INTRODUCTION

The Salcombe Town Council Emergency Plan has been prepared in order to assist the residents of this parish to cope in the event of an emergency or other unforeseen situation which has disrupted the normal day to day life of the area.

In most circumstances the 'Blue Light' services (police, fire and rescue, ambulance and possibly the coastguard as appropriate) would be in attendance very quickly and thus the involvement of parishioners would be minimal. In some situations, a supporting role of "tea and sympathy" and possibly providing temporary shelter until the situation is resolved could be most valuable.

However, in the event of severe weather and/or commitments elsewhere the emergency services may not be able to respond as quickly as necessary and then it would be up to the residents to deal with the situation to the best of their ability. Therefore, Salcombe Town Council has drawn up lists of services and facilities available within the parish together with contact numbers of individuals who may be able to provide assistance. We have also included a list of useful contacts outside our area.

In the first instance any unforeseen incident should be dealt with by those on the scene and further assistance sought as necessary. Town Councillors are a useful source of advice and information and are a good first point of contact.

An up-to-date version of this booklet will be maintained for viewing or free download at: www.salcombetowncouncil.gov.uk

The Emergency Plan will be periodically revised and any suggestions for corrections, additions or updates should be sent to the Town Clerk, Cliff House, Cliff Road, Salcombe, Devon TQ8 8JQ.

Please ensure you have the latest printed copy of this plan as details may be subject to change.

Date Reviewed: **14 October 2019** Council Meeting Date Ratified: **23 October 2019**

Signed:  Cllr Mrs Nikki Turton, Emergency Committee Member

Date to be revised: **October 2020** (at minimum annually)
By Emergency Committee members or Town Clerk/Project Manager

Salcombe Town Council Area

Salcombe is a town close to the entrance of the Kingsbridge/Salcombe estuary. It is within the South Devon Area of Outstanding Natural Beauty, Site of Special Scientific Interest and the older part of town is designated as a Conservation Area. It has an extensive waterfront, and being part of a naturally sheltered harbour it has a rich and unusual diversity of estuary marine habitats and supported wildlife, and is host to industries such as Shipbuilding, Crabbing, and Tourism, with Sailing and Yachting being a very popular part of the Tourism Industry, Salcombe also has a very large percentage of second homes, and holiday homes that are rented out during the summer season.

According to the 2001 Census Salcombe had a population of 1,893. Salcombe has a Primary School, Redfern Health Centre, a Retained Fire Station and a Lifeboat Station, which has an inshore and offshore lifeboat. The Police maintain a presence at the Harbour Masters office at Whitestrand. During the summer months the Harbour Master operates a Harbour Patrol at night. The town has many shops situated along by the waterfront but many of these are seasonal. There are, however, a chemist, bakery, general store, delicatessen and butcher that are open all year round, along with a hardware shop and other facilities that are situated on Island Street. There is also a general stores/Post Office that is open all year round and situated up the top of town on Loring Road.

Salcombe has a bus service operated by Tally Ho! Coaches, the route 606 operates Monday to Saturday. There is a limited Sunday and Public Holiday Service operated by Stagecoach, the Exeter to Salcombe route 164. In the holiday periods a bus service is provided by Town Council through Tally Ho! to transfer people from the Bonfire Hill Car Park to the Tourist Information Centre in Salcombe. Along with this provision are foot passenger ferry crossings from Salcombe Town to East Portlemouth, and in the summer to South Sands and Kingsbridge. Salcombe also has a Petrol Station which is open seven days a week.

The main A381 links Kingsbridge through to Salcombe passing through Malborough. All roads in and around Salcombe are narrow, many with passing places only and the whole area becomes congested with visitors in the summer and builders/service vans et al during the other times. Should emergency vehicles need to attend they could be hampered by any of these.

A minor injury unit is located in Kingsbridge hospital, which is open 9am to 5pm, seven days a week. In Totnes there is also a minor injury unit which is open 8am to 8pm, seven days a week. The nearest railway station is also in Totnes.

Salcombe has a Fire Station (Gould Road) and two Lifeboats (Inshore and All-Weather), all manned by retained volunteers. The Harbour Office on Whitestrand holds a defibrillator for emergency use, and one is also located outside the Spar shop on Loring Road.

Self-help Emergency Plan

The Civil Contingencies Act 2005 suggests that town and parish councils prepare a contingency plan for self-help in case of emergency. Nearly all emergencies affecting our community will be dealt with by the “blue light services”, local authorities or public utility companies but there may be occasions when the community will have to help itself. Salcombe Town Council have therefore prepared a community self-help plan which we hope will provide a framework for parishioners to cope with any emergencies affecting our community.

This guidance is by its very nature generic and can be adapted to any incident. Once the emergency services are in attendance the information in the plan can then be used to provide assistance and local knowledge.

Risks that may require the communities to act independently include isolation caused by bad weather or being unable to receive help from the emergency services due to widespread disaster or pandemic. In other situations, such as major spillage, flood, aircraft accident or lost persons, the emergency services could well rely on local knowledge to help in their efforts.

Emergency “Grab Bag”:

Householders are advised to prepare an emergency bag to help them locate essential items quickly should an incident occur. It is also suggested that they collect and maintain a small emergency store of bottled water, ready to eat food and a can opener for what could be up to 72 hours out of your home. The bag should be small enough to carry and stored in a safe place where family members can find it. It should be checked regularly and should include:

| | Packed | Collect |
|-----------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|
| • Details of regular prescriptions for your family and any medications | <input type="checkbox"/> | <input type="checkbox"/> |
| • Paper copy of useful telephone numbers, e.g. family, friends, insurance company, utilities, doctors etc | <input type="checkbox"/> | <input type="checkbox"/> |
| • Mobile phone and charger | <input type="checkbox"/> | <input type="checkbox"/> |
| • Important documents eg passport, insurance certificates, Wills etc | <input type="checkbox"/> | <input type="checkbox"/> |
| • NHS numbers (you can obtain these from your doctor) | <input type="checkbox"/> | <input type="checkbox"/> |
| • Toys for children and pets | <input type="checkbox"/> | <input type="checkbox"/> |
| • Warm, waterproof clothes for yourself and any dependents | <input type="checkbox"/> | <input type="checkbox"/> |
| • Toiletries | <input type="checkbox"/> | <input type="checkbox"/> |
| • First Aid kit | <input type="checkbox"/> | <input type="checkbox"/> |
| • Wind-up or battery radio, including spare batteries | <input type="checkbox"/> | <input type="checkbox"/> |
| • Wind-up or battery torch with spare batteries | <input type="checkbox"/> | <input type="checkbox"/> |
| • Essential keys (house, car, work) | <input type="checkbox"/> | <input type="checkbox"/> |
| • Special items (e.g. spectacles, contact lenses) | <input type="checkbox"/> | <input type="checkbox"/> |
| • Cash and debit/credit cards | <input type="checkbox"/> | <input type="checkbox"/> |
| • Candles and matches | <input type="checkbox"/> | <input type="checkbox"/> |

EMERGENCY ACTION CHECKLIST
Immediate Action Form

Councillor Name _____ Date _____

Brief description of emergency

- Dial 999 and ensure the emergency services are aware of the emergency and log any advice given. Repeat advice back to the person on the other end of the phone.

- Contact and inform South Hams District Council and Devon County Council. Remember to get person's name, extension number and department where he/she works.

- Contact member of the Town Council.

- Contact volunteers and keyholders as appropriate.

UNDER NO CIRCUMSTANCES
SHOULD YOU PUT YOURSELF OR OTHERS
AT RISK

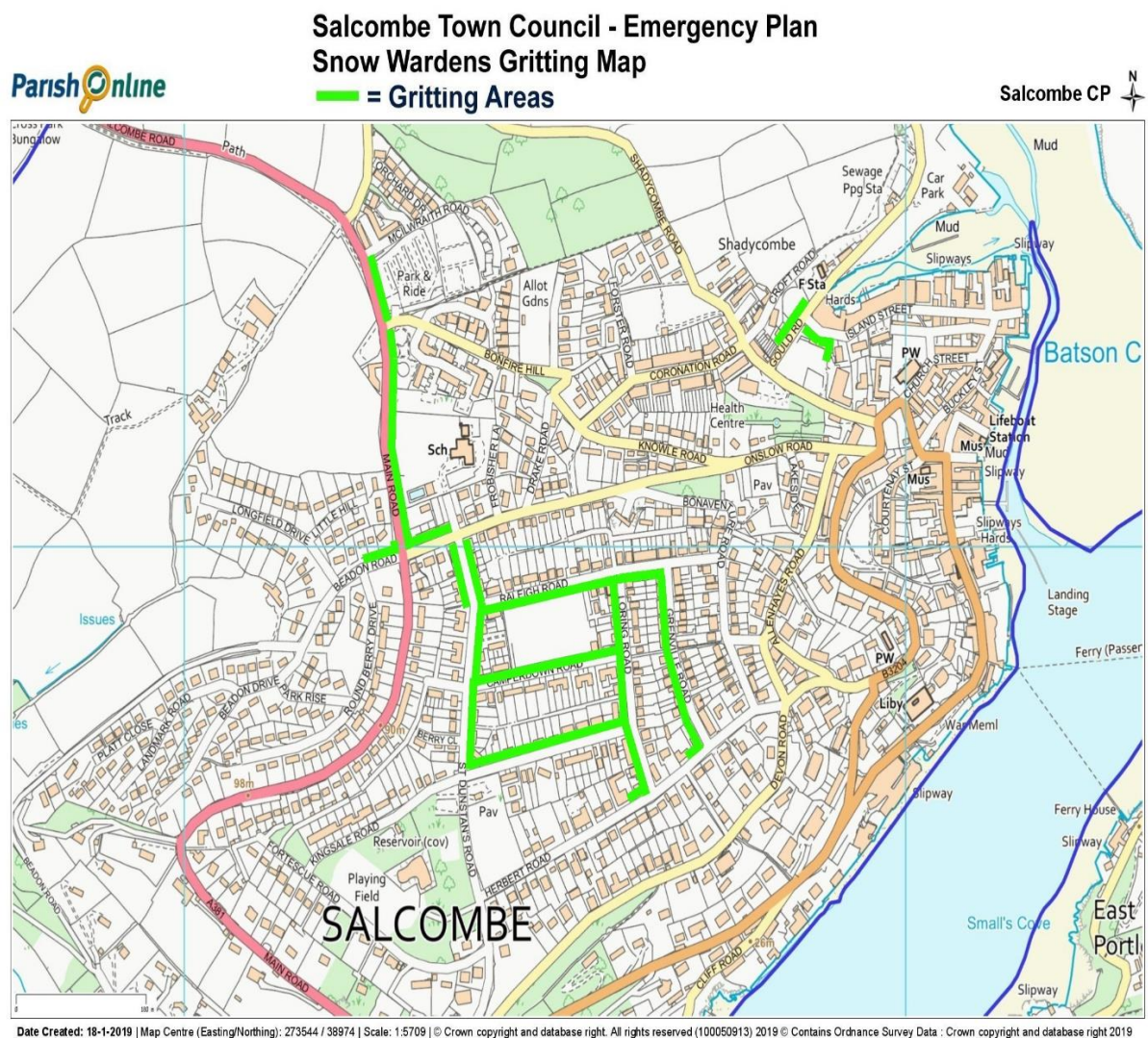
POSSIBLE EMERGENCIES:

Snow and Ice

This could result in fallen trees, power disruption, blocked roads and failure of public transport. With limited road access through our Salcombe Town Council area we could quickly become isolated.

Salcombe Town Council has established a volunteer Snow Warden scheme and areas have been adopted where it is felt that gritting is most necessary:

The map below shows the main areas of gritting that has been adopted by this council as their snow policy, but it is also envisaged that the main arterial routes such as access from the fire station be gritted as a matter of course.



High Winds and Loss of Power/Communications

Since much of the local medium-voltage power and telecommunications networks still rely on overhead power lines localized outages can be anticipated during exceptionally windy weather. Loss of electricity can have a “knock-on” effect on all other mains services. Mobile phone coverage of the parish is sometimes patchy and therefore cannot be relied on to provide back-up in the event of wired network failure.

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

- report the loss of service
- obtain an estimate of time when service will resume
- obtain advice on making situation safe if necessary

Western Power Distribution Emergency Line
Power Failure

0800 3659000
08457 651651

If reconnection is likely to be delayed the supplier should be asked to institute emergency measures to help the community deal with the situation until the services are reconnected. South Hams District Council (01803 861234) should also be kept informed of the situation.

Serious Road Traffic Accidents or Aircraft Crash

This would probably only be a short-term problem before the emergency services took over, but help could be provided by local householders in the form of hot drinks, blankets, shelter etc.

Major Pollution or Contamination Incident

While there is no known major or hazardous chemical or biological process industry in the area the possibility of airborne or waterborne contamination reaching the parish cannot be wholly ruled out. However, management of any such incident would be very technically specialized and thus any response by the community would be confined to communication and observance of measures recommended by MoD, Police and Emergency Services.

Environment Agency Incident hotline: 0800 80 70 60 (24-hours)

Water Supply Failure

In addition to inconvenience and reduced fire-fighting capability, failure of the mains water supply may lead to a public health hazard from contamination of conduits. Good communication within the community will be of paramount importance in this eventuality. Information will be disseminated through the Emergency Committee via telephone, text, social media and door-to-door. As soon as possible South West Water will dispatch bowsers containing fresh, uncontaminated water supplies.

Flooding

Areas within the lower part of town have historically been vulnerable to flooding. A Flood Gate has been installed at the top of the slipway at Clifton Place, which is operated by the Harbour staff. Many of the shops in this area have flood measures which can be installed if due warning is provided. However, there are some properties that sit below the water level and thus are more prone to suffer. Areas like South Sands can become cut off if storm damage affects the road.

Short-term localised flooding may occur after particularly intense rainfall (flash flooding) exacerbated by blocked culverts, and by high tides and tidal surges, as well as run off of surface water overwhelming the drainage system.

South Hams District Council holds a small supply of sand bags and further information can be obtained on their website:

<https://www.southhams.gov.uk/article/4306/Preventing-Flooding>

Please access the following documents for further information:

Personal Flood Plan and Know What To Do documents available from the Environment Agency:

<https://www.gov.uk/government/publications/personal-flood-plan>

Flood Risk Management Strategy available from Devon County Council:

<https://new.devon.gov.uk/floodriskmanagement/local-flood-risk-management-strategy>

South Hams Flood Line out of hours service 01803 867034

Terrorism

Firearms and Weapons attacks are rare in the UK. The 'STAY SAFE' principles tell you some simple actions to consider at an incident and the information that armed officers may need in the event of a weapons or firearm attack:

RUN – HIDE – TELL (999)

Further information can be found in the Government document as detailed below:

<https://www.gov.uk/government/publications/recognising-the-terrorist-threat/recognising-the-terrorist-threat>

SALCOMBE TOWN COUNCIL CONTACT DETAILS:

COUNCILLORS (alphabetical order)

Mrs Caroline Bricknell
9 Camperdown Road, Salcombe TQ8 8AX
cldr.bricknell@salcombetowncouncil.gov.uk
(h) 01548 842267
(mob) 07812 850518

Mike Fice
21 Buckley Street, Salcombe TQ8 8DD
cldr.fice@salcombetowncouncil.org.uk
(h) 01548 844560
(mob) 07730 422655

Andy Hainey
26 St Dunstons Road, Salcombe TQ8 8AL
cldr.hainey@salcombetowncouncil.gov.uk
(mob) 07773 338370

Ian Hatch
6 Camperdown Road, Salcombe TQ8 8AX
cldr.hatch@salcombetowncouncil.gov.uk
(mob) 07896 674070

Graham Keeler
Long Park, Higher Batson, Salcombe TQ8 8NG
cldr.keeler@salcombetowncouncil.gov.uk
(mob) 07831 475271

Tony Lang
8 Kingsale Road, Salcombe TQ8 8AS
cldr.lang@salcombetowncouncil.org.uk
(h) 01548 843108
(mob) 07934 977819

Mark Long
2 Camperdown Road, Salcombe TQ8 8AX
cldr.long@salcombetowncouncil.org.uk
(h) 01548 843828
(mob) 07803 233029

Roger Moore
Ringstead, Coronation Road, Salcombe TQ8 8EA
cldr.moore@salcombetowncouncil.gov.uk
(mob) 07472 670171

Continued over

Martin Payne
4 Ember Road, Salcombe TQ8 8FP
cllr.payne@salcombetowncouncil.gov.uk (mob) 07788 587017

Mrs Lindy Sinnott
13 Camperdown Road, Salcombe TQ8 8BW
cllr.sinnott@salcombetowncouncil.org.uk (h) 01548 843944
(mob) 07929 229050

Mrs Nikki Turton
Cotliss, Devon Road, Salcombe TQ8 8HQ
cllr.turton@salcombetowncouncil.org.uk (h) 01548 842847
(mob) 07484 756922

Town Clerk: Gill Claydon (office) 01548 842282
gillclaydon@salcombetowncouncil.gov.uk (mob) 07840 560270
Secondary contact details: email clerk@stokenham-pc.gov.uk (office) 01548 581185

Project Manager and Cemetery Administrator: Pete Robinson (office) 01548 842282
Beehive, 17 Landmark Road, Salcombe, TQ8 8NY (h) 01548 844027
admin@salcombetowncouncil.gov.uk (mob) 07777 699701

APPENDIX 1**EMERGENCY CONTACT DIRECTORY****FIRST RESPONDERS****999 / 112***

First responders are volunteers trained and equipped to deal with some medical emergencies. Based in the community they have greater local knowledge and are able to mobilise more rapidly than other rescue services. **They are contacted through the normal Ambulance control centre.**

| | |
|--------------------------------------------------------------------------------|--------------|
| Redfern Health Centre, Shadycombe Road | 01548 842284 |
| NHS 111, for urgent medical help or advice in a non-life-threatening situation | 111 |
| Pharmacy: Boots the Chemist, Fore Street | 01548 842146 |
| South Hams Hospital, Kingsbridge | 01548 852349 |
| Derriford Hospital, Plymouth | 01752 202082 |
| Totnes Hospital | 01803 862622 |
| Torbay Hospital, Torquay | 01803 614567 |

FIRE AND EMERGENCY SERVICES

| | |
|---------------------------------------------------|------------------|
| Fire/Police/Ambulance/Coastguard | 999 / 112 |
| H M Coastguard – Falmouth | 01803 882704 |
| Western Power Distribution Emergency Line | 0800 3659000 |
| Power Failure | 08457 651651 |
| Environment Agency, South West Region emergencies | 0800 807 060 |
| Floodline | 0345 988 1188 |
| South Hams Floodline out of hours service | 01803 867034 |
| South West Water | 0800 1691144 |

SOUTH HAMS DISTRICT COUNCIL

| | |
|-------------------|--------------|
| General enquiries | 01803 861234 |
| Out of Hours | 01803 867034 |

SALCOMBE AND THURLESTONE WARD

| | |
|-------------------------------------|--------------|
| District Councillor Mrs Judy Pearce | 01548 561370 |
| District Councillor Mark Long | 07803 233029 |

DEVON COUNTY COUNCIL

| | |
|-------------------|--------------|
| General Enquiries | 01392 382000 |
| Out of Hours | 01392 338329 |

SALCOMBE WARD

| | |
|---------------------------------|--------------|
| County Councillor Rufus Gilbert | 01548 856659 |
|---------------------------------|--------------|

* Emergency 112 is an alternative to dialling 999 as a way to reach the emergency services. It works all over Europe and in many other parts of the world. 112 can be successfully dialled from a mobile phone, including those with no call credit, and even in the absence of a SIM card.

APPENDIX 2**MISCELLANEOUS CONTACT INFORMATION****Emergency Food Supplies**

| | |
|-----------------------------------------------------------------|--------------|
| WRVS Luncheon Club (Contact: Julie Coleman) | 01548 843603 |
| The Ferry Inn | 01548 844000 |
| The Kings Arms | 01548 842202 |
| The Fortescue | 01548 842868 |
| The Victoria | 01548 842604 |
| The Bakehouse Salcombe | 01548 842824 |
| Coleman's Butchers | 01548 842809 |
| Co-op | 01548 844870 |
| Cranch's Pantry | 01548 842331 |
| Spar Store | 01548 842836 |
| The Plaice (pizza takeaway, fish & chips, ice cream) (seasonal) | 01548 843693 |
| Mobile Fish & Chips | 07534 863023 |
| The Wardroom Café | 01548 843333 |
| The Salcombe Coffee Company | 01548 842319 |
| The Crab Shed (seasonal hours) | 01548 844280 |
| Kidz & Co Soft Play Cafe | 01548 844939 |
| Island Street Bar & Grill (seasonal hours) | 01548 844007 |
| Captain Flint's (seasonal hours) | 01548 842357 |
| The Salcombe Yawl Deli & Sandwiches (seasonal hours) | 01548 842143 |
| Captain Morgan's | 01548 843262 |
| No 55 Restaurant (seasonal hours) | 01548 842646 |
| Dick and Wills Brasserie (seasonal hours) | 01548 843408 |
| The Salcombe Delicatessen | 01548 842332 |
| Sailor V Coffee-Kitchen-Bar (seasonal hours) | 01548 843555 |
| The Winking Prawn, North Sands (seasonal hours) | 01548 842326 |

Useful Numbers

| | |
|---------------------------------|--------------|
| Salcombe Harbour and Water Taxi | 01548 843791 |
| Chandlers Heights Office | 01548 842397 |
| Tourist Information Centre | 01548 843927 |
| Tally Ho! Bus and Coach Service | 01548 853081 |
| West End Garage | 01548 842889 |

Communications

| | |
|-----------------------------------------------|---------------|
| BBC Radio Devon (104.3 fm) | 01752 260323 |
| Travel Desk | 0845 300 2829 |
| Heart South Hams (100.5/100.8/101.2/101.9 fm) | 0345 373 7777 |

APPENDIX 3

Emergency Accommodation / Safe Places

In an emergency, temporary accommodation could be provided at these safe places:

Cliff House

Cliff Road
TQ8 8JG
Contact: Office 01548 844704
Caretaker: Simon Edwards 07453 210717

Holy Trinity Church

Church St
TQ8 8DH
Contact: Father Daniel French 01548 844928
Churchwarden (mornings):
Debbie Plummer 01548 842626

Salcombe Harbour Hotel

Cliff Road
TQ8 8JH
Contact: 01548 844444
Manager: Jason Parry

Salcombe Primary School

Onslow Road
TQ8 8AG
Contact: Office 01548 842842
Caretaker: Mark Roberts 07779 329887

Salcombe Rugby Club

Twomeads
Camperdown Road
TQ8 8HX
Contact: 01548 842639

Salcombe Yacht Club

Cliff House
Cliff Road
TQ8 8JQ
Contact: 01548 842593
Club Manager: Jules McColl

Salcombe Young Person's Centre (Beehives)

Youth Centre
Gould Road
TQ8 8DG
Contact: Hazel Burkitt 07779 850391

South Sands Hotel

Bolt Head
TQ8 8LL
Contact: 01548 845900
Manager: Stephen Ball

These locations all have both kitchen and bathroom facilities.

CONFIDENTIAL

APPENDIX 4

PASTORAL CARE IN CASE OF A SERIOUS EMERGENCY

Parish of Salcombe

Father Daniel French

Curate: Father Stephen Ball

01548 844928

APPENDIX 5

Salcombe Town Council Emergency Team

| Role | Name | Tel | Address |
|--------------|---------------------------|---------------------|-------------------------------|
| Co-ordinator | Caroline Bricknell | 07812 850518 | 9 Camperdown Road |
| Deputy | Nikki Turton | 07484 756922 | Cotliss, Devon Road |
| Team member | Roger Moore | 07472 670171 | Ringstead, Coronation Road |

Snow Warden Co-ordinator: Richard Turton 01548 842847 / 07903 729358

Volunteer List:
David Alcock
Theo Spink
Amanda Shock
Ross Thompson

Community Safety and Emergency Planning Officer
District Council TOR2 Control Room

01803 861234/01803 867034 (out of hours)

Devon County Council
01392 382000/01392 338329 (out of hours)