

DEVON COUNTY COUNCIL

Website: www.devon.gov.uk/help/contact-us/

This website gives contact details for a wide range of topics

EMERGENCY PLANNING SERVICE

General number	Office hours	01392 382680
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Email: epdeputy@devon.gov.uk

Website: www.devon.gov.uk/emergencies/

DCC HIGHWAYS

General number	Office hours	0345 155 1004 or 0845155 1004
	Out of hours	0345 155 1008

CUSTOMER SERVICE CENTRE

General enquiries	Office hours	0345 155 1015 or 0845 155 1015
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Email: customer@devon.gov.uk

SOCIAL SERVICES

	Out of hours	0345 600 0388 or 0845 600 0388
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TRADING STANDARDS SERVICE

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

WEST DEVON BOROUGH COUNCIL

Tavistock offices	Office hours	01822 813600
Emergency Planning Officer	James Kershaw	0800 1694217 or 01803 867034

Email: James.Kershaw@southhams.gov.uk

SOUTH HAMS DISTRICT COUNCIL

Emergency/out of hours contact		01803 867034
Council offices	Office hours	01803 861234
Emergency Planning Officer	James Kershaw	01803 867034 or 0800 1694217

Email: James.Kershaw@southhams.gov.uk

MARY TAVY PARISH COUNCIL

See website: www.marytavyparishcouncil.co.uk for contact details for councillors and parish clerk

Emergency Warden / Snow Warden (John Roy Hill)		01822 810302
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EMERGENCY SERVICES

DEVON & CORNWALL POLICE

Emergency calls		999
Non-emergency police enquiries		101

Website: www.devon-cornwall.police.uk

DEVON & SOMERSET FIRE & RESCUE SERVICE

Emergency calls		999
Headquarters reception	Office hours	01392 872200

Website: www.dsfire.gov.uk

SOUTH WESTERN AMBULANCE SERVICE

Emergency calls		999
General enquiries	24 hours	0300 369 0130

Website: www.swast.nhs.uk

HM COASTGUARD

Emergency calls		999
Coastguard (Falmouth)		01326 317575

Email: info@mcga.gov.uk

ENVIRONMENT AGENCY – SOUTH WEST REGION

National Customer Contact Centre	Office hours	0370 8506505
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Website: <https://www.gov.uk/government/organisations/environment-agency>

Floodline

Includes latest flood warning information	24 hours	0345 988 1188
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Website: <https://flood-warning-information.service.gov.uk/warnings>

MILITARY RANGES ON DARTMOOR

To report unexploded ordnance on the moor contact the Training Safety Officer Alternatively, contact the Police or a National Park Visitor centre		01837 657210
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HEALTH

Emergency

Where you have an urgent medical problem but not sure what to do

24 hours

999

111

Website: www.111.nhs.uk

General nhs website: www.nhs.uk

MOTORING ORGANISATIONS

AA Roadwatch

Emergency breakdown number

0906 88 84322 (from mobile: 84322)

0800 887766

RAC Breakdown number

0333 2000 999

RADIO STATIONS

BBC Radio Devon

General

0808 100 1034

Plymouth reception

01752 260323

Newsroom

01752 234511

Travel desk

0845 300 2829 (text 81333)

Heart FM

Switchboard

0345 481 0088

UTILITIES

BT

Customer services

weekdays 9am – 5pm

0800 800 150

Landline & broadband services

Website: <https://www.bt.com/help/home/faults/>

GAS & ELECTRICITY

All gas leaks

Power cuts (Western Power)

0800 111 999

0800 678 3105

Website: www.westernpower.co.uk/power-cuts/how-to-report-a-power-cut

SOUTH WEST WATER

Water leaks – non household

0800 230 0561

Website: www.southwestwater.co.uk/report-a-leak

VOLUNTARY / WELFARE ORGANISATIONS

CITIZENS ADVICE – SOUTH WEST REGION

West Devon

weekdays 9am – 5pm

0344 411 1444

RSPCA

To report cruelty, neglect or animals in distress

24 hours

0300 1234 999

Advice line

office hours

0300 1234 555

SAMARITANS

24 hours

116 123 from any phone

BRENTOR & MOOR COMPASSIONATE NEIGHBOURS

Contact the coordinator

01822 860799

Website: <https://bmcneighbours.org/>

VICTIM SUPPORT DEVON

Victim support line

24 hours

0808 1689 111

Devon and Cornwall office

12pm – 6pm

0300 303 0544

Website: www.victimsupport.org.uk

WEATHER

MET OFFICE

Weathercall – Devon & Cornwall

0906 8500 405

Website: www.metoffice.gov.uk

Mary Tavy weather forecast: <https://www.metoffice.gov.uk/weather/forecast/gbvpf6e4v>

USEFUL WEBSITES

Devon County Emergency Planning Service:

www.devon.gov.uk/emergencies/about-us

Devon & Cornwall Constabulary:

www.devon-cornwall.police.uk

Devon & Somerset Fire & Rescue Service:

www.dsfire.gov.uk

Disaster Action:

www.disasteraction.org.uk (note: site may lack current safety certificate)

Environment Agency:

www.environment-agency.gov.uk

Floodline:

<https://flood-warning-information.service.gov.uk/warnings>

Highways Agency:

www.gov.uk/government/organisations/highways-england (mobile website: m.highwaysengland.co.uk)

Local Resilience Forum:

www.dcisprepared.org.uk

UK Resilience:

www.gov.uk/guidance/preparation-and-planning-for-emergencies-the-capabilities-programme