

Hale



HALE

Parish Council

The New Forest. Hampshire.

Community Emergency Plan

Helping your community to:

- Prepare for
- Respond to
- Recover from

Emergencies in your area

Last updated: DD/MM/YYYY



Local Resilience Forum
Hampshire & Isle of Wight

Introduction

Key information		
Community name	Hale	
Date of last review	April 2024	
Date of next review	April 2026	
Point of contact	Name	Andrew Donnell
	Email address	andydonell.haleparishcouncil@gmail.com
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IF YOU ARE IN IMMEDIATE DANGER – CALL THE EMERGENCY SERVICES ON 999

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Introduction

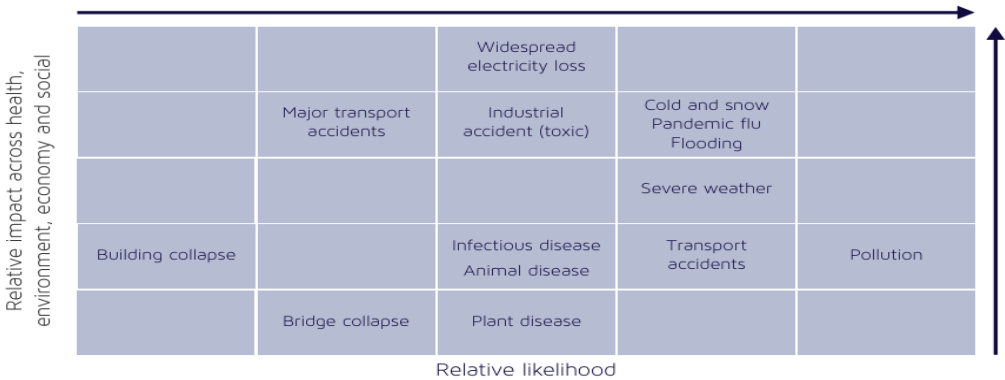
Communities face various risks, including extreme weather, utility failures, and public health crises. Hale's **Community Emergency Plan** addresses the need for a structured, locally focused approach to preparing for, responding to, and recovering from emergencies. It ensures the community is better equipped to handle challenges that may disrupt daily life, ensuring safety, resilience, and unity.

The plan is essential because emergencies can arise with little warning and have severe impacts, ranging from widespread flooding to prolonged utility outages. A proactive approach that empowers local residents to act effectively minimises the risk to life and property, strengthens community networks, and ensures a faster recovery for all involved. This document provides a roadmap for coordinated action. It includes the identification of key risks, protocols for immediate response, and strategies for supporting vulnerable community members. Practical tools, such as action cards and muster point information, offer clear guidance to ensure every resident can contribute to community resilience. Through periodic reviews and collaboration, the plan evolves to meet emerging challenges, ensuring Hale remains prepared for the future.

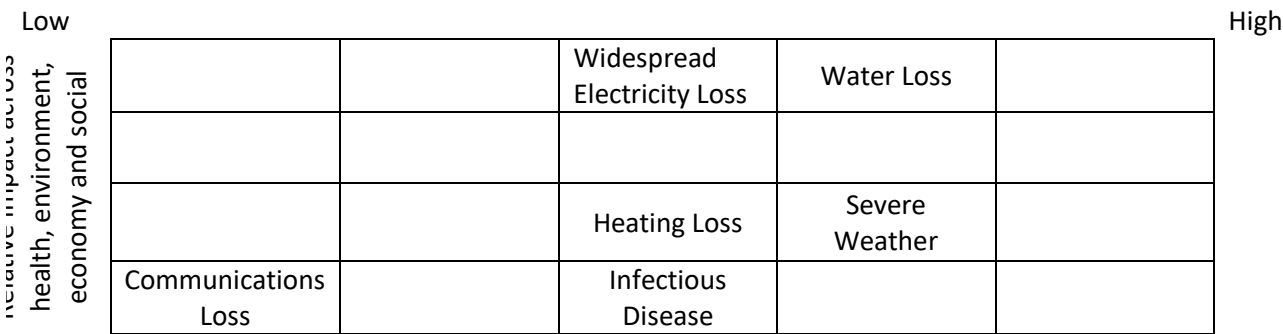
Identifying key risks

Risk matrix table

As a partnership the Local Resilience Forum considers all risks by looking the likelihood of them occurring and considering the potential impacts, to our health (casualties, fatalities and psychological effects), the local economy, the local environment and people’s lives (evacuation, shelter, utilities). Go to www.hampshireprepared.co.uk or www.iowprepared.co.uk to view the full community risk register this is based on.



Hale Risk Matrix



Flooding	Fire	Animal Disease			Low
Relative Likelihood					

Emergency Checklist – what to do in an emergency.

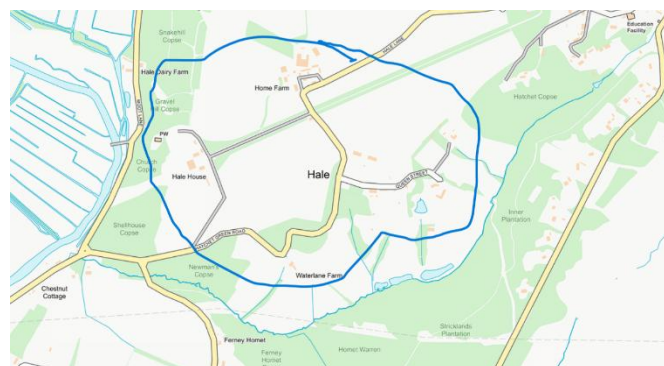
1	<p>Get in touch with your team and come together.</p> <p>It is better to meet in-person, but you can meet online if that is easier.</p> <p><u>Do not put yourself in danger to meet in-person.</u></p>
2	<p>Gather information.</p> <p>Find out what is going on. Use a range of sources, including local contacts, the news, alerts like those from the Met Office and Environment Agency and social media.</p>
3	<p>Assess risks.</p> <p>What are the impacts of the situation on your community? Consider your vulnerable areas and vulnerable people.</p>
4	<p>Consider powers, policies, and procedures.</p> <p>Think about what is and is not your responsibility. Some things, such as evacuations and rescue, are the sole responsibility of emergency responders. However, you can support your community with welfare and help where you can.</p>
5	<p>Identify options.</p> <p>Use the action cards to determine how you can help. Consider your local assets. Agree on the best course of action.</p>
6	<p>Act, and review what has happened.</p>
7	<p>Repeat this process.</p>

Emergency Response

A comprehensive response that reaches all areas of the Parish has been divided into zones to enable a coordinated response. Each coordinator will report to the central coordinator to enable wider coverage for the whole community.



Zone 1

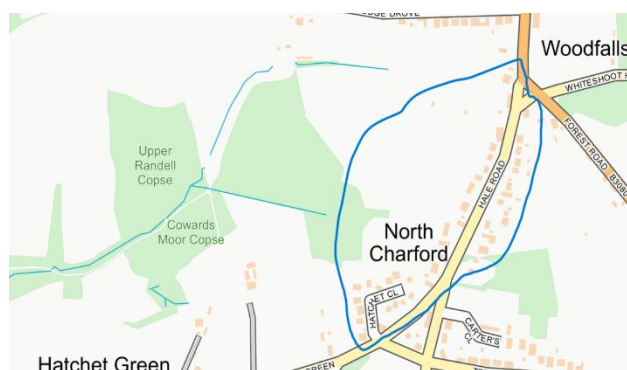


Zone 2

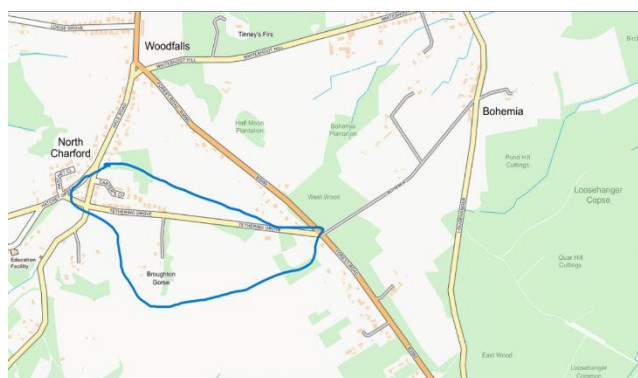
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Zone 3



Zone 4

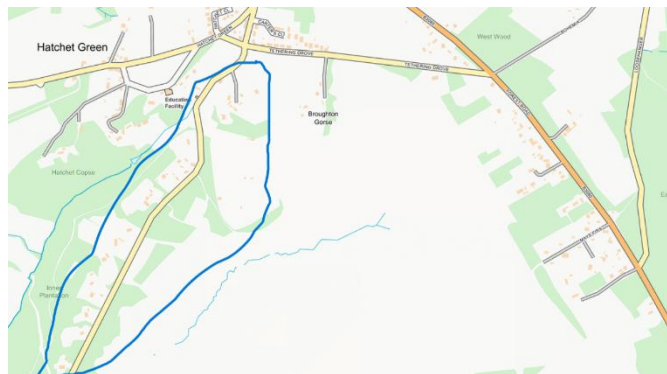


Zone 5

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Zone 6



Zone 7

Emergency Coordinators

Emergency Coordinators would coordinate activities for each zone and report back to the central coordinator.

Name	Email
Tim Churchill	Tim.Churchill@scas.nhs.uk
Gary Kyle	Garykyle.haleparishvouncil@gmail.com
Tina Vickery	Tinavickery.haleparishcouncil@gmail.com

Emergency Activation

Who receives the initial notification
Andy Donnell

Who will they notify
Emergency Services
Hampshire LSF

Muster Point

There may be an emergency where usual methods of communication are impacted. In the event of a major emergency or communications failure, the muster point would be

	Address	Keyholder	Keyholder contact details
Muster Point	Hale Village Hall	Jacqui Hartas	Jacqui.hartas@gmail.com

Local vulnerable persons within the community

Vulnerable persons within the community

Name	Vulnerability	Contact details	Address	Other key information

During an incident, those who are vulnerable or may know of someone vulnerable will be asked to contact the co-ordinators with their details. This will be via noticeboards at the emergency hub , or direct contact with the community. A list of these people (format example above) will be maintained and ways to support them implemented. It's important to delete this data after the incident.

Action cards

The action cards below align with the risks we may face in our community. In a life-critical situation, the emergency services will coordinate the response but may contact you to request your support if necessary.

An action card on pandemics has been included, recognising that community support during the COVID-19 pandemic was widespread and effective.

Flooding		
Alerting Service	Alert level	Suggested Action (from the Environment Agency)
Environment Agency flood warning Sign up here: Sign up for flood warnings - GOV.UK (www.gov.uk)	Flood Alert Issued 2-12 hours before flooding	<ul style="list-style-type: none"> - The following can be at risk when a flood alert is in force: <ul style="list-style-type: none"> o Fields, recreational land, car parks / minor roads/farmland / coastal areas affected by spray or waves overtopping. - Encourage those in your community to: <ul style="list-style-type: none"> o Ensure any watercourses within your property are flowing freely, in line with your Riparian Duties - https://www.gov.uk/guidance/owning-a-watercourse o Have insurance documents and any medications ready. o Avoid walking, cycling, or driving through any floodwater. o Move any livestock, including horses, and farming equipment, away from areas likely to flood
	Flood Warning Issued 30 minutes to 2 hours before flooding	<ul style="list-style-type: none"> - Flooding is expected. Take immediate action. - Avoid walking through flood water. It poses many risks and dangers, including trips, slips, exposed manholes, contamination, drowning and injury from submerged hazards. - Check on known vulnerable people – they need help moving possessions or deploying their property flood defences. - Use your communication assets to encourage those in your community to: <ul style="list-style-type: none"> o Ensure any watercourses within your property are flowing freely, in line with your Riparian Duties: https://www.gov.uk/guidance/owning-a-watercourse o Move loved ones, pets and valuables to a safe place. o Create a ‘grab bag’ with anything you may need if you must leave your property – such as emergency contact numbers, a phone charger or battery pack, a torch, cash/credit card, medication and important documents (such as insurance policies) o Move to higher ground or the upper floor of a building. o Turn off the gas, electricity, and water in their home if it’s safe. o Put flood protection equipment in place – such as sandbags (which can be purchased from a builder’s merchant), and airbrick covers. If you do not have sandbags, consider using plastic bags filled with soil, and consider using waterproof tape to cover airbricks. o Do as the emergency services tell you. o Help others if it’s safe to do so. o Flooding events can move wastewater up and out of toilets and drains, consider using toilet and drain seals, or deflated footballs to block the toilet and bin bags filled with sand/mud/rags to block indoor drains. o Report flooding or drainage problems - https://www.hants.gov.uk/landplanningandenvironment / environment/flooding/reportingflooding o For advice, call Floodline (for free): 0345 988 1188
	Severe Flood Warning Issued when flooding threatens life	<ul style="list-style-type: none"> - Flooding could cause danger to life and significant disruption to communities. - Yourself, and your community should <ul style="list-style-type: none"> o stay in a safe place. o do as the emergency services tell you. o call 999 if you are in immediate danger.

Adverse Weather

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Alerting Service	Alert Level		Suggested Action (from the Met Office)
Met Office National Severe Weather Warning Service Sign up here: Guide to email alert service - Met Office (https://www.metoffice.gov.uk/about-us/guide-to-emails)	Extreme heat warning	Yellow Prepare	<ul style="list-style-type: none"> - Be prepared and monitor the forecast. - Utilise the village hall as a 'cool spot' in your community where vulnerable people can cool down – if required.
		Amber Response	<ul style="list-style-type: none"> - Check on vulnerable people who may require extra support – such as older people or those with additional needs. - Activate the cool spot in your community.
		Red Enhanced Response	<ul style="list-style-type: none"> - Extreme heat may cause certain systems to fail, leading to power cuts, water shortages, and gas shortages—familiarise yourself with the 'loss of utility' action card. - Monitor and pass on advice from emergency services. - If you are worried about a vulnerable person, ring NHS 111.
	Snow or Ice warning	Yellow Prepare	<ul style="list-style-type: none"> - Be prepared and monitor the forecast. - Check levels in any salt bins you manage. - Utilise the village hall as a 'warm spot' where vulnerable people can get warm – if it is required.
		Amber Response	<ul style="list-style-type: none"> - Continue to monitor the salt bins you manage to ensure they are well stocked. - Distribute salt to areas in your community which are regularly used. - Activate the warm spot in your community. - Contact vulnerable people in your area to see if they require any support.
		Red Enhanced Response	<ul style="list-style-type: none"> - Ensure your safety and only go outside or travel if necessary. - Monitor and pass on advice from emergency services. - If you are worried about a vulnerable person, ring NHS 111. - Extreme cold can lead to the loss of utilities such as water and electricity - familiarise yourself with the 'loss of utility' action card
	Wind warning	Yellow Prepare	<ul style="list-style-type: none"> - Be prepared and monitor the forecast. - Consider whether there are any temporary structures in your community that may be damaged by strong winds.
		Amber Response	<ul style="list-style-type: none"> - Ensure any temporary structures or loose objects are secured or removed to limit the danger to life and injuries.
		Red Enhanced Response	<ul style="list-style-type: none"> - Ensure your own safety and only go outside or travel if completely necessary. - Monitor and pass on advice from emergency services. - If you are worried about a vulnerable person ring NHS 111. - Very Strong winds can lead to the loss of utilities such as water and electricity - familiarise yourself with the 'loss of utility' action card
	Thunderstorm / Rain warning	Yellow Prepare	<ul style="list-style-type: none"> - Be prepared and monitor the forecast. - If safe to do so, check drains and grills are clear of any blockages such as leaves or rubbish. - Familiarise yourself with the 'Flooding' action card
		Amber Response	<ul style="list-style-type: none"> - Prepare a flood kit in case you need to evacuate due to flooding, encourage those in your community to do the same. - Contact vulnerable people in your area, to see if they require any support.
		Red Enhanced Response	<ul style="list-style-type: none"> - Ensure your own safety and only go outside or travel if completely necessary. - Monitor and pass on advice from emergency services. - If you are worried about a vulnerable person ring NHS 111. - Heavy rain and flooding can lead to the loss of utilities such as water and electricity - familiarise yourself with the 'loss of utility' action card

Loss of Utilities	
Incident	Suggested Action
Loss of electricity	<ul style="list-style-type: none"> - Call 105 (or use the PowerTrack App) to find out the scale of the power outage, it may be your house, your road, your community or wider. - Ensure vulnerable people in your community are signed up to the Priority Services Register (PSR) - Priority Services Registration Form - SSEN. - Ensure members of your community have a grab bag ready, with essentials to hand - Check on known vulnerable people in your community. - Remind those in your community to avoid using candles – the increased risk of fire is not worth it. - Use a battery-operated radio (or a car radio) to receive information.
Loss of water	<ul style="list-style-type: none"> - Ensure vulnerable people in your community are signed up to their water providers Priority Services Register (PSR) – those on the register should have water delivered. - Check on vulnerable people in your community. - Receive updates from your water providers social media channels – share them with members of your community. - Encourage those in your community to not stockpile water (such as filling your bath), as this will increase demand.
Loss of gas supply	<ul style="list-style-type: none"> - Ensure vulnerable people in your community are signed up to the Priority Services Register (PSR) Priority Services Register SGN Your gas. Our network. - Check on vulnerable people in your community. - Receive updates from your gas providers social media channels – share them with members of your community. - Consider activating a warm space, or helping by cooking meals for members in your community, if you have the capability to do so.

Human Health	
Incident	Suggested Action (From Hampshire County Council Public Health)
Pandemic	<ul style="list-style-type: none"> - Follow UK National government guidance: <ul style="list-style-type: none"> o Follow UK national guidance, which will be made available on gov.uk o Follow local guidance, available on Hampshire County Council's social media pages - on X (@hantsconnect) and Facebook (Hampshire County Council) - Maintain personal hygiene. - Check on known vulnerable people via telephone. - If you cannot check on vulnerable people via phone, consider checking on them in-person while remaining outside their door, keeping a safe distance, and following national guidance. - If you know of vulnerable people who may need assistance getting food or medication, consider ways to support them, while maintaining personal space and following national guidance.

Local assets

Hale benefits from various local assets that can be mobilised during resilience emergencies. These resources are critical in supporting the community's ability to respond effectively to crises and minimise the impact on residents. The collective use of these assets ensures a coordinated and efficient approach to emergency management.

Hale Village Hall

The Village Hall serves as the primary **Community Emergency Hub**. During an emergency, it will be a central point for communication, coordination, and support. Its spacious facilities and known location make it ideal for:

- Hosting emergency coordination meetings.
- Providing shelter and a safe space for vulnerable residents or those displaced by events like flooding or severe weather.
- Distributing essential supplies, such as food, water, and medical aid.
- Offering emotional and welfare support to affected individuals.

The hall is equipped to accommodate more than 50 individuals and can be utilised for both short-term and prolonged emergencies, depending on the situation.

Locals with Tractors and 4x4 Vehicles

The community's access to tractors and 4x4 vehicles is invaluable in emergencies where mobility and transportation are affected. These vehicles can be utilised for:

- Navigating flooded or snowbound roads to deliver essential supplies and services to isolated residents.
- Assisting with evacuations, particularly for vulnerable individuals who may have difficulty relocating.
- Transporting emergency responders or equipment to hard-to-reach areas.
- Supporting recovery efforts by clearing debris or providing towing services.

Local vehicle owners will be contacted and coordinated through the emergency team to ensure these resources are deployed effectively and safely.

Local Skills and Networks

In addition to physical assets, the community benefits from residents with specialised skills; these individuals may be able to :

- Provide first aid and basic medical support.
- Repair minor structural damages or clear blocked routes.
- Operate and maintain essential equipment like generators or water pumps.

The engagement of these local assets strengthens Hale's ability to adapt and respond to various emergencies, ensuring that all residents are supported and that recovery is as swift as possible. This collaborative effort highlights the importance of community preparedness and shared responsibility in building resilience.

Your Community Emergency Hub(s)

Hale Village Hall is where local community members can come together in an emergency. This location is well known within the area and one that people will naturally navigate to for information or to find others. At this hub, we can provide welfare and emotional support or come together to talk. This is also where people in your community can come if they want to volunteer to help.

Your Community Hub(s)				
	Address	Capacity	Keyholder	Keyholder contact details
Primary	Hale Village Hall	50+	Jacqui Hartas	Jacqui.hartas@gmail.com

Contacts and escalation

Name	Purpose	Contact number	Comments
Points for escalation and advice			
Local Council	Point of escalation		Find your local council here: https://www.gov.uk/find-local-council
Hampshire County Council Emergency Planning and Resilience Team	Non-urgent source of information and advice	emergency.planningteam@hants.gov.uk	
Hampshire Highways	Report problems impacting highways managed by Hampshire County Council	Report online via https://www.hants.gov.uk/transport/roadmaintenance/roadproblems/roads If a highways emergency poses an immediate risk to the public call 03005551388 (08:30am – 17:00 Monday to Friday) or the police non-emergency line if out of hours (101)	
Report Flooding	Report Flooding	https://www.hants.gov.uk/landplanningandenvironment/environment/flooding/reportingflooding	Use this site to determine which agency you should report the flooding to
PowerCut 105	Determine scale and duration of power outages Report a power cut	105	
National Grid Emergency Helpline	Reporting emergency electrical hazards	0800 40 40 90	For reporting dangerous emergency hazards (such as fallen electricity pylons only – not reporting outages)
National Gas Emergency	Report major gas leaks, or damage to	0800 111 999	

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Helpline	gas pipelines		
Water companies			Find your water supplier here: https://www.water.org.uk/customers/find-your-supplier
Police non-emergency line	Requesting non-urgent advice, or reporting a crime, requesting support	101	
Ambulance non-emergency line	Requesting non-urgent medical advice	111	
Fire and Rescue non-emergency line	Request non-urgent advice relating to fire and rescue	023 8064 4000	
Maritime and Coastguard Agency non-emergency line	Request non-urgent advice relating to the Coastguard	023 9255 2100	
Floodline	24/7 advice line for flooding	0345 988 1188	Typetalk (for the hard of hearing): 0345 602 6340
Emergency Services	Report all life-threatening situations immediately to the Emergency Services	999	
Key contacts in your community			
Doctors Surgery		02380 XXX XXX	

Appendix 1 – Who to report flooding issues to, flowchart

