

KENTON PARISH COUNCIL

Emergency Action Plan January 2026



**Call 999 if there is a risk to
life**

Plan to be reviewed January 2027

CONTACT DETAILS

Phone 999 for emergency services

Contact the Parish Council through:

Community Emergency Co-ordinators

The Parish Emergency Warden: Robert Neill

Telephone: 01626 890797

kentonpcflood@gmail.com

The Parish Clerk: Suzanna Hughes

Telephone: 01626 330311

Councillor David Blount (KPC Chair)

Telephone: 01626 890406 / 07743 042280

Councillor Heather Bright

Telephone: 01626 890115 / 07484 243368

Councillor Kevin Savill

Telephone: 07870 149557

Councillor Jonathan Hare

Telephone: 07779 999767

Councillor Andrew Bryant (KPC Deputy Chair)

Telephone: 07595 965309

Councillor Robin Calderwood

Telephone: 07947 766505

It is important to note that people should not put themselves or others at risk when preparing, testing or using this plan.



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INTRODUCTION

KENTON EMERGENCY PROCEDURE PLAN 2026

Emergencies happen. There may be a time when you might be affected by an emergency, but your life is not in immediate danger. During such a time, you will need to know how to help yourself and those around you. The Parish Council has drawn up this plan to help deal with a major incident which may occur in the future.

'By becoming more resilient, you and your community can complement the work of local emergency responders and reduce the impact of an emergency on your community both in the short and long term.' (www.gov.uk)

Objectives of this Emergency Procedure Plan:

- 1) *To establish a community emergency co-ordinators' team that will coordinate the community response and liaise with the emergency services / local authorities as appropriate.*
- 2) *To identify actions required to minimise the harm from identified hazards or threats.*
- 3) *To establish a means of identifying vulnerable people in the community with a view to supporting them in an emergency.*
- 4) *To identify resources in the community that would be available to minimise the severity of the emergency.*
- 5) *To establish key contact details for the emergency services and local authorities, the Local Community Emergency Co-ordinators and key community resources.*

In the event of a major incident in or near the parish, Kenton's Community Emergency Co-ordinators will activate the Plan after contacting the appropriate authorities:

Police, Fire, Ambulance (if there is a risk to life): 999

Police, Fire, Ambulance (non urgent): 101

NHS (non urgent medical advice): 111

Devon & Somerset Fire & Rescue (General Enquiries): 01392 872200

Environment Agency (urgent): 0344 346 2020

Devon County Council (Emergencies):

Highways: 0345 155 1008

Social Services: 0345 600 0388

Animal Welfare, Petrol and Explosives: 01392 499 499

FURTHER USEFUL NUMBERS:

Devon Highways www.devon.gov.uk/roads-and-transport/report-a-problem/
Non urgent problems on roads 0345 155 1004 (9 - 5.30 weekdays)

Devon Flood Risk Management Team 0345 155 1015
Non urgent enquiries

UK Power Networks www.ukpowernetworks.co.uk/liveupdates
maintains electricity cables and lines
Power cut Call free 105 or 0800 3163 105

South West Water www.southwestwater.co.uk/household/help-support/report-a-problem

Report a leak or burst pipe 0344 346 2020

British Gas: 0800 111 999

Environment Agency 0800 80 70 60

Damage or danger to the natural environment

Pollution to water or land

Watercourses blocked

Domestic oil leak

Flood line: 0345 988 1188

NOTIFICATION OF AN INCIDENT

	Instructions	Tick
1	<i>Example: Call 999 (unless already alerted)</i>	
2	<i>Ensure you are in no immediate danger</i>	
3	<i>If possible start keeping a log and record: Any decisions you have made Action taken Who you spoke to and what you said Any information received</i>	
4	<i>After 999 has been called Devon & Somerset Fire Control will contact the Devon County Council's Emergency Response Team if needed</i>	
5	<i>Contact the Parish Council Community Emergency Co-ordinators and if necessary they will contact: Those specifically at risk Other members of Parish Council via agreed route Volunteers and key holders where appropriate</i>	
6	<i>If necessary, contact the relevant Devon County Council Emergencies Teams or the Community Emergency Coordinators to call a community meeting but ensure there is a safe venue that people can access safely</i>	
7	<i>Make sure you take notes and record actions from the meeting.</i>	



FIRST STEPS IN AN EMERGENCY

*If you become aware of a serious incident happening or threatening to develop, call the emergency services on **999** with the following information:*

Your name, contact telephone number, address / location

Full details of the incident as far as you are able to ascertain without putting yourself at risk:

- *When*
- *Where (exact location)*
- *What happened and what is happening now*

Emergency Services requested

Estimated human casualties

Estimated animal casualties (if any)

Hazards and road blockages

LOCAL RISK ANALYSIS

What is the hazard?	Where is it?	What is it affecting?	What are the consequences / impact?	What can we do to mitigate the impact before the incident?	What can we do to mitigate the impact after the incident?
a	b	c	d	e	f
<i>Burst water main or torrential downpour of rain</i>	<i>Major road through the village</i>	<i>Vehicular access and access to properties</i>	<i>Flooding of several properties and possibly affecting access to primary school</i>	<i>Parish Council and residents to report potential problems to South West Water, Devon Highways and / or relevant Emergency Services as well as regularly ensuring water courses are clear of debris or blockages if it is safe to do so or ensure that you report blockages to the village warden</i>	<i>Evacuate to the most appropriate reception centre to provide shelter, warmth, food and drink</i>
<i>Heavy snow</i>	<i>Affects entire area</i>	<i>Affects entire area</i>	<i>Movement around the community, residents housebound, access to food and other essential supplies</i>	<i>PC to ensure grit bins are regularly topped up by DCC. Advise residents to have personal resilience plans in place and prepare essential supplies</i>	<i>Coordinate visits to identified vulnerable people. Organise food and other essential supply deliveries. Liaise with volunteers to clear footpaths and keep the community informed</i>
<i>Major transport accident</i>	<i>Major road through village</i>	<i>Access through the Parish</i>	<i>Fire and Police will coordinate the response</i>		<i>Follow advice from Emergency Services</i>
<i>Fire or explosion</i>	<i>At small business site in the village or Parish, other residential properties affected</i>	<i>People living in the immediate vicinity</i>	<i>Fire and rescue is responsible of identifying the inner cordon and for the health and safety of those operating within it. Police will coordinate a response</i>		<i>Follow advice from Emergency Services</i>
<i>Gales / Storms</i>	<i>Affects entire Parish</i>	<i>Affects entire area</i>	<i>Important to keep safe indoors and follow advice. When safe to do so, check on vulnerable neighbours / residents</i>	<i>Advise residents to have personal resilience plans and emergency supplies</i>	<i>Follow advice from appropriate services</i>
<i>Heat wave</i>	<i>Affects entire area</i>	<i>Affects entire area</i>	<i>Important to keep cool and safe indoors and follow advice</i>	<i>Advise residents to have personal resilience plans and emergency supplies</i>	<i>Follow advice from appropriate services, government and NHS</i>

VULNERABLE PEOPLE

It is important to ensure that isolated or vulnerable people are contacted to see if they need assistance during an emergency.

Emergencies can make anyone vulnerable and they make life difficult for those people who are already vulnerable. Being vulnerable means different things to different people and vulnerabilities can vary in their duration. Social vulnerability risks could include people who have recently had an operation, people without access to transport or people with limited mobility.

Kenton is a community village and people automatically help their family, friends and neighbours during times of need. In the unlikely event that the Emergency Procedure Plan is called into force, it is hoped that people would volunteer and use what skills, tools, resources, vehicles or machinery they have available and are capable of using. It is important that any vehicles are licensed and insured to use in an emergency.

GROUPS / INDIVIDUALS TO HELP IN AN EMERGENCY

Group / Individual	Main Contacts	Capabilities / Skills	Comments / Notes
Kenton Parish Council	Suzanna Hughes (Clerk) 01626 330311 Cllr David Blount (KPC Chair) 01626 890406 07743 042280	Communications	clerk@kentonparishcouncil.gov.uk david.blount@kentonparishcouncil.gov.uk
Kenton Emergency Warden	Robert Neill 01626 890797	Liaising with the Emergency Coordination Team and Community Volunteers / First Aid	Robertneill2@btinternet.com
Kenton Victory Hall	Simon Rains 01626 891311 07768 292154	Access to reception centre 1 / First Aid / Cooking Equipment	Victoryhallkenton@gmail.com
Kenton Church	Revd. Julia Hocking 01392 759039 07928 813333	Access to reception centre 2 / First Aid	revjuliakenton@gmail.com

EVACUATION

During an emergency, it might be necessary for some members of the community to be evacuated from their homes to a safe place.

Many communities operate a good neighbour scheme and whilst Kenton do not have a formal scheme in place, the community spirit has been evident during previous emergency situations and we would encourage residents to continue to support each other by getting to know your neighbours who can often assist with;

- * Door knocking or delivery of emergency messages (particularly if phone lines are down)
- * Running of a rest centre
- * Identifying those who may need extra assistance to move to safety
- * Helping to move vulnerable residents to a place of safety
- * Using social media to communicate emergency messages

RECEPTION CENTRES



Kenton Victory Hall, Kenton Hill, Exeter, EX6 8JA

First Choice Reception Centre

In the event of the need to activate the Emergency Procedure Plan, Kenton Victory Hall, Kenton Hill, Exeter, EX6 8JA, is to be the first_choice for Reception Centre

The Victory Hall is located at the top of Kenton Hill, off the A379 before Powderham Castle entrance if heading in the direction of Starcross and adjacent to Penhayes Care Home.

Keys to access the hall are located in a coded key locker to the left hand side of the main entrance doors as you face the building from the main road.

To obtain the key code in the first instance you should contact **Simon Rains**, or secondly **Cllr David Blount**. Contact Details for both can be found in the “Groups / Individuals to Help in an Emergency” section on page 9.

The entrance to the hall is accessible at the front of the building. On entering the hall the light switch is on the left. The main hall is directly in front of you

as you enter the building. Toilets are on the left before you enter the main hall. Chairs and tables are stacked in the store room, which is through the door on the left side of the back wall as you face into the main hall.

The kitchen is located on the left side of the main hall and is well stocked with cups, cutlery and crockery stored in cupboards below the counter. There is an undercounter fridge and freezer, range cooker, water heater and dishwasher along with tea and coffee making facilities.

The meeting room located on the lower ground floor towards the rear of the building could be used as a Control Room but there is no telephone installed in the hall and therefore would currently be reliant on using “Wifi Calling” through your mobile phone or through mobile signal (however mobile signal is currently weak in this area of the village and the PC are exploring opportunities to improve this).

The Hall has a maximum capacity of 200 people.



All Saints Church, Kenton, Exeter, EX6 8LU

Second Choice Reception Centre

In the event of the need to activate the Emergency Procedure Plan, All Saints Church, Kenton, Exeter, EX6 8LU is to be the second choice for Reception Centre.

The Church is located in the centre of the village and accessible from the A379 turning at the village car park and / or Rodean Restaurant Junctions.

Access into the church is through the main door up the steps from Church Street. A second entrance is available from High Street which avoids the steps but this needs to be opened from the inside and the door is located on the ground floor of the clock tower.

A kitchen area is located on the left side of the main entrance. There is a water heater and dishwasher along with tea and coffee making facilities. A toilet is available in the meeting room adjacent to the kitchen.

The church has a capacity of 400 people.

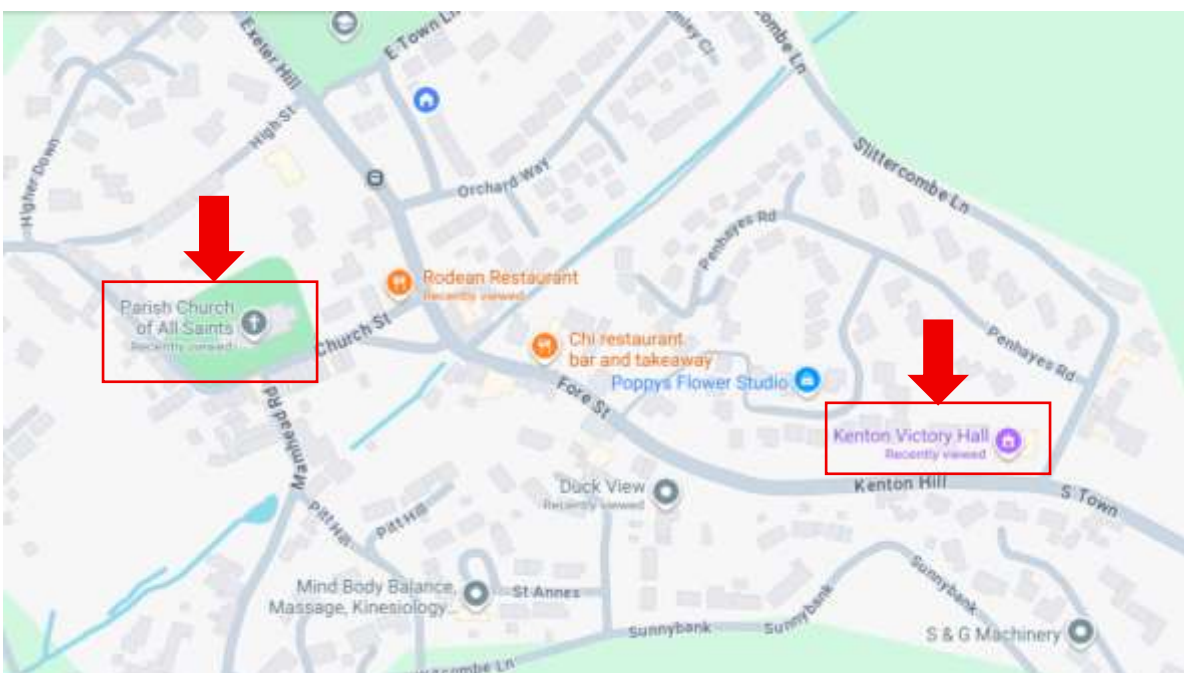
Key Holders are:

Revd. Julia Hocking - 01392 759039, 07928 813333.

revjuliakenton@gmail.com

Jacqui Hohl - 9 Church Street, Kenton - 07596 650857

MAP SHOWING RECEPTION CENTRES



APPENDIX A

GOVERNMENT TEMPLATE TO HELP PREPARE FAMILIES FOR AN EMERGENCY.

Your Home Emergency Plan

Keep your plan and other important information in a safe place that you will find again quickly.

You could keep your plan in a 'message in a bottle' in your fridge. Bottles are available free of charge from most doctor's surgeries and chemists and give emergency services vital information such as medical conditions and repeat prescriptions.

If you have children in your household, or others who need help with understanding what to do, you could get them to write and draw their own plans, to help them learn about emergency events.

Q1)

What are the risks to your home and the surrounding area? Are you at risk of flooding?

To find out if you live in an area at risk from flooding, visit **www.environment-agency.gov.uk** where you can find out if your home is at risk and sign-up to Flood Warnings Direct (a free service which sends you a message when there is a flood risk by telephone, mobile, email, SMS text message, fax, or via a relative/friend).

You can also sign up by calling Floodline on **0345 988 1188** or on the **www.gov.uk** floodline to sign up for flood warnings.

If you are in an area that may flood, have sandbags and boards ready to help stop water entering through doors or air bricks. **In Kenton, sandbags can be located in the container situated in the village carpark adjacent to the triangle and is accessible at all times.**

Q2)

Do all household members know how and when to call the emergency services? If they don't, give them instructions on how to do this.

Notes:

Q3)

How will you get out of the house / area if you need to escape? Think about what to do if a route is blocked. If it is helpful, draw a plan of escape routes.

Notes:

Q4)

What are the emergency procedures at your children's schools?

During an incident, it may not be safe to collect children from school. Schools have emergency plans so pupils will be cared for. If you are still worried during an incident, contact the school first.

Notes:

Q5)

Are there any elderly, disabled or vulnerable family members, friends and neighbours who might need your help, or additional help from the emergency services? Information may not reach some people as quickly. For example, Deaf and blind people and people who do not speak English or have other communication difficulties.

How will you help them?

Notes:

Q6)

Where will you meet if you become separated – a nearby landmark or a friend's house? Also agree an alternative meeting place further away from your home.

Notes:

Q7)

ICE Contact Number

The emergency services are trained to check for a person's ICE contact number which stands for 'In **C**ase of **E**mergency'.

Think carefully about who you choose as an ICE contact because that person may need to give consent for medical treatment. If you want more than one ICE contact, mark them as ICE1, ICE2 etc.

Put ICE contacts in all mobile phones, or on a card in wallets / purses. If your phone is password protected then use the card method or make it visible on the 'start up' screen.

Notes:

Q8)

Where is your safe, secure place for important documents (passport, birth and insurance certificates etc.) and items of high sentimental value such as old family photos? Are these raised above potential flood levels and easy to grab (in one box) if you need to take them with you? Is the box fire-proof? Have you stored important computer records on a USB / disk?

Notes:

Q9)

Do you have emergency supplies (ideally in an 'emergency bag') that you can grab quickly? Where are they kept?

Notes:

Q10)

How do you switch off water, portable gas and electric supplies in your home? Draw a plan if helpful.

Notes:

Q11)

Think about what you would do if you lost all power and communications (including satellite communications such as mobile phones). Do you have a battery or wind-up FM Radio and camping stove with fuel, for example? Make a note of the FM frequency of your local radio station.

Notes:

Q12)

Does everyone in the household know how to make the home secure – locking doors and windows? Do you keep keys in the same places so they can be found easily if it is dark; where are keys kept?

Notes:

Q13)

Have you installed smoke detectors and a carbon monoxide detector in appropriate places? When installed, check monitors monthly.

If not, don't delay installing or checking them! They could save your life. If you need help or advice, or to find out if you qualify for a free home safety visit, contact your local Fire and Rescue Service.

Notes:

Q14)

Have you got adequate home insurance? Who is your insurance provider and what is your insurance policy?

Notes:

Q15)

Do you keep in your kitchen cupboard enough bottled water, snacks, tinned or dried/packet food to last three days? (*how much do you need per person?*). This will reduce the tendency for “panic buying” during bad weather or strikes, which can be very disruptive. Check sell by dates every six to twelve months.

Notes:

Q16)

Have you made a list of medication, insurance policy numbers and important phone numbers such as your doctor, insurance provider, Floodline, NHS Direct*, non-emergency number, gas and electric supplier, vet, school, work and close friends/relatives? Make sure you carry this list at all times, for example on a card in your purse or wallet, or mobile phone.

*If you have a ‘smart’ mobile phone, you could download the NHS Direct App from www.nhsdirect.nhs.uk.

Notes:

Your emergency supplies

It helps if you can grab these things quickly. Ideally make up an ‘emergency bag’. **Do not stop to collect things if it puts you in danger!**

These are things you probably carry at all times:

Essential keys (house / car).

Special daily items (for example, glasses / contact lenses / medication / aids).

List of medication. *This is essential, please make a list!*

Cash / debit / credit cards.

Essential items for babies, children and people you care for.

Mobile phone and charger.

Antibacterial hand gel and mini first aid kit.

Water and snacks.

Warm layers and waterproof clothing, suitable hats and footwear.

If you have to remain in your home or become isolated, make sure you have the following items:

First Aid Kit including flu and cold medication.

Wind up or battery radio including spare batteries.

Wind up or battery torch with spare batteries/candles and matches.

Enough toiletries such as soap, sanitary items and tissues or toilet roll.

A three day food and water supply. Tinned and dried food such as beans and rice is good.

Camping stove and fuel. Only use indoors in an emergency. Always place on a stable surface and use in a well ventilated area with a carbon monoxide detector.

You may find it helpful to take these with you if you have to leave your home:

Important identity and insurance documents (for example NHS number, birth/ marriage certificates, passports and insurance certificates - photograph or make photocopies of important certificates.

Important computer information stored on disk / USB.

Sun-cream in the summer.

Notebook and pen / pencil.

Other items you may need – make a list (for example, playing cards, colouring or puzzle book, children's toys, things for pets, items of sentimental value).

Keep important documents and computer information in ONE safe place and make sure you can grab these items quickly if you need to.

Don't forget does a friend or family member have spare keys should you lose yours?

Items for pets and assistance animals

Contents will depend on the type of pet, but you may need to grab:

Water, food and bowls.

Leash / muzzle / harness.

Blanket, bed, pet carrier or cage.

Photo of your pet in case it gets lost and is not 'identity chipped'.

Plastic bags for waste.

Medication and health records.

Identity chip number (keep a record in your phone or wallet/purse).

Items in the car

In case of an emergency always carry in your car (in addition to the things you probably carry at all times):

First Aid Kit.

Shovel and de-icer in winter conditions.

Warning triangle and fire extinguisher (recommended).

Notes:



APPENDIX B

Top 5 Tips to help you prepare for an emergency:

1. Get suitable insurance before an emergency has even occurred

Check how long your insurance lasts and what it really covers

2. Put valuable documents and treasured possessions

upstairs Check if you live in a flood risk area

Keep important documents safe

Store photos and belongings you want to keep safe upstairs

3. Back up important files and photos on your computer

Regularly make copies of important documents, music and photos onto a disc or memory stick?

4. Put together your own emergency grab bag

Be prepared to move quickly in an emergency

5. Have emergency friends

Identify one emergency friend who lives nearby and a second one who lives further away.

Think about your neighbours. Could you be an 'emergency friend' for isolated or vulnerable people in your area?

