



Wonston Parish

Community Emergency

Helping your community to:

- Prepare for
- Respond to
- Recover from

Last updated: 21/10/2024

Introduction



Local Resilience Forum
Hampshire & Isle of Wight

December 2023

Key information		
Community name	Wonston Parish	
Date of last review	21/10/2024	
Date of next review	21/04/25	
Point of contact	Name	Jocelyn Jenkins, Parish Clerk
	Email address	clerk@wonston-pc.gov.uk
	Phone number	01794 368951
Secondary point of contact	Name	Councillor Kevin Maunder
	Email address	k.maunder@wonston-pc.gov.uk
	Phone number	07812 000672

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

How to use this plan

This is a template created by the Hampshire and Isle of Wight Local Resilience Forum, to support communities of all shapes and sizes across Hampshire to prepare for emergencies.

The details in grey are designed to show you how to complete the template – replace this information with your own.

You do not have to follow this template exactly – feel free to add or delete anything to make it fit for your community. Or you can use this as inspiration, and create your own template.

Once completed, please share it with us at emergency.planningteam@hants.gov.uk. We will use this information while planning for emergencies, and may get in touch with your team during an incident to coordinate support for your local area. 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	<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> <p>Use the contacts/call tree section - How will you respond to the emergency?</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> <p>Use the Local vulnerabilities section - Local vulnerabilities</p>
4	<p>Consider powers, policies, and procedure</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 do have the ability to support with welfare, and help your community where you can.</p>
5	<p>Identify options</p> <p>Use the action cards, and determine how you can help. Consider your local assets. Agree the best course of action.</p> <p>Use the Action cards - Action cards Use the Local Assets - Local assets</p>
6	<p>Take action, and review what has happened</p>
7	<p>Repeat this process</p>

How will you respond to the emergency?

Emergency Coordinators

Consider who from your community would work together to manage a response in your area.

Name	Mobile number	Home number / email	Address	Other key information
John POLAK	07774 294980			
Babette BOND	07519 897644			
Kevin MAUNDER	07812 000672	01962 761090		

Emergency Activation

In an incident, think about how would you be notified, and how would you stand up your team? Consider using a WhatsApp group to share information and make contact, alternatively consider using a call tree.

Who receives the initial notification?	
Who will they notify?	

Muster Point

There may be an emergency where usual methods of communication are impacted. Consider having a backup muster point, where you can assemble if there is an emergency, but you cannot get in contact with each other.

Community Emergency Plan – January 2024

	Address	Keyholder	Keyholder contact details
Muster Point	Victoria Hall	Alistair BLACK	01962 760604/ 07761 913173
	Coach & Horses	Proprietor	01962 760279
	Wonston Arms	Matt TODD	01962 760288
	Gratton Pavilion	Benn HITCHEN	07888 717045

Local vulnerabilities

Vulnerable sites

There may be sites within your community which support people who are less likely to be able to help themselves in the circumstances of an emergency. For example, an assisted living facility.

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?
Busy Bees Nursery	Young children	01962 760125		
Sutton Manor	Elderly	Duty Manager 01962 760188		
Naomi House/Jack's Place	Unwell/disabled children	Duty Manager 01962 760060		

Finding out about vulnerable people in an incident

Vulnerability is flexible and changes regularly, it also depends on the incident. For example, a healthy person who breaks their leg, may become vulnerable. Similarly, someone on a dialysis machine may not be vulnerable to flooding, but would be at risk in a power outage. In an incident you should take steps to identify anyone who may need support, that you might not already be aware of. There are numerous ways to do this:

Ask local charities or groups

Get in touch with local charities, who will have up to date information on vulnerable people in the area. Record the charities you may contact in an incident below.

Organisation	Vulnerable people they may know of	Point of contact and job title	Contact number	Address	Other key info
Age UK	Elderly people	Jane Smith - manager	Mobile: 0794 XXXX XXX Landline: 0794 XXXX XXX	19 School Lane	

Meals-on-Wheels	Elderly, and those with mobility issues	Martha Jones - Volunteer	Mobile: 0794 XXXX XXX Landline: 0794 XXXX XXX	22 Church Street	
Shelter	Those experiencing homelessness	Arham Bukhari – Coordinator	Mobile: 0794 XXXX XXX Landline: 0794 XXXX XXX	42 Pine Avenue	
Toddler groups	Parents of young children	Omar Dhanial – group leader	Mobile: 0794 XXXX XXX Landline: 0794 XXXX XXX	73 Main Street	

Ask via your communication methods

During an incident, consider asking those who are vulnerable, or may know of someone who is vulnerable, to get in touch with their details. This can include via social media, noticeboards or any other methods you use to get in touch with your community. Keep a list of these people, and find ways to support them. It's important to delete this data after the incident.

Vulnerable areas

Consider areas within your community which are vulnerable – 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, such as caravan sites.

Use the maps below to assess areas within your community at risk of flooding

- Check the areas in your community at risk of flooding: [Learn more about flood risk - Check your long term flood risk - GOV.UK \(check-long-term-flood-risk.service.gov.uk\)](#)
- Check for **current** flood alerts and warnings: [Live flood map - Check for flooding - GOV.UK \(check-for-flooding.service.gov.uk\)](#)

Area of concern	Reason	Number of properties impacted?
SUTTON SCOTNEY		

Dairy Meadow, Victoria Hall and car park, Oxford Road, White Swan Square, Coach & Horses.	Flooding	
1-6 New Cottages	Flooding	
May Cottage	Flooding	
No 1 and 2 Wisteria Cottages	Flooding	
Westleigh Cottage	Flooding	
Pear Tree Cottage	Flooding	
The White House	Flooding	
Texaco garage forecourt & A30 junction	Flooding	
Dever Stores	Flooding	
WONSTON		
Figsbury House (cellar)	Flooding	
Old A30 between Kitelands and Hunton Down Lane.	Dangerous surface water.	
Old A30 between Norton Park Hotel entrance and Wonston/ Norton crossroads.	Dangerous flooding on high-speed section of road.	
HUNTON		
Junction of Hunton Lane and Hunton Down Lane	Poor soakaway/flooding.	
STOKE CHARITY		
C105 at Six Yards House	Flooding	
Play area	Flooding	

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	<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 and carparks / 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 flood water
	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 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: <ul style="list-style-type: none"> 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: <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 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

Severe Flood Warning	<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
Issued when floodin	

Adverse Weather			
Alertin g	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. - Consider how you would find and establish a 'cool spot' in your community where vulnerable people can cool down –
		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.
		Red Enhanced Response	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - 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
		Amber Response	<ul style="list-style-type: none"> - Continue to monitor salt-bins you manage to ensure they are well stocked. - Distribute salt to areas in your community which are regularly used.
		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. - Extreme cold can lead to the loss of utilities such as water
	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

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
	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 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
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

Before an incident, consider individuals and resources in your area that may be helpful responding to an incident.

Things to consider:

- Community Hubs
- Vehicles available (e.g., 4x4s, tractors, minibuses)
- Ways of communicating with your community – such as Facebook/WhatsApp chats, social media pages, websites, noticeboards
- Machinery and tools (e.g., generators, spades, sandbags, grit spreaders, garden machinery)
- Medical resources (trained first aiders in your community, local pharmacies, defibrillators, those who can assist with welfare)
- Volunteers, including groups who may be able to support
- Sources of food and drink (e.g., Lunch Clubs, supermarkets or local restaurants who may be willing to donate food) – consider discussing with them in advance of an incident
- Locations you could use as a warm or cold space in heatwaves or cold snaps – those with air conditioning, or heating
- Businesses that may be able to support – e.g., taxi companies or mini bus companies

Asset	Who	Contact details	Location	Other key information
Doctor	Gratton Surgery	01962 760394	S/Scotney	
EQUIPMENT				
4x4, trucks, telescopic forklift with various attachments.	Tom Coleman	07885 439668 or Derek Allan 07710 892196 lowernortonfarm@gmail.com	Lower Norton Farm	Can clear trees, snow etc
Contractor, 4x4, tractor, machinery, portaloo.	Jim Herbert	01962 760804 07831 200191		

Telescopic loaders or loading shovel for clearing trees, snow etc Various sizes of tractors/trailers with tow chains. High capacity tractor driven pump with lay flat hose up to 1km for clearing flood water. Smaller petrol driven pump with 100m hose. Electric submersible pump with 50m hose. Tractor driven generator 240v. Variety of hand tools, chainsaws, cutting equipment,	Douglas Paterson	Douglas 07802 391105 Nathan 07788 298418 Steve 07704 611037 douglasrexpateron@gmail.com	Upper Cranbourne & Hunton Down Farm	
Tractors, rough terrain forklift.	James Gray	07854 504185 Gray.wonstonmanor@gmail.co	Wonston Manor	
Dump trailer, 2 x loaders, chainsaws.	Steve Burt/Iain Curry	Steve 07734 469171 Steveburt54@gmail.com icurry@bcm.co.uk	Sutton Manor Farm	
Chainsaws, loader shovels and tractors.	Andrew Janaway	07976 709902 Andrew.janaway@yahoo.com	Upper Norton Farm	
SHELTER, FOOD & ACCOMMODATION				
Road Chef – Costa Coffee, McDonalds, WH Smith, Days Inn	Russell Stevens/ Aniko Olah	Russell 07581 053474 Russell.stevens@roadchef.com Aniko.olah@roadchef.com	Road Chef A34	
Days Inn South – contact first before north.	Duty Manager	01962 760574	A34 services	Closed Christmas & New Year
Days Inn North	Duty Manager	01962 760476	A34 services	Also closes some Winter w/

Your Community Emergency Hub(s)

In your community, you should consider preparing an Emergency Community Hub.

This is a location where members of the public can come together in an emergency. This should be a location that is well known within the area, and ideally one that people will navigate to naturally for information, or to find other people – this can include a Community Centre, a church, a library or even a pub or café. At this hub you 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 building does not need to have specific resilience equipment (such as sandbags, overnight facilities or a generator), however this may be beneficial. Record these under 'Resilience Equipment'.

This hub will be run by the community, for the community – as responders we cannot guarantee any support with this, but your community can come together and raise issues to your local council.

Your Community Hub(s)					
	Address	Capacity	Keyholder	Keyholder 24/7 contact details	Resilience Equipment
Primary	Victoria Hall		Alistair BLACK	01962 760604 07761 913173	
Seconda					

Contacts and escalation

Use the table below to keep track of key contacts you may need in an emergency. Your primary point of escalation for issues (which are not life threatening) should be your local council. Fill the empty columns with details specific to your area, like doctors surgeries.

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 safety)
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	023 8064 4000	

Maritime and Coastguard Agency non-emergency	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			
Gratton Surgery		01962 760394	
South Wonston PC	Rachael JONES	01962 889072 clerk@southwonston-pc.gov.uk	
Bullington PC	Richard Waterman	01264 772460/07777 678485 richardwaterman@bullingtonparishcouncil.org.uk	
Micheldever PC	Jocelyn JENKINS	01794 368951 micheldeverpc@hotmail.co.uk	
Barton Stacey PC	Jo GADNEY	01962 761287/07798 502905 Bartonstacey.pc@gmail.com	

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 \(hants.gov.uk\)](https://www.hants.gov.uk/community/emergencyplanning/prepareyourfamily) ¹

¹ <https://www.hants.gov.uk/community/emergencyplanning/prepareyourfamily>

- 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

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>

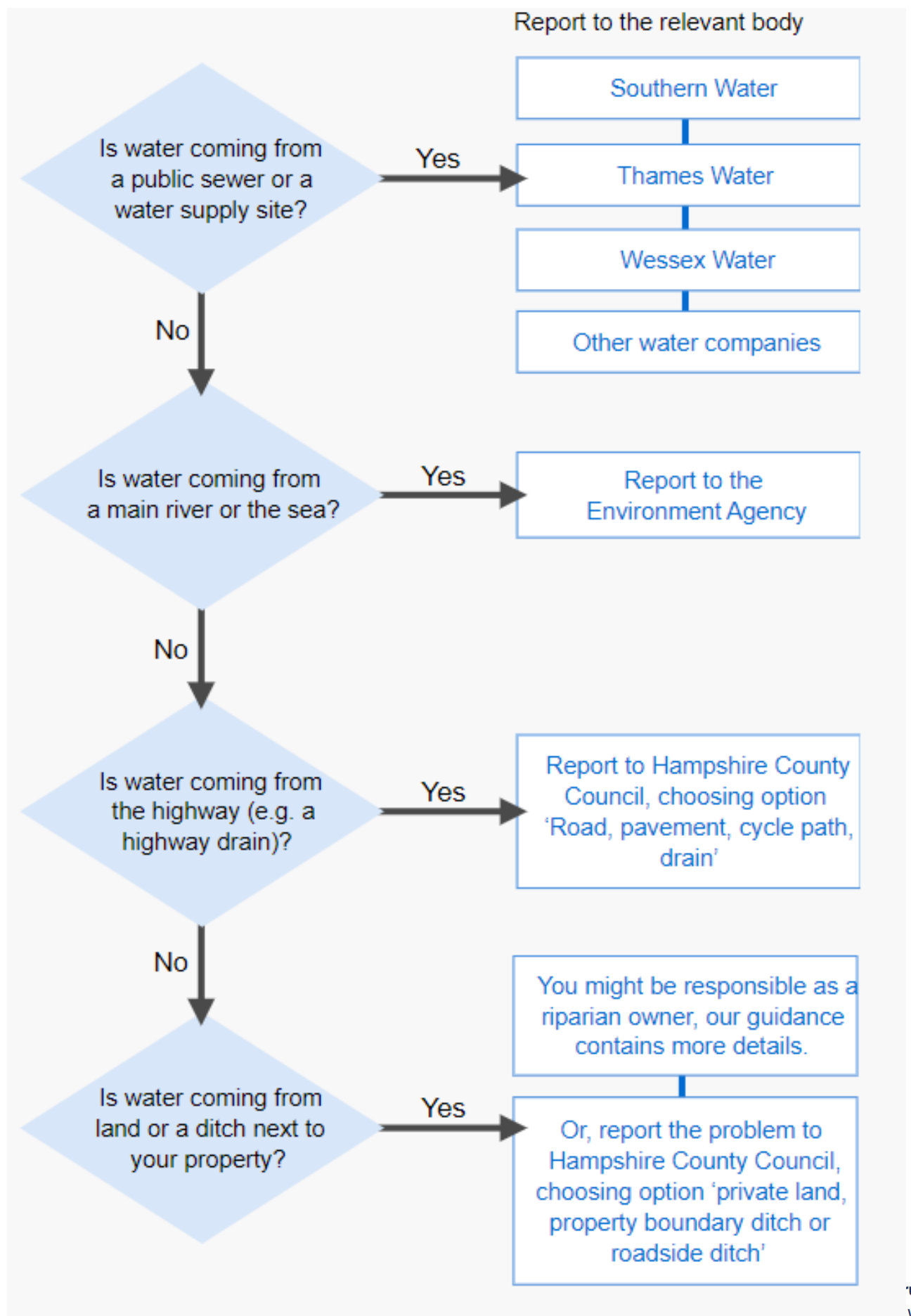
⁴ <https://www.gov.uk/check-long-term-flood-risk>

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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