Stroud



Community Emergency Plan

Helping our community to:

- Prepare for
- Respond to
- Recover from

Emergencies in our area

Last updated: 14/04/2024

LRF

Local Resilience Forum
Hampshire & Isle of Wight

Introduction

Key information		
Community name	Stroud Parish	
Date of last review	TBC	
Date of next review	April 2025	
Point of contact	Name	Charlotte Burdock
	Email address	Charlotte.burdock@stroud-pc.gov.uk
	Phone number	07525 184 089
Secondary point of contact	Name	Rachel Butlin
	Email address	Rachel.butlin@stroud-pc.gov.uk
	Phone number	07802 966931

IF YOU ARE IN IMMEDIATE DANGER – CALL THE EMERGENCY SERVICES ON 999

Emergency plan to be shared with emergency.planningteam@hants.gov.uk .

By sharing this template you are agreeing that you are happy for us to make contact with the sites and individuals listed in the plan – please ensure they are aware of this.

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Emergency Checklist – what to do in an emergency	
1	**Get in touch with your team, and come together** It is better to meet in-person, but you can meet online if that is easier. Do not put yourself in danger to meet in-person. Use the contacts/call tree section - How will you respond to the emergency?
2	**Gather information** 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.
3	**Assess risks** What are the impacts of the situation on your community. Consider your vulnerable areas, and vulnerable people. Use the Local vulnerabilities section - Local vulnerabilities
4	**Consider powers, policies, and procedure** 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 do have the ability to support with welfare, and help your community where you can.
5	**Identify options** Use the action cards, and determine how you can help. Consider your local assets. Agree the best course of action. Use the Action cards - Action cards Use the Local Assets - Local assets
6	**Take action, and review what has happened**
7	**Repeat this process**

How will we respond to the emergency?

Emergency Coordinators

Name	Mobile number	Home number / email	Address	Other key information
Charlotte Burdock	07525184089	Charlotte.burdock@stroud-pc.gov.uk		
Rachel Butlin	07802 966931	Rachel.butlin@stroud-pc.gov.uk		

Emergency Activation

Who receives the initial notification?	
Charlotte Burdock	
Rachel Butlin	
Who will they notify?	
Parish Council	
Katy Lace – Village Hall Manager	

Muster Point

There may be an emergency where usual methods of communication are impacted, a muster point is useful to assemble if there is an emergency, but we cannot get in contact with each other.

	Address	Keyholder	Keyholder contact details
Muster Point	Stroud Village Hall	Katy Lace	07789 714060

Local vulnerabilities

Vulnerable sites

Vulnerabilities to consider:

- Those that might find it difficult to understand emergency information
- Those who may have trouble moving around
- Those who are frail, and more susceptible to health impacts of cold and hot weather

Name	Vulnerability	Contact details	Address	Other key information?
Stroud House Care Home	Dementia care home	Landline: 01730 710710	Rother combe Lane, Stroud	

Who are the vulnerable living in our community?

Stroud Parish Council are aware of possible vulnerable people in the community and will make contact with them should the need arise.

Vulnerable areas

For example areas at risk of flooding, those who may be cut off if roads become inaccessible, or those who may be additionally impacted by a loss of utilities.

Area of concern	Reason	Number of properties impacted?
Winchester Road	Flooding	Multiple
Finchmead Lane	Flooding	Multiple
Ridge Common Lane, at junction of Winchester Road	Flooding, single access route	Multiple
North Stroud Lane	Flooding, single access route	Multiple
Ramsdean Road at Stroudbridge farm	Flooding	2

Action cards

These actions are closely tied to pre-determined triggers, to ensure our response is coordinated. To sign up to receive the alerts, please use the link in the left-hand column. Upon receiving the alert, use the type of alert and the level to determine what action you should take, if any.

You should also monitor social media to find out about emergencies in your area, the details are below

- Hampshire County Council:
    - X: @hantsconnect
    - Facebook: Hampshire County Council
- Hampshire and Isle of Wight Fire and Rescue Service:
    - X: @Hants_fire
    - Facebook: Hampshire and Isle of Wight Fire and Rescue Service
- Hampshire and Isle of Wight Constabulary:
    - X: @hantspolice
    - Facebook - Hampshire & Isle of Wight Constabulary

The action cards below are aligned to risks which may face your community. These are the incidents you should plan for. Do not feel the need to plan for anything beyond these events. In a life-critical situation, the emergency services will coordinate the response, but may get in touch to request your support if required.

An action card on pandemics has been included, in recognition that community support during the COVID-19 pandemic was widespread and effective. Do not feel the need to plan for a pandemic in detail - due to the unpredictable nature of such events, the best course of action is to stay informed and align with national guidelines as they evolve.

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	- The following can be at risk when a flood alert is in force: o Fields, recreational land and carparks / minor roads / farmland / coastal areas affected by spray or waves overtopping - Encourage those in your community to: 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 flood water 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	- Flooding is expected. Take immediate action. - Avoid walking through flood water it poses many different 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 - The following can be at risk when a flood warning is in force: o Homes and businesses / railway lines and infrastructure / roads / coastal areas affected by spray or waves overtopping / flood plains, including caravans park and campsites - Use your communication assets to encourage those in your community to: 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 have to 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 builders 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	- Flooding could cause danger to life and significant disruption to communities - Yourselves, and your community should 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			
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	- Be prepared and monitor the forecast. - Consider how you would find and establish a 'cool spot' in your community where vulnerable people can cool down – if it was required.
		Amber Response	- 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	- Extreme heat may cause a failure of certain systems leading to power cuts, water supply, gas supplies – 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	- Be prepared and monitor the forecast. - Check levels in any salt-bins you manage. - Considering how you would find and establish a 'warm spot' in your community where vulnerable people can get warm – if it was required.
		Amber Response	- Continue to monitor 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	- 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. - 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	- 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	- Ensure any temporary structures or loose objects are secured or removed to limit the danger to life and injuries.
		Red Enhanced Response	- 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
	Thunder storm / Rain warning	Yellow Prepare	- 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	- 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	- 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	- 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	- 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	- 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	- Follow UK National government guidance:
	  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

Asset	Who	Contact details	Location	Other key information?
Trained first aider	Charlotte Burdock	07525184089	Hazel House, Ramsdean Road	
4x4 owner	Mark Rowden	07917855750		
Chainsaw owner/tree surgeon	Mark Rowden	07917855750		
Emergency Community Hub			Stroud Village Hall	
Whatsapp Group	Stroud Community Watch, Stroudfields			

Your Community Emergency Hub

This is STROUD VILLAGE HALL, where members of the public can come together in an emergency. At this hub we can provide welfare and emotional support, or just come together to talk. This is also where people in your community can come if they want to volunteer to help.

This hub will be run by the community, for the community.

Your Community Hub(s)					
	Address	Capacity	Keyholder	Keyholder 24/7 contact details	Resilience Equipment
Primary	Stroud Village Hall	c.100	Katy Lace	07789 714060	Shelter, hot drink/soup, WC

Contacts and escalation

Name	Purpose	Contact number	Comments
Points for escalation and advice			
Easr Hampshire District Council	Point of escalation		
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 Helpline	Report major gas leaks, or damage to gas pipelines	0800 111 999	
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			
Urgent Treatment Centre, Petersfield Community Hospital		02382319000	

Appendix 1 - How to prepare for an emergency?

The most important thing you can do is get members of your community to consider their own resilience before an emergency.

There are a number of ways members of your community can make themselves more prepared including:

- Create Household Emergency Plans - Prepare your family | Hampshire County Council (hants.gov.uk) [1]

- If you consider yourself vulnerable, join the priority services register to receive additional support in a utility outage Get help from your supplier - Priority Services Register | Ofgem[2]

- Preparing 'Grab Bags' – the Red Cross offer guidance here: Your emergency kit | British Red Cross[3]

- Store non-perishable supplies such as food, water and medication in their homes (enough to last three days)

- Look into your flood risk, and consider buying flood protection equipment such as sand bags, floodgates and airbrick covers: Check the long term flood risk for an area in England - GOV.UK (www.gov.uk) [4]

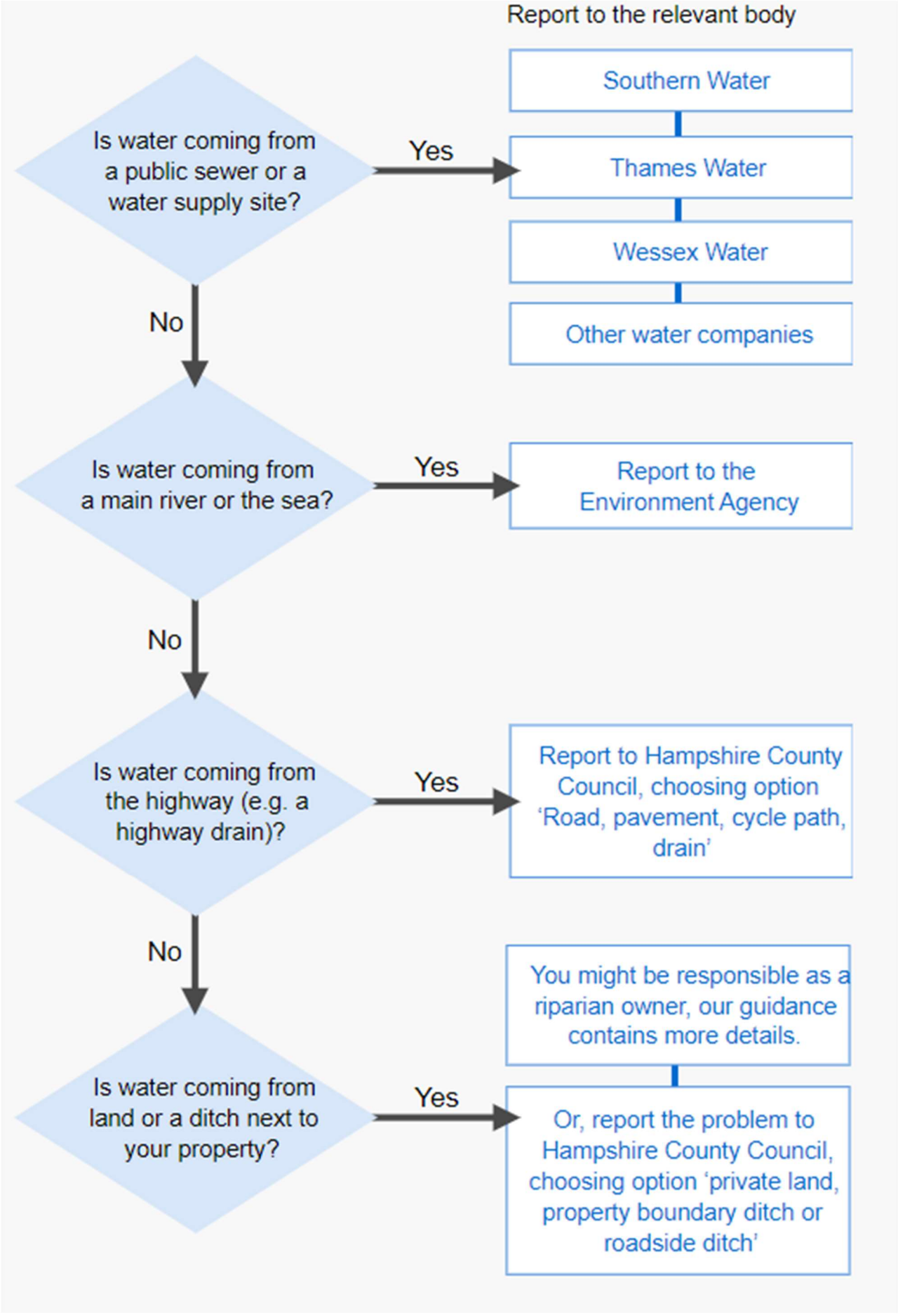
- Sign up for Environment Agency Flood Warnings: Sign up for flood warnings - GOV.UK (www.gov.uk) [5]

- Sign up for Met Office Alerts: Guide to email alert service - Met Office [6]

- Review guidance produced by the Cabinet Office about preparing for emergencies: Preparing for emergencies - GOV.UK (www.gov.uk)[7]

[1] https://www.hants.gov.uk/community/emergencyplanning/prepareyourfamily
[2] https://www.ofgem.gov.uk/information-consumers/energy-advice-households/getting-extra-help-priority-services-register
[3] https://www.redcross.org.uk/get-help/prepare-for-emergencies/prepare-an-emergency-kit
[4] https://www.gov.uk/check-long-term-flood-risk
[5] https://www.gov.uk/sign-up-for-flood-warnings
[6] https://www.metoffice.gov.uk/about-us/guide-to-emails
[7] https://www.gov.uk/government/publications/preparing-for-emergencies/preparing-for-emergencies

Appendix 2 – Who to report flooding issues to, flowchart



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Template provided by

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Emergency Planning and Resilience Team