



HASLEMERE TOWN COUNCIL

EMERGENCY PLAN

2017

Haslemere Town Council

Town Hall

Haslemere High Street

GU27 2HG

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Town Emergency Committee

The Coordinators

Town Clerk and the Town Mayor

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1.5 May 2019	
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INTRODUCTION

This plan has been initiated by Haslemere Town Council in consultation with Waverley Borough Council and taking account of Surrey County Council's Major Incident Plan/Surrey's Local Resilience Forum. In the event of an emergency occurring that impacts the Town Council area, there is clear understanding of the roles and responsibilities of the various support agencies, and any support Haslemere Town Council can offer. The plan also provides a communication cascade for information and potentially assistance with recovery.

THE AIM AND OBJECTIVES OF THE PLAN

The plan has been designed to enable Haslemere Town Council to identify immediate actions which it must consider during an emergency. It provides a framework for assisting in the local response to an emergency, and aiding the continuation of local services. The objectives are.

- Providing a statement of the risks to the community and relevant response actions.
- Providing a framework to access local knowledge and expertise.
- Providing a framework to relay information and instructions to the local community.
- Prioritising the availability of assets owned by Local Government (SCC and WBC) including the Town Council Offices, for support during an emergency

WHAT IS AN EMERGENCY?

The formal definition of an emergency as provided by the **Surrey Local Resilience Forum** is "An incident arising, with or without warning, threatening or causing death or serious disruption to significant numbers of people, property or the environment, in excess of that which can be dealt with by the public services operating under normal conditions and requiring the special mobilisation and organisation of those services and the deployment of local authority staff and resources." Surrey County Council Emergency Planning unit works in partnership with the Emergency services, Waverley Borough Council and voluntary agencies in order to provide a co-ordinated response to major incidents. The county and borough councils have specific responsibilities, which include establishing emergency centres, providing temporary accommodation for those made homeless and managing the longer term recovery phase. These will be supported by Haslemere Town Council.

WHAT SORT OF EMERGENCY?

Types of potential emergencies which may affect Haslemere community include:

- Heavy snow
- Severe weather such as storms or high winds
- Major rail or road accident or closure
- Long term utilities failure

Consideration has also been given to:

- Fire/building collapse

- Terrorist activity
- Gas leak/ explosion
- Minor flooding
- Pandemic or infectious diseases relating to human health

Waverley Borough Council details the response that it will take to such situations in its **Civil Emergency Scheme Plan**. All types of emergency would require the assistance of the emergency services and the major authorities, the knowledge of local people will be vital in mitigating the effects of the local community.

RESPONSIBILITIES IN AN EMERGENCY

The Civil Contingencies Act assigned responsibilities to different authorities in the event of an emergency

Category One Responders are: Police, Fire, Ambulance, County and Borough Councils, NHS England, Community and Mental Health Trusts, Public Health England, the Environment Agency.

They are required to:

- Assess the risk of emergencies occurring and use this information to inform contingency planning.
- Put in place emergency plans and business continuity management arrangements.
- Put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency.
- Share information and co-operate with other local responders to enhance co-ordination and efficiency.
- Provide advice and assistance to businesses and voluntary organisations about business continuity management (local authorities only)

Category two responders are: Clinical Commissioning Groups, Utility providers, Network Rail, Airport operators, Highways England and the Health and Safety Executive.

Haslemere Town Council is not a Category One or Category Two responder but will be expected to provide a support role for the above responders and importantly a point of contact and advice for members of the public.

ROLES AND RESPONSIBILITIES

TOWN EMERGENCY COMMITTEE

- To agree the strategic response of Haslemere Town Council to any emergency.
- To authorise any expenditure that may need to be incurred in dealing with the emergency.

INCIDENT RESPONSE COORDINATOR

- To liaise with Waverley Borough Council's Safety and Emergency Planning Adviser and other Category One Responders as required and assess what Town Council resources may assist responders in dealing with an incident.
- To advise the Town Clerk and Emergency Committee as required and receive strategic direction from them.
- To direct the Town Emergency Plan Coordinator regarding the operational response.
- To liaise with Waverley Borough's Safety and Emergency Planning Adviser (both in terms of responding to, planning for and training for incidents).
- **Waverley Borough Council's Safety and Emergency Planning Adviser: 01483 523540 / 07836 786818** or Waverley's switchboard on **01483 523333**. Out of hours or major incidents number on **02392 242161**.

THE TOWN COUNCIL EMERGENCY PLAN COORDINATOR

- To put the Haslemere Town Council agreed response into operation.
- To assess and feedback via the Town Council Incident Response Coordinator the local impact in the event of abnormal circumstances such as a major incident or a natural disaster occurring.
- To assist in the identification of vulnerable local residents as required by the lead responders action.
- To recruit suitable volunteers from local community to be trained as community emergency wardens. Possible use of Neighbourhood Watch Coordinators for this role.
- To prepare and maintain the Haslemere Town Council Community Emergency Resources Register (see appendices E1 and E2).
- To disseminate warning and informing messages as directed by the Incident Response Coordinator.

HASLEMERE TOWN COUNCILLORS

- To receive and disseminate warning and informing messages as directed by the Incident Response Coordinator.
- To assist the Town Council Emergency Plan Coordinator to identify suitable volunteers to be trained as community emergency wardens.
- To feedback local intelligence to the Town Emergency Plan Coordinator.

ROLES AND RESPONSIBILITIES OF KEY AGENCIES

The Emergency Services will normally provide most of the initial response. They will be supported by the local authorities (Borough and County Councils), Environment Agency, utility (Gas, Water, Electricity) companies and voluntary organisations. The emergency services' priority will be to save life. The Fire and Rescue Service is responsible for rescuing survivors. The Ambulance Service is responsible for treating casualties and taking them to hospital. The Police will help to co-ordinate this work. **If there is any risk to life at all Contact 999.**

EMERGENCY SERVICE CATEGORY ONE RESPONDERS

Police (phone 101)

The Police force are the accepted lead agency in emergency scenarios unless a reason exists which would make this structure counterintuitive. They:

- Inform other emergency services about the incident.
- Co-ordinate the emergency services and other organisations during the response phase.
- Protect and preserve the scene and investigate the incident alongside other investigative organisations.
- Collect and pass on information about casualties. Identify those involved and restore stability with the aim of restoring normality.

Fire and Rescue Service (phone 01737 242444)

- Rescue.
- Inform other emergency services about the incident.
- Respond to all emergency incidents as required.
- Assist the populace where a need is identified and the use of Fire Service personnel and equipment is relevant.
- Tackle fires or chemicals which have been spilt and other dangerous situations.
- Make sure all personnel involved in the rescue work are safe.
- Gather information and carry out hazard assessments.
- Help ambulance service get live casualties away from the scene.
- Help police recover bodies.
- Restore stability with the aim of restoring normality.

Ambulance Service (phone 999)

- Inform other emergency services about the incident.
- Provide a focal point for all medical resources.
- Identify and contact the appropriate receiving hospitals.
- Set up a casualty clearing station.
- Prioritise casualties so that their injuries can be treated.
- Prioritise which casualties must be evacuated using appropriate transport.
- Restore stability with the aim of restoring normality,

OTHER CATEGORY ONE RESPONDERS

Surrey County Council (phone 0845 600 9009)

- Co-ordinating role for emergencies in own area.
- Co-ordinate emergency arrangements and voluntary agency support.
- Support the emergency services and district /borough councils.
- Help people in distress e.g. through the provision of a trauma support service.

- Maintain safe conditions on the roads excluding those managed by the Highways Agency or private roads.
- Put flood warnings on the highway.
- Organise road closures and traffic diversions.
- Clear blockages on highway drainage systems.
- Clear roadside gullies.
- May take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system.

Waverley Borough Council (phone 01483 523333)

- Co-ordinating role for emergencies in own area.
- Support emergency services.
- Initiate Emergency accommodation plan.
- Emergency assistance – e.g. emergency accommodation, feeding. provision of sandbags, lighting equipment etc.
- Clear blocked ordinary watercourses.
- Provide environmental advice, street cleaning etc.
- Blocked road channels and gullies due to litter and leaf fall.
- Warn and inform the public regarding emergencies.
- Emergency planning support to Haslemere Town Council

Environment Agency (phone 0800 807060)

- Issue Flood Warnings.
- Receive and record details of flooding incidents.
- Monitor the situation and advise other organisations.
- Deal with emergency repairs and blockages on rivers, adopted critical watercourses and their own structures.
- Respond to pollution incidents and advise on waste disposal issues.

CATEGORY TWO RESPONDERS

UTILITIES

Thames Water (phone 0845 9200800)

Southern Water (phone 0845 272 0845)

- Emergency over pumping of tinkering at sewage pumping stations.
- Clearing blockages in public sewers.
- May take action to protect property from flooding by water from the public water mains or discharges from the public sewerage systems.

Electricity, Gas and Telecommunication Companies

- Gas – British Gas (phone 0800 111999)

- Southern Electric Power Distribution (**phone 0800 0727282**)
- Attend to emergencies relating to their service at properties putting life at risk as a result of storm damage, fire or flooding.

Other – Haslemere Town Council (phone 01428 654305)

Haslemere town Council is not a category one or two responder and has no duty in respect of emergencies. However it will be subject to public expectations as a community leader and owner of assets across the Town Council area may contribute to emergency response through:

- Assisting with the dissemination of agreed warning and informing messages.
- Assist with the identification of vulnerable groups – e.g. Elderly or disabled.
- Assist with distribution of emergency equipment from district council stock piles.
- Assist the Borough Council to warn and inform the public regarding emergencies at local level.
- Pass information regarding local issues and needs to key responders, via the Borough Council.

RESPONSE ACTION and ACTIVATION ARRANGEMENTS

Waverley Borough Council which covers Haslemere Area is:

Waverley Borough Council, The Burys, Godalming, Surrey, GU27 1HR, Tel. No 01483 523333. Out-of-Hours Emergency No: 02392 242161.

Borough Safety and Emergency Planning Adviser: Direct line 01483 523540 Fax 01483 523382.

The Borough Emergency Contact Centre (BECC) will contact the Haslemere Town Clerk in the first instance who will assess the situation and decide whether to activate the Haslemere Town Council Emergency Response. This will activate Haslemere Town Council Contact cascade putting in place the Incident Response Coordinator, Town Emergency Plan Coordinator and the Town Emergency Committee (**The Town Clerk, the Mayor and the Chairman of the Finance and Audit Committee**)

TOWN EMERGENCY TEAM

The Town Emergency Team will:

- Establish a communications link with the Borough Emergency Contact Centre (01483 523207) and maintain it for the duration of the emergency.
- Comply, if possible, with any advice or request from the Borough Council or Emergency Services.
- Consolidate and disseminate information to residents and outside organisations.
- In the event of the Town becoming isolated, undertake co-ordination of effort to sustain the local community.

THE TOWN EMERGENCY CONTROL CENTRE

The Town Hall, High Street, Haslemere, Surrey GU27 2HG – Tel Nos 01428 654305.

Key Holders : Town Clerk and the Town Mayor.

TEMPORARY ACCOMMODATION

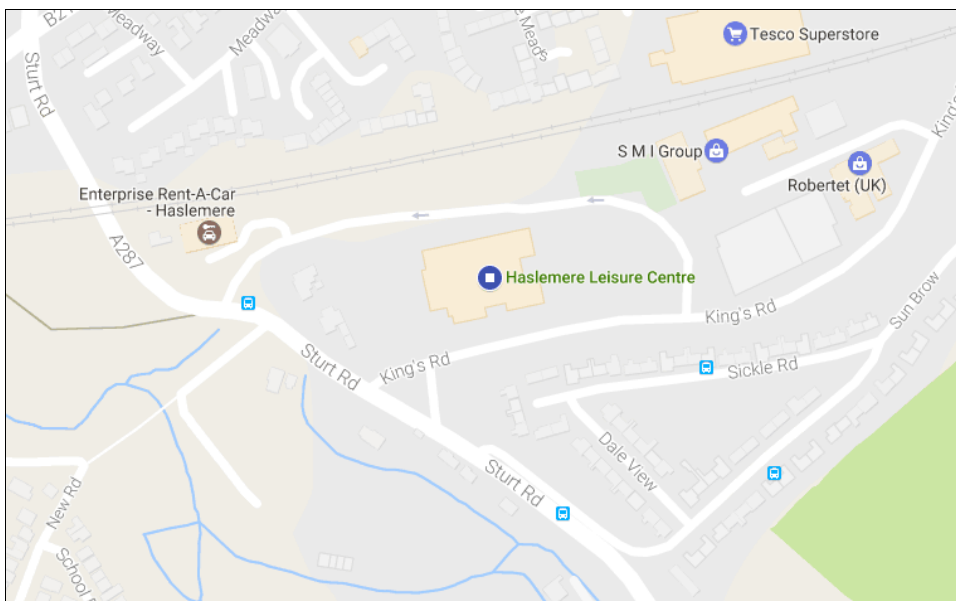
In the event of people being made homeless or needing shelter the borough/district councils in Surrey have responsibility for opening and managing rest centres, supported by Surrey County Council's Services for Families and voluntary organisations. For Haslemere, Waverley has identified and holds details for:

REST CENTRES IN HASLEMERE

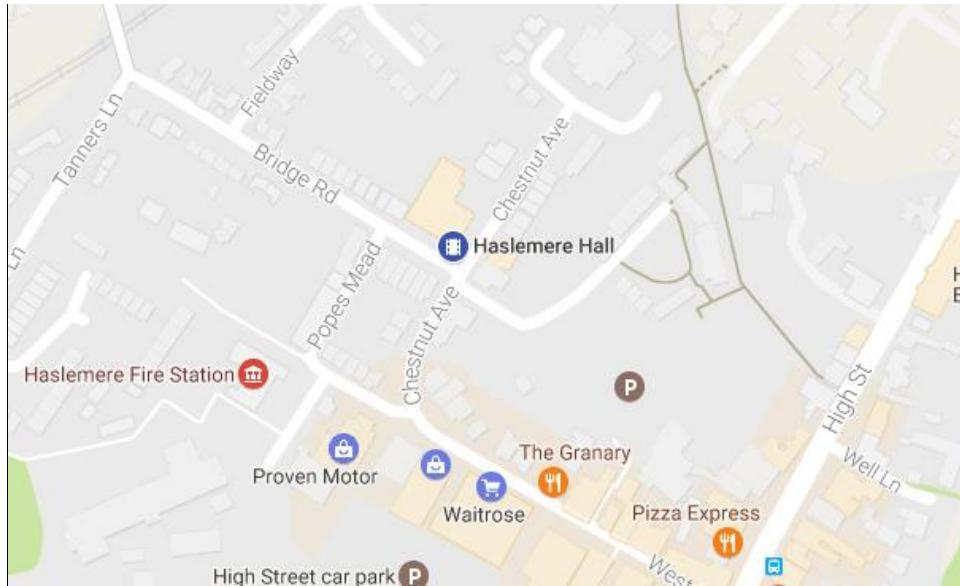
1. **Edge Sports Complex**, Woolmer Hill Road, Haslemere, - GU27 1QB – OS Grid Reference SU8733NE - Capacity 350.



2. **Haslemere Leisure Centre**, Kings Road, Haslemere, - GU27 2AS – OS Grid Reference SU8832NE – Capacity 350 – (Capacity for sleeping 150)



- 3. Haslemere Hall, Bridge Road, Haslemere, GU27 2AS – OS Grid Reference SU9033SW – Capacity 300**



- 4. Haslewey Community Centre, Lion Green, Haslemere, GU27 1LD – OS Grid Reference SU8832NE – Capacity 150**



On present planning, Centres will be staffed by members of Waverley Borough Council, Surrey County Council, and voluntary organisations such as the Red Cross. Waverley Borough Council, will look to ensure the following resources are provided:- Camp Beds, Blankets, First aid equipment, Radio, Space heaters, Crockery, Toilet, Cutlery, Waste disposal bags, Bottled water and food, Care of pets.

COMMUNICATIONS

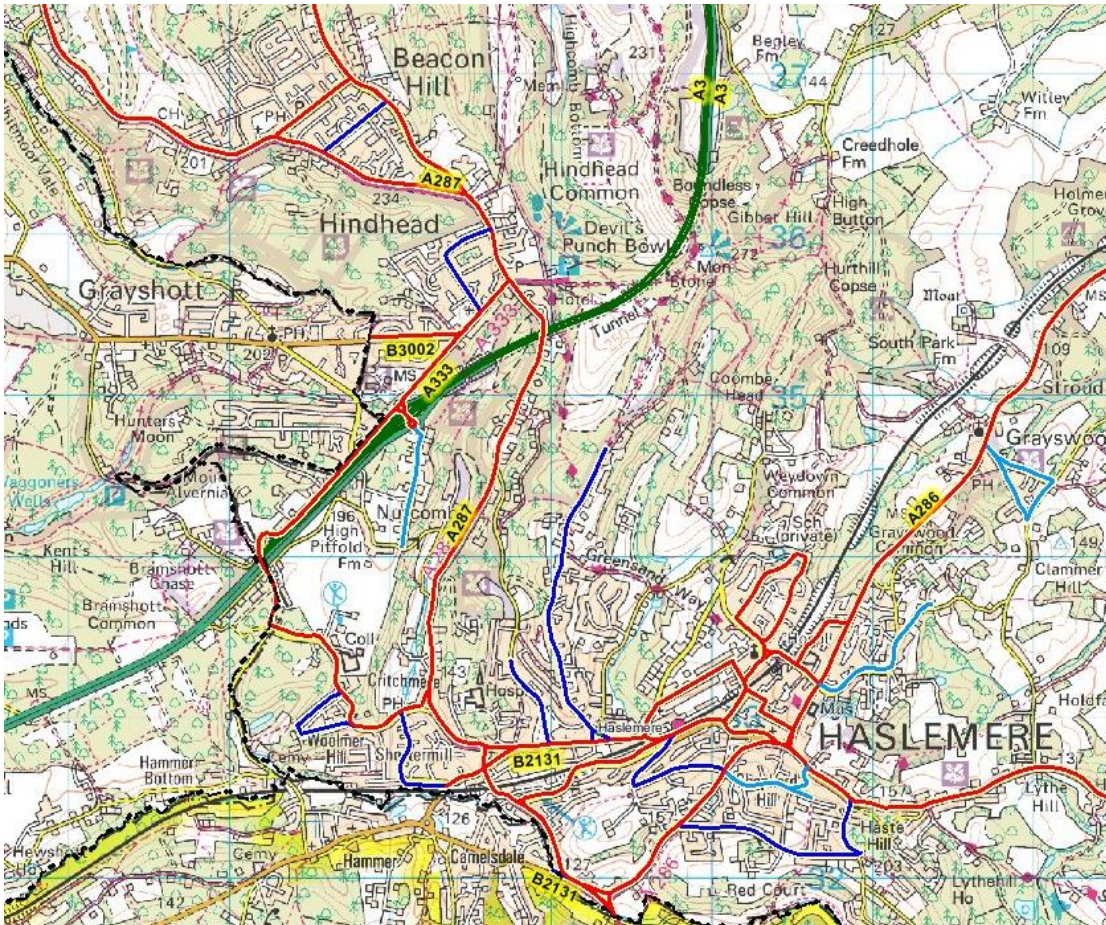
If telephone landlines are affected by the emergency any alternative communications within the community should be considered including the use of mobile phones, amateur radio operators, monitoring local or national radio, and TV Channels.

Once the Town Emergency Centre is manned then consider maintaining a listening watch on local and national radio and television channels for information.

GO IN, STAY IN, TUNE IN,

The GO IN – STAY IN – TUNE IN advice is recognised and used around the world. It was developed by the independent National Steering Committee as being the best general advice to give people caught up in most emergencies. There is an agreement with radio and TV companies that if there is a major emergency they will interrupt programming to give public safety advice and information about the incident, so that when you tune in locally or nationally anywhere in the UK you will get the advice you need.

HASLEMERE EMERGENCY SNOW PLAN



Priority 1 roads —————

Priority 1 roads are the most important roads in terms of the volume of traffic carried, and are the first to be treated in advance of any forecast frost, ice or snow. Priority 1 roads include:

- all A roads, B roads and roads carrying more than 8,000 vehicles per day
- main access routes to hospitals
- major bus routes
- roads that link salting routes with those of adjoining counties
- any priority 2 road which meets three or more of the criteria for priority 2 roads.

Priority 2 roads —————

During periods of prolonged and persistent frost, ice or snow, we extend salting to include these roads, but only once priority 1 roads have been cleared. Priority 2 roads include:

- roads carrying more than 4,000 vehicles per day
- main access routes to important industrial areas and secondary education establishments
- single access points to villages
- access roads leading to railway stations
- roads used by other bus routes and depots
- steep hazardous gradients and on bridges where local icing conditions are known to occur.

Any other road not indicated by a blue or red line is not part of SCC's routine gritting schedule. These roads will have to make their own arrangements for gritting and snow clearance.

LOCATION OF GRIT BINS IN AND AROUND HASLEMERE

Asset ID	Road	Location	Town/Village
Surrey County Council's			
5630	Whitmore Vale Road	A third of the way down the hill from A287 towards Grayshott	Hindhead
5631	Whitmore Vale Road	Halfway down the hill from A287 towards Grayshott	Hindhead
5829	Clovelly Road	Outside Creefleet House, approach to Tilford Road	Hindhead
5621	Linkside South	Junction with Clovelly Road	Hindhead
5831	Glen Close	Side of No. 9	Hindhead
5626	Steepways	3/4 way down hill on the left hand side	Hindhead
6006	Fairways	junction with Grove Road	Hindhead
5623	Pine Bank	At the junction	Hindhead
5624	Pine Bank	Left hand side at the junction	Hindhead
5625	Rozeldene	At the junction	Hindhead
5629	Tyndalls	Opposite No. 7	Hindhead
5628	The Moorings	Opposite No. 12	Hindhead
5627	The Moorings	Outside No. 26	Hindhead
5590	Kingswood Lane	Opposite to No. 1	Haslemere
5602	Lion Lane	Near Hindhead Road	Haslemere
6204	High Pitfold	Opposite "Glenlea" 100m west of junction with Hazel Grove	Haslemere
5578	Glen Lea	Junction with Hazel Grove/High Pitfold	Haslemere
5806	Whitfield Road	Outside No. 25	Haslemere
5599	Peperham Road	Opposite No. 19	Haslemere
6102	Chatsworth Avenue	Outside No. 61	Haslemere
5600	Pine View Close	Junction with High Lane	Haslemere
5563	Bunch Lane	North of junction with Stroatley Hollow	Haslemere
5843	Stroatley Rise	Junction with Bunch Lane	Haslemere
5613	The Paddock	Outside No. 1 "Paddock Corner" next to post box	Haslemere
5612	The Avenue	Junction with Lion Lane	Haslemere
5565	Cherry Tree Avenue	Opposite No. 64, access road to garages	Haslemere
5581	Hatchetts Drive	50m from Rackfield	Haslemere
5603	Rackfield	Entrance to close	Haslemere
5618	Woolmer Hill Road	Opposite junction with Hatchetts Drive	Haslemere
5958	Critchmere Hill	30m down from the A287 on the small spur of Critchmere hill	Haslemere

5601	Pitfold Avenue	Near Woolmer Hill	Haslemere
5576	Fir Tree Avenue	Shortly before bend	Haslemere
5611	Sunvale Avenue	Junction with Sunvale Close	Haslemere
5575	Dolphin Close	At the top end	Haslemere
5572	Critchmere Lane	Near Border Road	Haslemere
5594	Mill Close	Opposite No. 22, on bend	Haslemere
5574	Trout Road	Junction with Deepdene	Haslemere
5583	Herondale	Shortly before bend	Haslemere
5573	Deepdene	Junction with Hindhead Road	Haslemere
5586	Buffbeards Lane	Junction with Hindhead Road (opposite Deepdene)	Haslemere
5608	Stile Gardens	At the end	Haslemere
5617	Weysprings	Near Farnham Lane	Haslemere
5775	Bunch Lane	Junction with Farnham Lane	Haslemere
5592	Lion Lane	Outside Haslewey Community Centre	Haslemere
5845	St Christophers Road	Opposite No. 13. near footbridge	Haslemere
5589	Kings Road	By Railway Bridge	Haslemere
5610	Sturt Road	Outside Old Yard (just before Railway Bridge)	Haslemere
5609	Sun Brow	Junction with Sturt Road	Haslemere
5801	Sun Brow	Outside No. 1 On bend before junction with Dale View	Haslemere
5802	Sun Brow	Opposite No. 43 (junction with Sickle Road)	Haslemere
5582	Hedgehog Lane	Junction with Longdene Road	Haslemere
5570	Courts Hill Road	Junction with Courts Mount Road	Haslemere
5562	Bell Road	Junction with Midhurst Road	Haslemere
5606	Scotlands Close	On bend	Haslemere
5605	Scotlands Close	Junction with Scotland Lane	Haslemere
5566	Chiltern Close	Junction with Scotland Lane	Haslemere
5587	Holly Ridge	Near Midhurst Road	Haslemere
5585	Hill Road	Junction with Midhurst Road	Haslemere
5604	Sandrock	Near Lower Street	Haslemere
5607	Shepherds Hill	Near Lower Street	Haslemere
5569	College Hill	Opposite Hales Field	Haslemere
6046	College Hill Terrace	Outside No 2, junction with College Hill	Haslemere
5567	College Hill	Junction with Hill Road	Haslemere
5839	Hill Road	Near junction with Museum Hill	Haslemere
5595	Museum Hill	Junction with Hill Road	Haslemere
5596	Museum Hill	Junction with Petworth Road (On Verge)	Haslemere

5580	Haste Hill	150m from Petworth Road	Haslemere
5957	Church Lane	Just before railway bridge	Haslemere
5561	Beech Road	Junction with Church Road	Haslemere
5842	Grayswood Road	Junction with Beech Road	Haslemere
5844	Chase Lane	Outside Woodpeckers	Haslemere
5840	Haste Hill	Opposite junction with Tennysons Ridge	Haslemere
5588	Kemnal Park	Junction with Three Gates Lane	Haslemere
5584	Highercombe Road	Junction with A286 (Grayswood Road)	Haslemere
5558	Sandy Lane	Junction with Highercombe Road	Grayswood
5614	Three Gates Lane	On bend	Haslemere
5557	Lower Road	Near Grayswood Road	Grayswood
5579	Haslemere Road	Near Church (entrance to Grayswood farm)	Haslemere
Haslemere Town Council's			
HTC	London Road	Opposite Pickwick Café	Hindhead
HTC	A287 Beacon Hill	Between Steepways and Corry Road	Hindhead
HTC	Glen Road	Junction with Beacon Hill Road	Hindhead
HTC	Hill Road	Entrance to WBC car park	Hindhead

LOCATION OF SALT STOCKS

Haslemere Town Council provides stocks of salt which are held in the following locations:

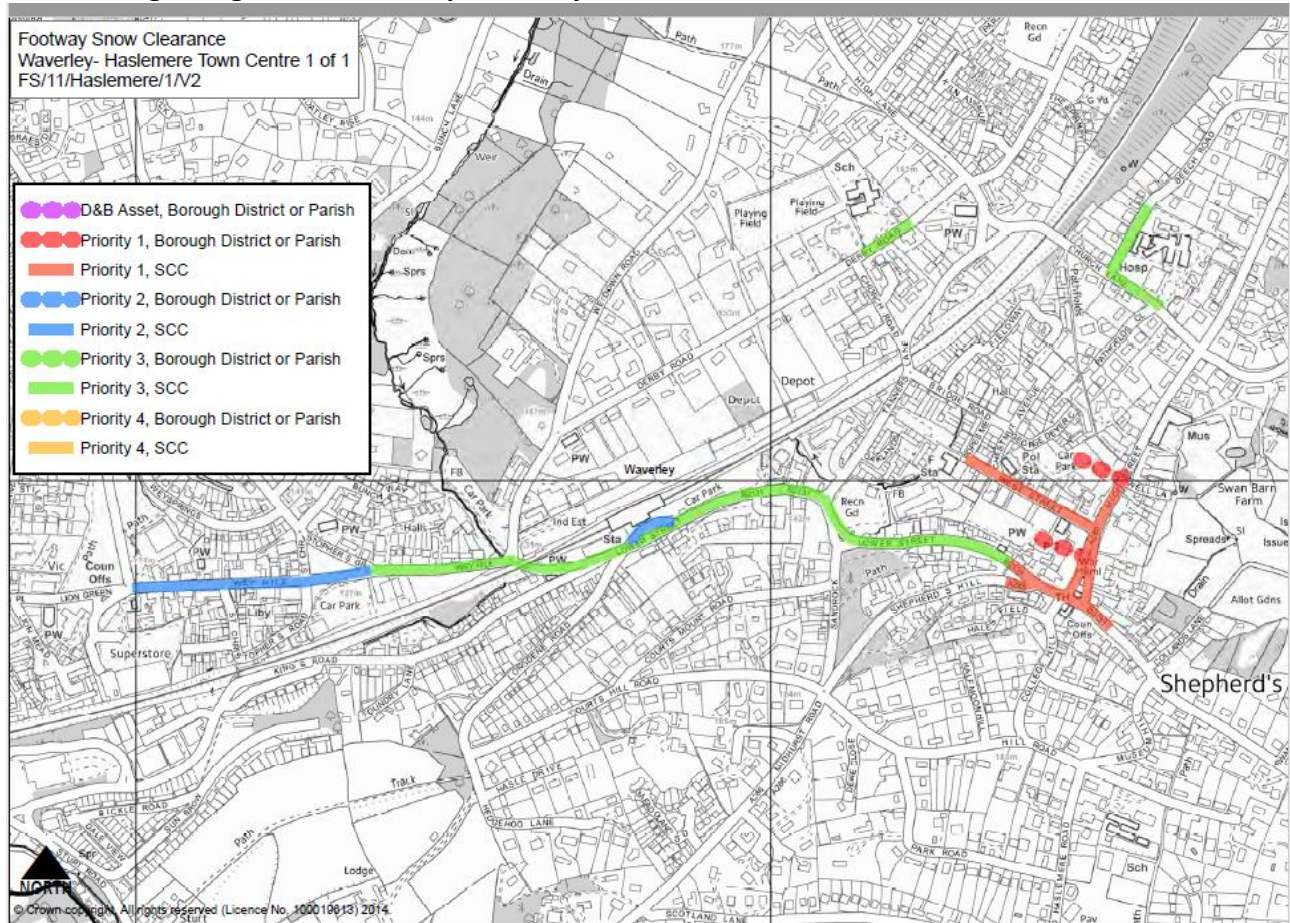
Location	Number of bags and location of gritters
Hindhead / Beacon Hill – distributed to various locations:	30 (*12 at PGL March 2019)
Post Office, Royal Parade, Hindhead	10
Town Centre next to The Haslemere Business Centre	40
Wey Hill, behind The Silk Road	40 (*8 Feb 2019)
Haslemere Public Toilets	40

There are four manual gritters currently located

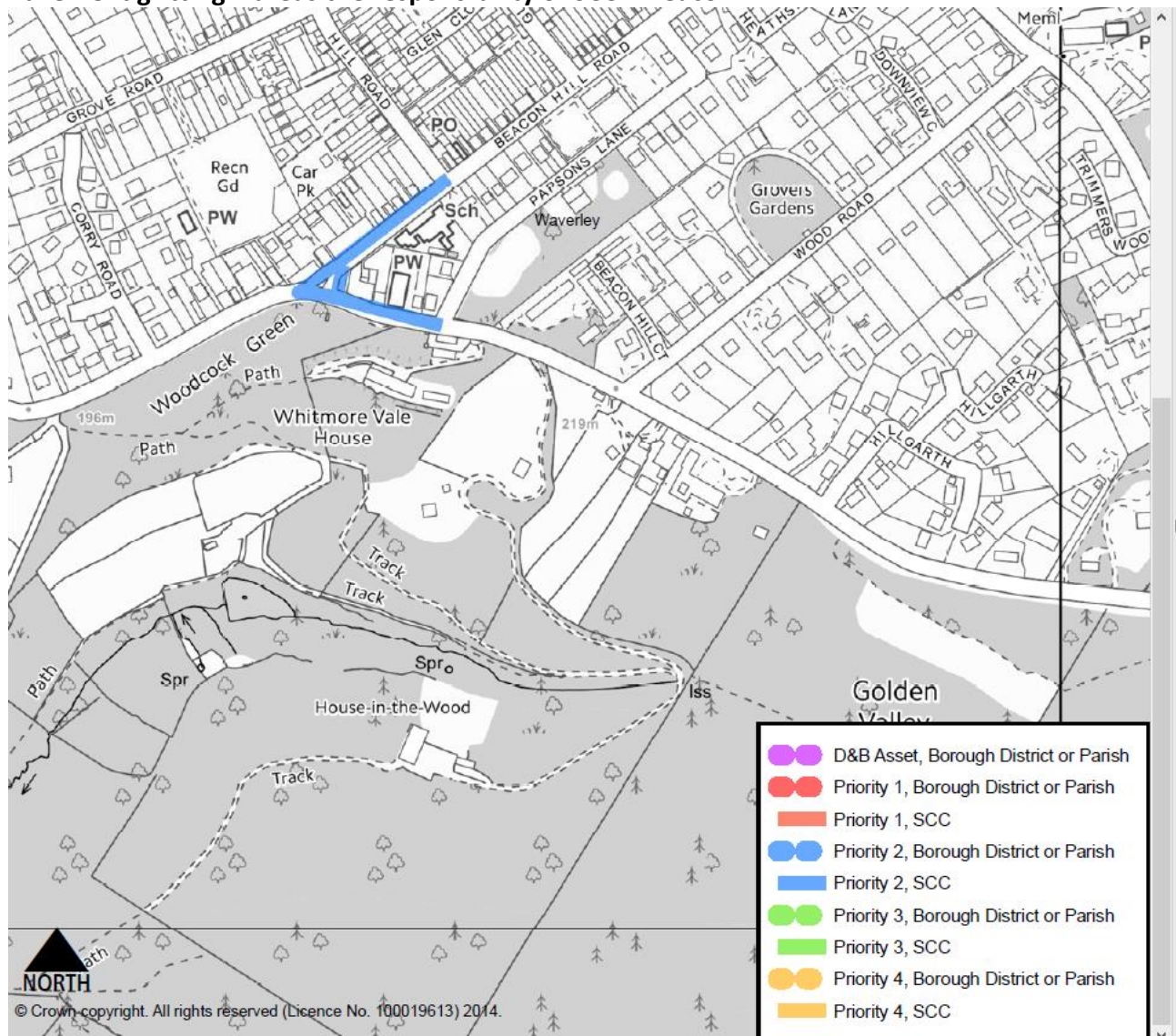
- Beacon Hill at the Post Office, Royal Parade – check Dhiran getting back to me 13/03/19
- Beacon Hill primary school, Beacon Hill
- Haslemere public toilets at Waitrose (2 x gritters) – Pip check 13/03/19
- Wey Hill behind The Silk Road (at the toilet until storage arranged for Wey Hill (left hand side)

Nominated individuals will be in charge of these gritters and the salt stocks. In conjunction with SCC, HTC and the Chamber of Trade the pavements will be gritted.

Pavement gritting – areas the responsibility of SCC - Haslemere



Pavement gritting – areas the responsibility of SCC – Beacon Hill



Location of Defibrillators in Grayswood, Haslemere and Hindhead

Grayswood Village Hall

Outside Waitrose (West Street)

Outside Surrey Fire and Rescue Station

Katz Auto Critchmere Lane

The Haslewey Centre Lion Green

Haslemere Railway Station

Kingspost Parade Hindhead

Surrey Be Prepared

Surrey County Council has provided some guidance on how to prepare yourself for an emergency. Details of this can be found at: <https://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/emergency-planning/prepare-yourself-and-your-community-for-emergencies>

In an emergency the Town Council will call for citizens and equipment that might be able to help in an emergency.

In the event of an emergency the Town Emergency Plan Coordinator will update the lists shown below in order to assist emergency planning:

- Human Skills (doctors, nurses, HGV drivers)
- Materials (heavy plant, tractors, trailers and generators)
- Useful premises (commercial accommodation, barns and outbuildings).

USEFUL CONTACTS

Organisation	Telephone (Office hours)	Telephone (Out of hours)	Email
Floodline	0345 988 1188	0345 988 1188	
Environment Agency	03708 506 506	03708 506 506	enquiries@environment-agency.gov.uk
Waverley Borough Council	01483 523333	02392 242161	enquiries@waverley.gov.uk
Surrey County Council	03456 009 009	03456 009 009	contact.centre@surreycc.gov.uk
Surrey Fire & Rescue Service	01737 242444	01737 242444	contact.centre@surreycc.gov.uk
Surrey Police	101 or 01483 571212	101 or 01483 571212	
Surrey East Coast Ambulance Service	0300 1230999	0300 1230999	
Waverley Housing	0330 119 3000	0330 119 3000	enquiries@waverley.gov.uk
Waverley Environmental Health	01483 523393		environmentalhealth@waverley.gov.uk