



HASLEMERE TOWN COUNCIL EMERGENCY PLAN

Adopted March 2021

Haslemere Town Council

Town Hall, Haslemere High Street, GU27 2HG

TOWN COUNCIL EMERGENCY COMMITTEE:

Town Mayor, Town Clerk, Chair of Amenities committee

TOWN COUNCIL EMERGENCY PLAN COORDINATORS:

Deputy Town Clerk, Administrator, Public Open Spaces Officer

Town Hall phone number: 01428 654305

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In the event of an emergency visit our website which will be kept up to date with further information www.haslemeretc.org

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Version	DATE
1.0	March 2017
1.1	November 2017
1.2	February 2018
1.3	May 2018
1.4	March 2019
1.5	May 2019
2.0	February 2021

INTRODUCTION

This plan has been initiated by Haslemere Town Council in consultation with Waverley Borough Council and taking account of Surrey County Council'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 potential 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; and
- Prioritising the availability of Council owned assets, including the Town Council Offices, for support during an emergency.

WHAT IS AN EMERGENCY?

The formal definition of an emergency in line with Civil Contingencies Act (2004) "an event or situation which threatens serious damage to human welfare, an event or situation which threatens serious damage to the environment."

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

RESPONSIBILITIES IN AN EMERGENCY

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

Category One Responders: 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 is expected to provide a support role for the responders and a point of contact and advice for members of the public.

Surrey's Local Resilience Forum works in partnership with the Emergency services, WBC, NHS England and the Environment Agency, and is supported by Category Two responders 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.

<https://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/emergency-planning/surreys-local-resilience-forum>

The LRF also compiles the Surrey Community Risk Register which is updated on an annual basis and provides an overview of the hazards that exist within the County and the various control measures in place to mitigate their impact.

https://www.surreycc.gov.uk/_data/assets/pdf_file/0008/71729/Surrey-LRF-Community-Risk-Register-2019.pdf

Waverley Borough Council's website sets out all emergency numbers. In case of emergency do not send an email as this may not be read until the following morning. To go to the WBC website direct click the link below:

<https://www.waverley.gov.uk/Services/Benefits-and-community-support/Emergencies-in-Waverley>

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.**

CATEGORY ONE RESPONDERS (EMERGENCY SERVICES)

Police

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

The Fire and Rescue Service is responsible for rescuing survivors. Inform other emergency services about the incident They:

- Respond to all emergency incidents as required.
- 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

The Ambulance Service is responsible for treating casualties and taking them to hospital. They:

- 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

CATEGORY ONE RESPONDERS (OTHER)

Surrey County Council

- 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.
- 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

- 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

- 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

- No water or low pressure
- Sewer flooding
- Pollution from a drain near a stream or river
- Leaks
- Blockages
- Property has been flooded by a public sewer

Southern Water

- No water or low pressure
- Sewer flooding
- Pollution from a drain near a stream or river
- Leaks
- Blockages

South East Water

- No water
- Burst main or leak

Electricity

- Power cut/hazard on or near electricity line
- Other – contact your supplier

Gas

- Gas leak
- Loss of gas supply – contact your supplier

ROLES AND RESPONSIBILITIES OF HASLEMERE TOWN COUNCIL

Haslemere Town Council has no official role 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. It may contribute to emergency response through assisting with:

- The dissemination of agreed warning and informing messages;
- The identification of vulnerable groups – e.g. elderly or disabled;
- The distribution of emergency equipment from borough or county council stock piles;
- The passing of information regarding local issues and needs to key responders, via the Borough Council.

TOWN COUNCIL EMERGENCY COMMITTEE

The committee will be formed of the Town Clerk, Town Mayor and Chair of Amenities to:

- To establish a communications link with the Waverley Borough Council's Emergency Planning Team and other Category One Responders as required.
- Assess what Town Council resources may assist responders in dealing with an emergency or incident
- To agree the strategic response of Haslemere Town Council to any emergency or incident
- To authorise any expenditure that may need to be incurred in dealing with the emergency or incident

TOWN COUNCIL EMERGENCY PLAN COORDINATORS

The town hall officers will:

- Receive strategic direction from the Emergency Committee and put an agreed response into operation

- Assist with the dissemination of warning and informative messages as directed by the Emergency Committee
- Following any emergency or incident assess and feedback the impact on the local community where possible
- To recruit suitable volunteers from local community to be trained as community emergency wardens.
- To liaise with Waverley Borough Council's Emergency Planning Team (both in terms of planning for and training for incidents)

TOWN COUNCILLORS

In the event of an emergency, Town Councillors will be expected to:

- Receive and disseminate warning and informing messages as directed by the Emergency Committee or Emergency Plan Coordinators
- Assist the Emergency Plan Coordinators to identify suitable volunteers to be trained as community emergency wardens
- Be responsible for supporting vulnerable people in their wards as necessary.

TOWN COUNCIL EMERGENCY CONTROL CENTRE

The Town Hall, High Street, Haslemere, Surrey GU27 2HG – Tel no: 01428 654305.

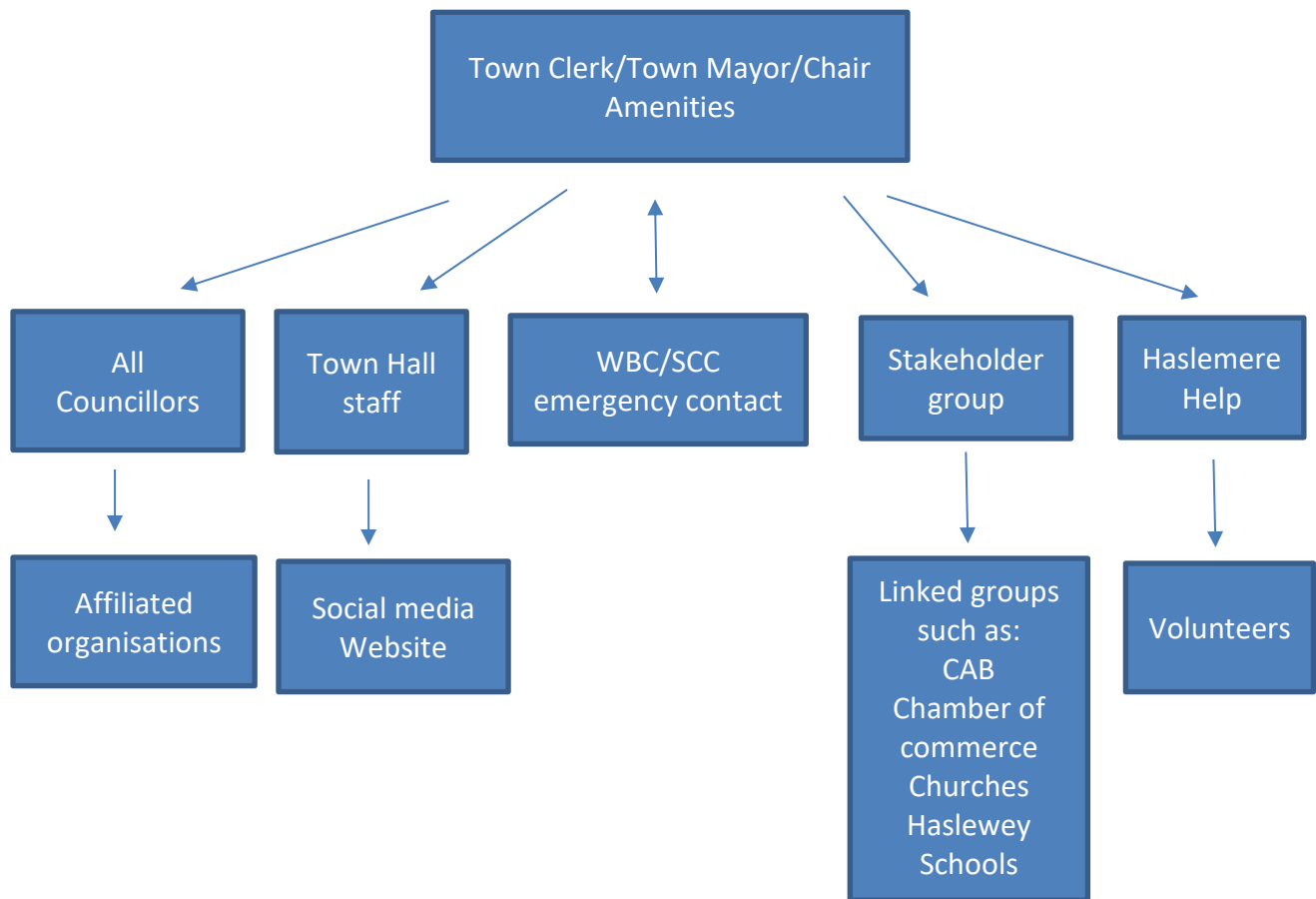
Key Holders: Town Clerk, Deputy Town Clerk, Administrator and Public Open Spaces Officer

In the event that the Town Hall cannot be accessed the Emergency Committee will identify another suitable venue and this information will be disseminated to all relevant parties and on the Council's website.

TOWN COUNCIL RESPONSE ACTION and ACTIVATION ARRANGEMENTS

- The Emergency Duty Officer or Senior Manager at WBC 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 Committee
- Depending on the nature of the emergency or incident, the Town Council Communication Cascade will be used by telephone or email as required
- In an emergency the Town Council will call for citizens and equipment that might be able to help in an emergency, such as
 - Human skills (doctors, nurses, HGV drivers)
 - Materials (heavy plant, tractors, trailers and generators)
 - Useful premises (commercial accommodation, barns and outbuildings).

TOWN COUNCIL COMMUNICATION CASCADE



CONTACT NUMBERS

Organisation /Category responder	Telephone (Office hours)	Telephone (Out of hours)
Category one		
Police	Emergency 999 Other 101	Emergency 999 Other 101
Ambulance and Fire service	Emergency 999	Emergency 999
Surrey County Council	03456 009 009	
Surrey County Council highways emergencies	0300 200 1003	0300 200 1003
Surrey County Council adult social care	0300 200 1005	01483 517898
Waverley Borough Council	01483 523333	01483 523200
Environment Agency (pollution or incident)	0800 807 060	0800 807 060
Environment Agency (Floodline service)	0345 988 1188	
Category two		
Gas (National Grid) (gas leak)	0800 111 999	
Electricity (power cut or potential hazard on/near power line)	105	105
NHS 111 service	111	111
Thames Water (sewerage flooding)	0800 316 9800	0800 316 9800
Thames Water (water leaks)	800 714 614	
South East Water	0333 000 0365	0333 000 0365
Southern Water	0330 303 0368	0330 303 0368

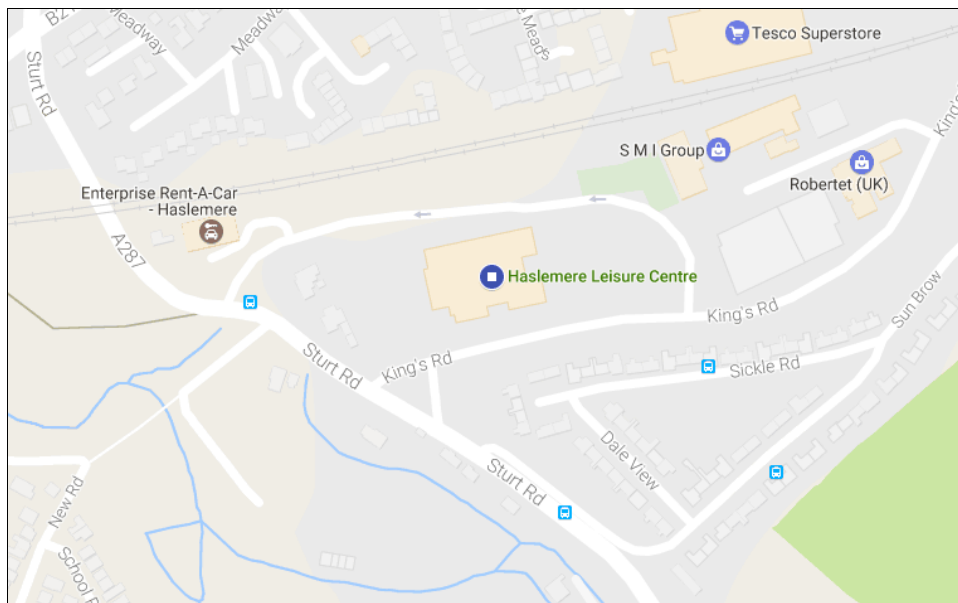
TEMPORARY ACCOMMODATION/REST CENTRES

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:

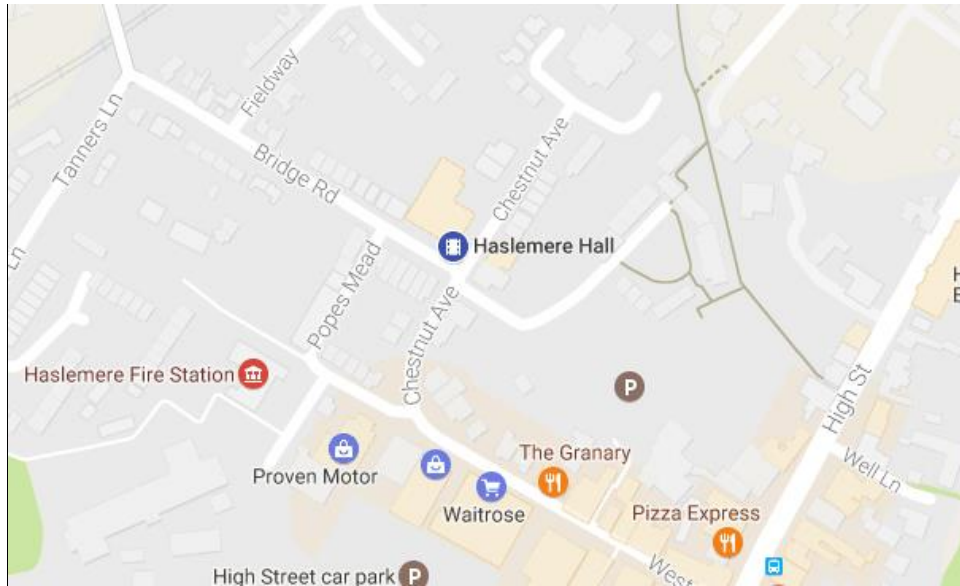
1. **Edge Sports Complex**, Woolmer Hill Road, Haslemere, - GU27 1QB – OS Grid Reference SU8733NE - Capacity 350.



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.

RESOURCES TO HELP RESIDENTS PLAN AND RESPOND

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-for-emergencies>

- [A short guide on how to be prepared for local emergencies¹](#)
- [ICE – In case of emergencies Contact details²](#)

LOCATION OF DEFIBRILLATORS IN GRAYSWOOD, HASLEMERE AND HINDHEAD

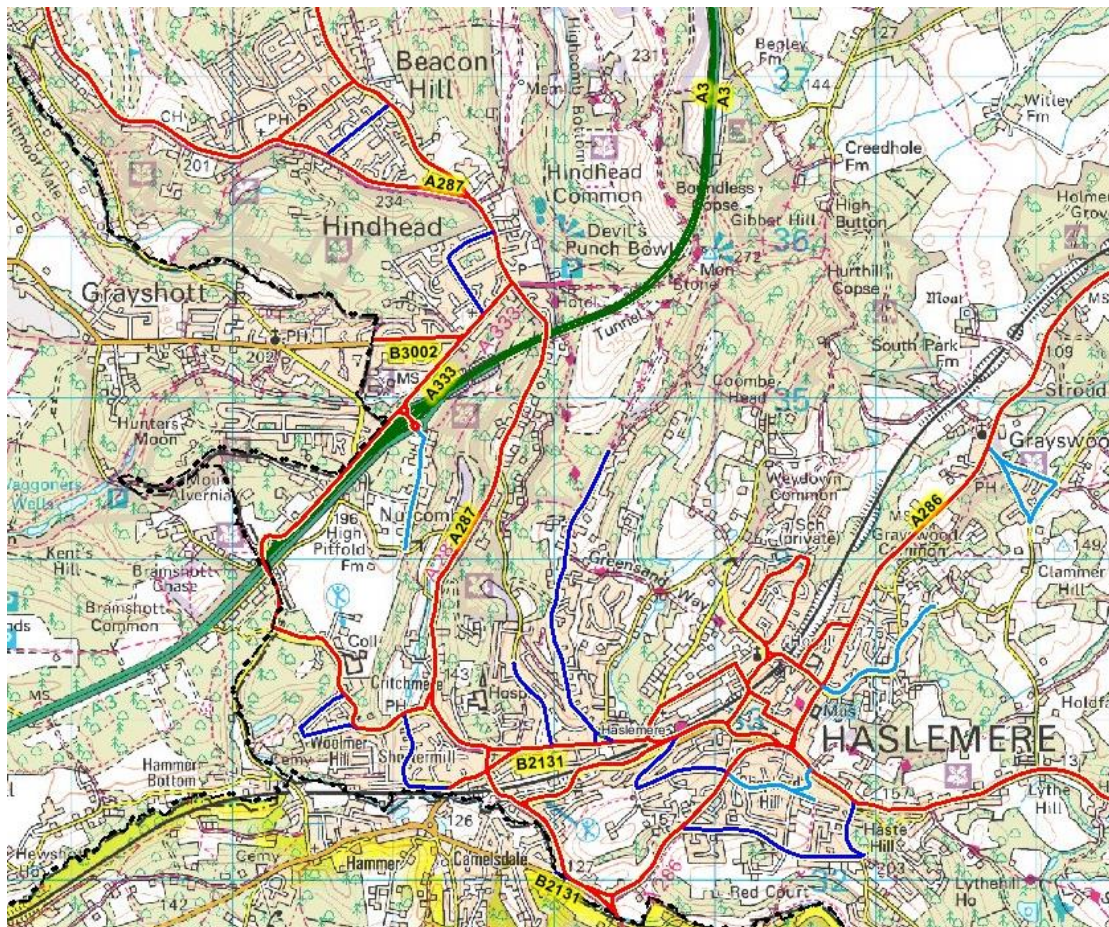
See table on next page

¹ Appendix 1

² Appendix 2

Defib Location	Discription of location	
Haslewey Community Centre Haslemere	GU27 1LD - Bottom of weyhill opposite Lion Green.	
Tea room 126 Camelsdale	GU27 3RJ - On B2131 at junction of camelsdale rd and new rd	
Grayswood Village Hall	GU27 2DJ - On A286 next to village hall opposite all saints church.	
Katz auto services Critchmere Lane	GU27 1PR - Halfway down critchmere lane on right in front of the building.	
Fernhurst Village Hall	GU27 3EH - Glebe Midhurst road on left to main entrance	
Waitrose Supermarket 41 West street	GU27 2AB - Haslemere on left going away from high street, on left to entrance	
Haslemere Fire Station	GU27 2AP - West street, on left on door	
Three Counties Church	GU27 3QB - Inside modern phone box on corner of Linchmere road	
Timber gables Garage	GU27 3PT - Marley lane, Halway up hill from Arnolds	
Dog and Pheasant pub	GU27 - On A286 at bus stop	
Haslemere Railway Station	GU27 2PD - Lower street, left of main entrance	
Haslemere Museum	78 High St, Haslemere GU27 2LA	

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 40
Post Office, Royal Parade, Hindhead	10
Wey Hill, behind The Silk Road	40
Haslemere Public Toilets	40

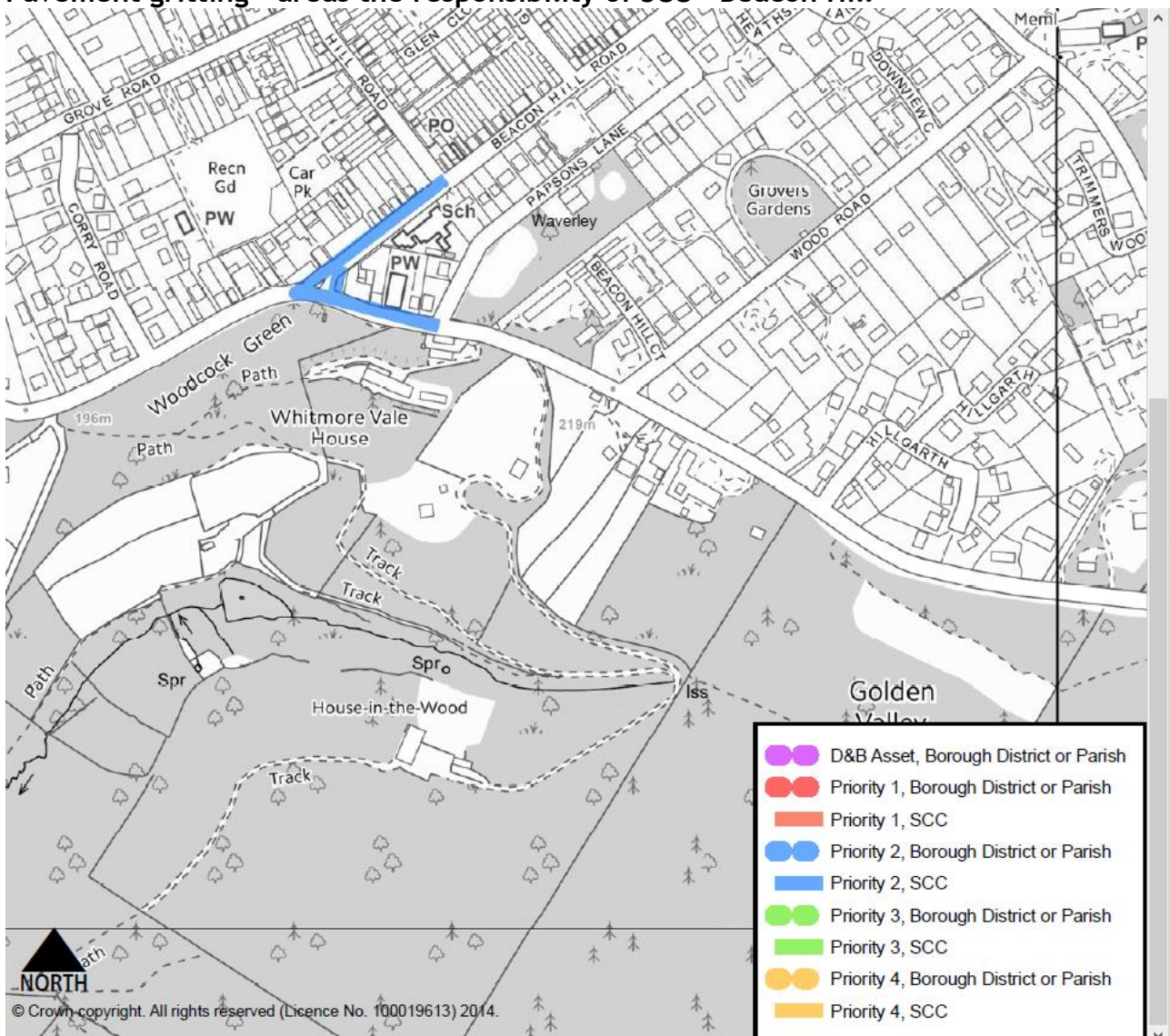
There are four manual gritters currently located

- Beacon Hill at the Post Office, Royal Parade
- Beacon Hill primary school, Beacon Hill
- Haslemere public toilets at Waitrose
- 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.

[illegible]

Pavement gritting - areas the responsibility of SCC - Beacon Hill



Emergency contact numbers

Surrey County Council	03456 009 009 (8am-6pm weekdays) or text only on 07527 182 861
Highways emergencies	0300 200 1003 (24 hours)
Adult Social Care	0300 200 1005 (8am-6pm weekdays) 01483 517898 (out of hours)
District and Borough Councils	
Elmbridge Borough Council	01372 474474 01372 466114 (out of hours)
Epsom and Ewell Borough Council	01372 732000
Guildford Borough Council	01483 50 50 50
Mole Valley District Council	01306 885001 01372 376533 (out of hours)
Reigate and Banstead Borough Council	01737 276000 07699 391689 (out of hours)
Runnymede Borough Council	01932 838383
Spelthorne Borough Council	01784 451499 01932 425060 (out of hours)
Surrey Heath Borough Council	01276 707100
Tandridge District Council	01883 722000
Waverley Borough Council	01483 523333 02392 242161 (out of hours)
Woking Borough Council	01483 755855
Environment Agency	
Floodline service	0345 988 1188
Pollution or incident	0800 80 70 60 (24 hours)
Utility providers (infrastructure)	
Gas (National Grid)	0800 111 999
UK Power Networks	105
Scottish and Southern Electric Power Distribution	105
Thames Water	0800 316 9800 (sewerage flooding) 0800 714 614 (water leaks)
South East Water	0333 000 0365
Affinity Water	0345 357 2407
BT	0800 121 7667
Animal Welfare (RSPCA)	+0300 1234 999



SURREY PREPARED

**A short guide on how to be
prepared for local emergencies**



If you or someone else is in imminent danger call 999 and choose from fire, ambulance or police.

For more information or advice on household resilience, or on setting up community resilience groups, please refer to our website, email or call us.

✉ community.resilience@surreycc.gov.uk

🌐 www.surreycc.gov.uk/surreyprepared

🐦 @SurreyPrepared

☎ **03456 009 009** 8am-6pm weekdays

Preparing your home

Visit surreycc.gov.uk/fire for information on indoor and outdoor fire safety and to book a free fire safety check. Alternatively, call **0800 085 0767**.

There is also information at surreycc.gov.uk/surreyprepared about making a household resilience plan including keeping a list of important numbers.

- Make sure your whole family (especially children) know how to evacuate the house in case of fire or a gas leak – do not attempt to tackle these yourself. Leave it to the professionals and call 999 if in doubt.
- Check smoke and carbon monoxide alarm batteries weekly.

Evacuation

To keep you safe it is also important to evacuate if requested by the emergency services.

- Have a bag of essentials ready including medication, spare glasses and documents - and think about where pets could be looked after. You are free to make your own arrangements on where to stay, or you can stay at an emergency centre where advice and assistance will be available. Make sure that any family members who may be worried know where you are.
- Ensure you know how to safely turn off the electricity, gas and water in your home in case you need to evacuate.

Wildfire

Surrey has many green spaces, and in dry weather there is a danger that grass and trees can catch fire. Be very careful with BBQs where these are permitted, and while smoking in the outdoors.

If you see a wildfire call 999 and ask for the fire service. Don't put yourself in danger.

Flooding

Visit flood-warning-information.service.gov.uk and check your flood risk and sign up to receive free flood warnings from the Environment Agency.

If your property is at risk from flooding visit nationalfloodforum.org.uk to find out about protecting your home and insurance. You can also call **01299 403 055**.

For advice on preparing for and dealing with a flood visit surreycc.gov.uk/floodingadvice

Water safety

- Never go into or drive through flood water – it is likely to contain sewage and there may be hidden holes or strong currents.
- If it is sewage flooding, notify Thames Water as soon as possible.
- Rivers, ponds and reservoirs are dangerous to enter no matter how inviting.

Severe weather and winter

The British weather is unpredictable. Check guidance from the Met Office and sign up for weather alerts at metoffice.gov.uk. You can also keep up to date with weather forecasts and disruptions in the media and on local radio.

- Avoid driving in icy conditions or in very severe weather such as snow or gales.
- If you have to drive carry water, some food and perhaps a blanket in case you get caught in disruption on the roads – even in very hot weather, as road surfaces can melt.
- Check on neighbours – is there anyone who might not be able to go to the shops as easily if it is very hot or cold or who might need help?

Power, gas and water loss

For extra help in power cuts, join the Priority Services Register if you have a young baby, health care requirements or sensory or mobility limitations, or are an older person.

Check your electricity distribution company and eligibility by calling UK Power Networks on **0845 601 4516** or by visiting their website.

Consider also registering with your water company for help in a shortage, and contact Action Surrey on 0800 783 2503 for help with bills and affordable warmth. www.actionsurrey.org

- It's useful to have an 'old fashioned' analogue (non electric) phone as it will still work if the power goes off.
- Torch batteries expire – check them if you rarely use your torch.
- Check with your neighbours during a utility failure – they may not be so well prepared and might appreciate some help.
- Purpose-made glow sticks are a safer alternative to candles.

Health

See healthysurrey.org.uk for seasonal advice, flu jab and health check information, or ask your GP.

Schools

Visit surreycc.gov.uk/schools to check if any schools are closed because of bad weather.

Transport

Check our map at travel.surreycc.gov.uk before you travel to find out if your journey might be affected.

You can report storm damage to roads or fallen trees by calling **03456 009 009**.

ICE – In Case of Emergency

Contact details

Complete this form for your household to access key information quickly and easily in an emergency. Store these details on your mobile device as well as keeping a paper copy.

In an emergency, ensure you are not in danger. If the danger is outside, stay inside (if it is safe to do so).

If you or another person is in danger always call 999.

If you are asked to leave your home:

- Make sure you take your medication and, if possible any medical equipment you need with you.
- Remember to tell family, friends and carers where you are going. If you are currently receiving visits from NHS or Social Care providers let them know where you have gone to.
- Take your mobile phone and charger as well as key documents like ID and your purse/wallet.
- Turn off your gas, electricity and water if it is safe to do so
- Consider whether you need to take your pets with you.
- Do any family and neighbours need help?
- Do you have any family or friends you could stay with?

Tune in to local radio, TV and social media for advice and updates.

Returning home:

- Listen to advice from the emergency services and local authorities (e.g. advice about drinking water or power loss)
- Contact your insurance company if needed
- Contact the relevant utility companies. If you turned off your gas it must be turned on again by a professional for safety reason

Contact details for household members

Name	Contact Number

Do children need picking up?

The following people can collect children from school

Name	Contact Number

We can meet or stay at

Name (near home)	Contact Number
Name (further away)	Contact Number

Family and/or neighbours who may need help

Name	Contact Number

Who can I call if I need help?

Name	Contact Number

Emergency telephone numbers

Emergency services	999	@SurreyPolice @SurreyFRS @SECAmbulance
NHS – 24/7 support	111	
Police non-urgent	101	
Power cut	105	
Local authority		
Doctor		
School		

Important information

Home and contents Insurance:	Tel:	Policy number:
Car Insurance:	Tel:	Policy number:
Gas provider:	Tel:	National gas emergency No: 0800 111 999
Electricity provider:	Tel:	
Water provider:	Tel:	
Vet/Kennel/ Cattery	Tel:	

Current medication

Medication name	Dosage/time	Who

Other useful information

Environment Agency Twitter: @EnvAgency
 Floodline Tel: 0345 988 1188 (24hr service)
 Pollution/Incident Hotline Tel: 0800 80 70 60 (24hr service)

Check your flood risk and sign up to flood alerts

Web: <https://www.gov.uk/check-flood-risk>

Met Office Twitter: @metoffice

Check for weather warnings

Web: <https://www.metoffice.gov.uk/public/weather/warnings>

Tune in to local radio stations

BBC Surrey: 104-104.6FM
 Eagle Radio: 96.4FM
 Heart Sussex and Surrey: 97.5-102.7FM
 Radio Jackie: 107.8FM



GO IN to a safe building.



STAY IN until you are advised to do otherwise.



TUNE IN to local TV or radio for more information.