



HASLEMERE TOWN COUNCIL

EMERGENCY PLAN

February 2025

Haslemere Town Council

Town Hall, Haslemere High Street, GU27 2HG

Town Hall phone number: 01428 654305

Town Hall email: admin@haslemeretc.org

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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1. Be Informed - Roles and Responsibilities, the Town Council role

[The Civil Contingencies Act 2004](#) refers that the duty to respond to incidents falls to Category 1 responders, primarily blue light services, health teams and both County and Borough Councils. Category 2 responders are also expected to respond which include all forms of transport and utilities companies.

Under the Act, Parish Councils are not duty-bound to respond but can still play a key part in preparing and responding as necessary.

- Provide a support role for the responders and act as a local point of contact.
- Work with the responding agencies by providing locations, resources and information that can be shared quickly and readily to assist.
- Play a critical role in the impact assessment process: identifying problems and vulnerabilities in their community that may require priority attention and feeding them back to the relevant agencies.
- Disseminate credible information and advice back to the community, assisting to maintain community cohesion and providing public reassurance.

1.1 Introduction and terms of reference

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.

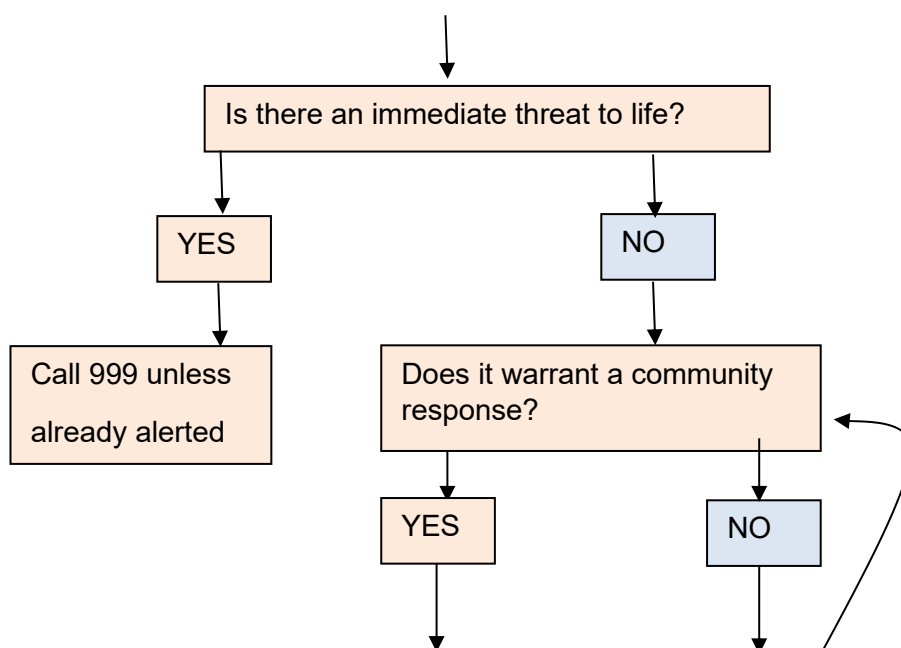
Geographical limitations: This plan aims to respond to the needs of our residents and business community in the Parish areas of Haslemere, working together on any cross-border issues that may affect the area.

Partnerships and hierarchy: Haslemere Town Council will prepare and deliver a response to emergency incidents within the limits of their capabilities. The Borough Council of Waverley along with Surrey County Council and the partner agencies of the wider Surrey Local Resilience Forum are duty bound to respond to any incidents. In any major incident a Command and Control structure will be established through a Strategic Co-ordinating Group. This SCG will outline the roles and responsibilities in a response/recovery. The local knowledge and insight of the Town Council will be invaluable in the response and recovery phases. It should be noted, however, that ***there is no statutory obligation on the Parishes to deliver, lead or be involved in any way.***

However, for smaller incidents that are considered minor (neither the Borough or County have been asked to formerly respond), the Parish can deliver an autonomous, fair and measured response according to their ability and willingness to respond within the confines of their public liability insurance cover.

1.2 Activation procedure and initial actions in an emergency

Emergency or notification of a potential emergency (e.g. via a member of the community, Environment Agency, local council, etc)



Actions

- Immediately notify your Borough Council Emergency Planning liaison and **provide details for the main point of contact in the Parish.**
- Notify and meet with other key community members.
- Disseminate, assemble and collect local information by maintaining communication with the community to keep them informed and finding out about issues.
- Maintain contact with local authorities and emergency services to let them know what is happening and any emerging issues.
- Log decisions and actions taken.
- Identify relevant skills, capacity and resources.
- Support those that may require additional help.
- Support emergency services and local authorities with their actions.

Action

- Disseminate, assemble and collect local information by maintaining communication with the community to keep them informed and finding out about issues.
- If situation changes, reassess to understand if a community response is now required.

1.3 Alerting the Local Authority in an emergency.

Purely Local Emergencies

If the emergency is likely to be a purely local one, such as limited flooding around buildings or iced pavements, call the Haslemere Town Clerk (Emergency Lead Co-ordinator) on 01428 654305.

Wider Emergencies

This information is to be used by local authority partners (namely Parish Councils and established community groups) upon the discovery of an emergency incident within the Borough of Waverley or County of Surrey.

The individual or individuals should assume that upon discovery of an emergency incident they may be first on scene or, due to local networks, one of the first to be aware.

The definition of an emergency in line with the 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.***

Dependent on the time of day, the sequence of actions in Appendix C should be followed to notify Waverley Borough Council. **Please do not skip to Action 3. Our call centre is briefed and prepared to respond to most incidents.**

In most cases, Waverley Council should already be aware due to other information channels, however another responding partner may be on-scene or aware first. Please do not assume Waverley Council have been contacted. It is imperative for multi-agency situational awareness that contact is made and information is shared with Waverley Council.

If there is any risk to life at all contact 999.

1.4 Town Council Emergency Committee

Town Mayor, Town Clerk, Chair of Amenities committee

The committee will:

- 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.
- Agree the strategic response of Haslemere Town Council to any emergency or incident.
- Authorise any expenditure that may need to be incurred in dealing with the emergency or incident.

1.5 Town Council Emergency Plan Co-ordinators

Deputy Town Clerk, Support Services Officer, Office Administrator, Project & Amenities Officer

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)

1.6 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.

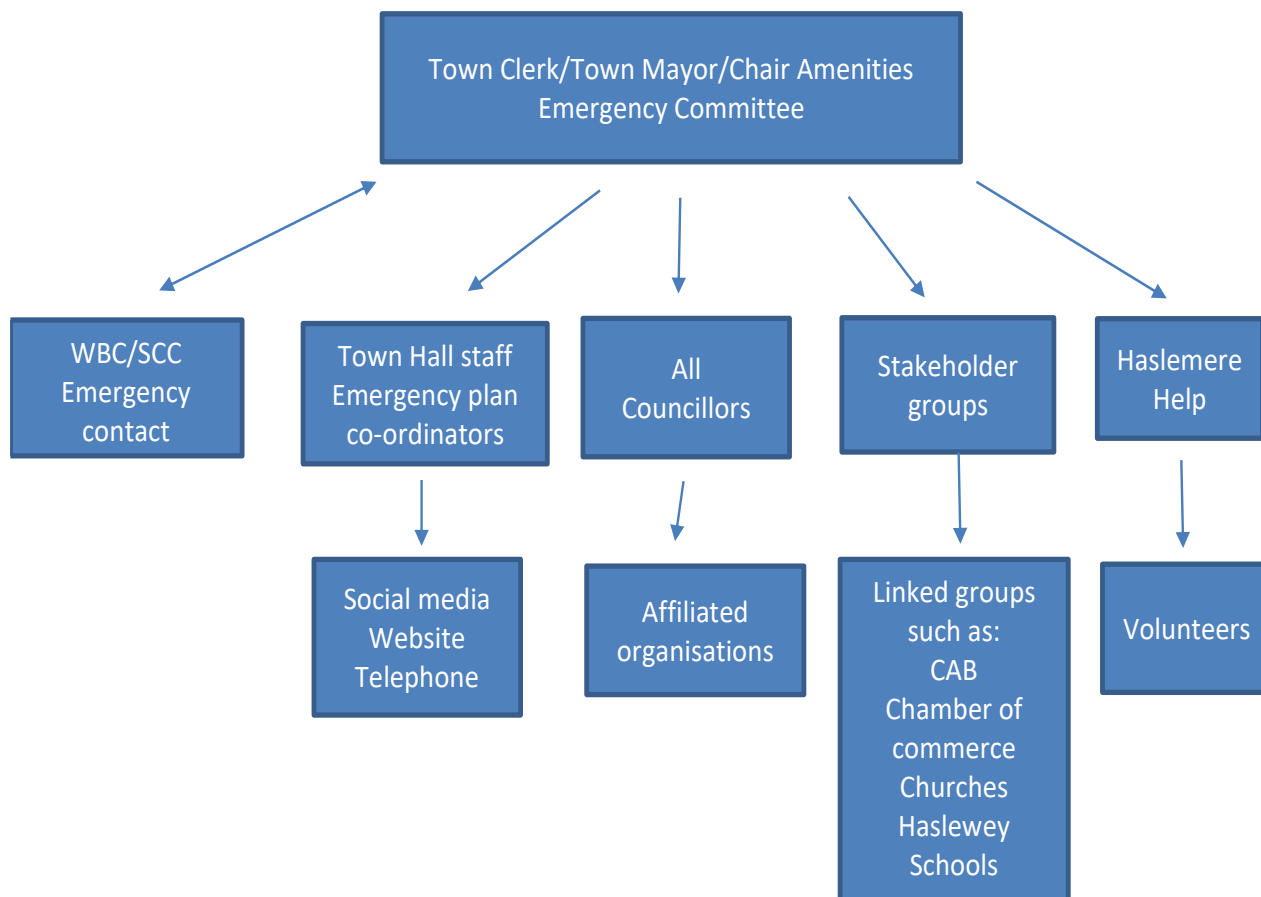
1.7 Town Council Emergency Control Centre

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

Key Holders: Town Clerk, Deputy Town Clerk, Administrator and Project & Amenities 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.

1.9 Town Council Communication Cascade:



1.10 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
- In case of Haslemere Town Council notifying WBC of an incident in our area, email: emergency.planning@waverley.gov.uk
- 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).

1.11 Communicating with local residents:

What	How	Type of information
County Council and Borough Council website	www.surreycc.gov.uk www.waverley.gov.uk	Latest updates on incident and signposting for further information
Social media	SCC Facebook WBC Facebook HTC Facebook	Sharing latest information
WhatsApp	Town Clerk manages the local WhatsApp group	To share key information with local residents
Press	Haslemere Herald	Contact Georgia Hase Email: georgia.hase@tindlenews.co.uk

2. Get involved

2.1 Local emergency register and action plan

A local emergency register highlights the emergency you have identified that might impact on your community and agree the actions you will undertake if that risk emerges. **Please dial 999 if you discover an emergency. In all instances, please also contact Waverley Borough Council.**

If residents are being evacuated, please ask them to tell family, friends and carers where they are going. If they are currently receiving visits from NHS or Social Care providers ask them to let them know where they have gone to.

Emergencies	Potential/known impacts on community	What can you do to prepare?	What can you do to respond?	Resource needed
Flood	• disruption to utilities, electricity and water supplies and communication supplies • Potential fatalities or injuries • evacuation of residents • short, medium and long-term accommodation of those whose homes are flooded • long-term psychological and health impacts • impact on local businesses and the economy	• Sign up for flood alerts • Regular community cleaning of gullies, ditches, drains. • Inspection and cleaning of gullies, ditches, drains when weather warnings are received. • Invest in basic house level protection such as door defenders, pumps and sandbags. • Form a flood action group to formalise the above actions.	• Contact Local Authority to offer assistance and gain clarity on the situation. • Early warning and informing to those historically at risk of flooding issues • Deploy any sandbags or property level protection.	• People. • Equipment; pumps, sandbags, property level protection. • Road impassable signs only if Community Safety Accreditation Scheme

	• long-term restoration and recovery issues for homes and businesses • No access by land	• Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery. • Create a list of trusted volunteers with access to 4x4 vehicles who may be best accessed for use in emergencies. It must be remembered that no-one unqualified or trained should drive through flood water. • Identify potential local rest centres for evacuation and include them in this plan.	• Start pumping water out of domestic areas that water collects. • Warn of flooded roads with signage only if CSAS trained volunteers are available to access the Highway or call 0300 200 1003 to report any damage or obstruction	(CSAS) trained volunteers are available to access the Highway • Time.
Fire	• Potential fatalities or injuries • Possible disruption to utilities, electricity, gas, phone and water supplies • evacuation of residents • short, medium and long-term accommodation of those whose homes are affected	• Encourage vulnerable residents to contact Surrey Fire and Rescue Service for a free Safe and Well Visit Staying Safe and Well at home - Surrey County Council (surreycc.gov.uk) • Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery.	• Contact Local Authority to gain clarity and offer assistance. • Warn of affected roads with signage if needed only if CSAS trained volunteers are available to access the Highway or call	• Road impassable signs only if CSAS trained volunteers are available to access the Highway

	• long-term psychological and health impacts • impact on local businesses and the economy • long-term restoration and recovery issues for homes and businesses	• Identify potential rest centres for evacuation and include them in this plan	0300 200 1003 to report any damage or obstruction • Provide temporary rest centres	
Pandemic Flu or Coronavirus	• increase demand on health and social care services • potential for fatalities or long-term sickness and care requirements • longer and more frequent disruptions to essential utilities • reduced levels of emergency services cover • disruptions to businesses and organisations through staff shortages and supply chain interruptions • impacts on the national and local economy.	• Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery. • Establish a welfare team of known volunteers that could potentially assist those vulnerable or lonely.	• Contact Local Authority to offer assistance. • Listen to and liaise with your community. • Timetabled meetings with partners to establish a coordinated response.	

Terrorism	• Potential for fatalities or injuries • road and travel disruption • damage and disruption to utilities and infrastructure • damage to property • disrupt the ability of organisations to deliver essential functions to the community • Serious violence against a person or a threat to a person's life (e.g. explosive devices, shootings and close quarter attacks, kidnappings or chemical, biological and radiological devices) • Serious risk to the health and safety of the public	• Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery. • Establish local response working group to act on any actions required from partner agencies.	• Contact Local Authority to gain clarity and offer assistance if practicable. • Warning and informing if agreed action.	
Transport accidents	• Potential for fatalities or injuries • impact on local businesses through delayed or failed deliveries • delays in emergency services reaching people	• Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery.	• Contact Local Authority to offer assistance.	• Road impassable signs only if CSAS trained volunteers are available to

	No access by rail or road	Identify potential rest centres for evacuation and include them in this plan.	Warn of affected roads with signage if needed only if CSAS trained volunteers are available to access the Highway or call 0300 200 1003 to report any damage or obstruction	access the Highway
Industrial accidents	- impact to oil and gas supplies - potential for fatalities or injuries - economic impacts through damage to local businesses - long-term restoration and recovery of the local area - contamination of crops & agricultural land.	- Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery. - Identify potential rest centres for evacuation and include them in this plan	- Contact Local Authority to offer assistance. - Warn of affected roads with signage if needed only if CSAS trained volunteers are available to access the Highway or call 0300 200 1003 to report any damage or obstruction	
Utilities failure	- disruption to essential services and activities - endangerment of vulnerable people	Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery.	Contact Local Authority to gain clarity and offer assistance.	Road impassable signs only if CSAS trained

	• financial impact on businesses • civil unrest • increased demand on emergency services • travel disruptions • disruption to businesses & normal home life	• Identify potential rest centres for evacuation and include them in this plan. • Identify potential venues for information and/or distribution centres and include them in this plan. • Encourage eligible residents to sign up for the Priority Services Register for all utilities	• Contact utility company to gain clarity and offer assistance. • Warn of affected roads with signage if needed only if CSAS trained volunteers are available to access the Highway or call 0300 200 1003 to report any damage or obstruction	volunteers are available to access the Highway • Access to a community centre or similar close to the incident.
Severe weather (low temperatures and heavy snow, storms, gales and/or heatwaves)	• road and travel disruption • damage and disruption to basic utilities • damage to property • disrupt the ability of organisations to deliver essential functions to the community • Trees toppled and structures collapsed	• Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery. • Identify potential rest centres for evacuation and include them in this plan • Create a list of trusted volunteers with access to 4x4 vehicles who may be best accessed for use in emergencies. It must be remembered that no-one	• Contact Local Authority to offer assistance. • Warn of affected roads or call SCC Highways on 0300 200 1003 to report any issues. • After contacting the Local Authority, if agreed, use your local contacts list to attend the scene	• Access to a community centre or similar close to the incident.

	• Transport routes blocked with snow/fallen trees etc. • Potential animal welfare concerns if exposed for long term to the extreme weather elements.	unqualified or trained should drive through flood water. • Create a list of trusted volunteers with access to tractors, snow-ploughs, chain saws and other useful equipment who may be best accessed for use in emergencies. Anybody using the equipment must be appropriately licensed or qualified. • Establish connections with veterinarians or animal sanctuaries. • Consider welfare issues if community is cut off: food/water medicine • Sign up for weather alerts.	and act if equipment is readily available. • Make contact with affected vulnerable people and assist if required. In heatwave scenario, this may include access to water, fans and aircon. • Consider all welfare issues if community is cut off. Collate and understand details of the situation and share with Local Authority and partner agencies.	
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2.2 Community capacity, skills and resources:

Type of resource	Role	Contact Details	Other useful information
Village halls/ temporary rest centre options			
Edge Sports Complex Woolmer Hill Road, Haslemere GU27 1QB	Emergency evacuation site / Potential Rest Centre	OS Grid Reference SU8733NE- What3Words - rust.optimists.equal 01428 644 577	350 capacity Wheelchair accessible Toilets and disabled toilet Large car park
Haslemere Leisure Centre Kings Road, Haslemere GU27 2AS	Emergency evacuation site / Potential Rest Centre	OS Grid Reference SU8832NE – What3Words – unscathed.runs.playfully 01428 658 484	350 capacity 150 capacity for sleeping Toilets and disabled toilet Showers Kitchen facilities Large car park
Haslemere Hall Bridge Road, Haslemere GU27 2AS	Emergency evacuation site / Potential Rest Centre	OS Grid Reference SU9033SW – What3Words – little.recover.clasping 01428 642 161	300 capacity Wheelchair accessible Toilets and disabled toilet Basic kitchen facilities Car parking nearby
Haslewey Community Centre Lion Green, Haslemere GU27 1LD	Emergency evacuation site / Potential Rest Centre	OS Grid Reference SU8832NE – What3Words – protected.overused.nesting 01428 648716	150 capacity Wheelchair accessible Toilets and disabled toilets Kitchen facilities Car parking nearby

Hotel/Guest house, Accommodation etc			
The Georgian – Coppa Club High Street, Haslemere GU27 2JY	Emergency or temporary accommodation	01428 771 027	13 bedrooms Dog friendly
Harpers Steakhouse Haslemere 33 Lower Street, Haslemere GU27 2PD	Emergency or temporary accommodation	01428 776 560	5 bedrooms Dog friendly

Other useful contacts			
Medical Practice Haslemere Health Centre Church Lane Haslemere GU27 2BQ	Doctor's Surgery	01428 748 206 8:30 – 6:30pm, Mon-Fri	Car parking Wheelchair accessible Toilets
Haslemere Minor Injuries Haslemere Hospital Church Lane, Haslemere GU27 2BJ	Non-emergency hospital	01483 956 524 8am – 5pm, 7 days a week	X-ray facilities Blood test facilities Small number of overnight beds Basic kitchen facility
Day Lewis Pharmacy Haslemere Health Centre Church Lane Haslemere GU27 2BQ	Pharmacy	01428 656 143 8:30am – 9pm, Mon – Fri 1pm – 9pm, Sat 10am – 5pm, Sun	Consultation room available Wheelchair accessible Parking

Boots Pharmacy 38 High Street, Haslemere GU27 2HJ	Pharmacy	01428 643 717 9am – 5:30pm, Mon – Sat	Wheelchair accessible Charged parking behind
Wellbeing Pharmacy 5-7 Junction Place, Haslemere GU27 1LE	Pharmacy	01428 642 120 9am – 6pm, Mon - Sat	Wheelchair accessible Parking nearby

It is recommended that the location the community chooses to co-ordinate the local activities includes but is not restricted to: Telephone, Internet, Photocopier, Kitchen, Toilets, Uninterrupted Power Supply, TV, radio, Maps, Hi-Viz jackets, Torches, candles, matches, First aid kit, Incident log sheets, food rations.

2.3 Local emergency responders and useful contacts:

Who?	How to contact them	What they mainly do
Police	Dial 999 in an emergency such as a crime in progress For all non-emergency Police reporting dial 101 Find out more: www.surrey.police.uk/	Responding to incidents together with the other emergency services The co-ordination of the emergency services, local authorities and other organisations during an emergency
Fire	Dial 999 in an emergency. Find out more: http://new.surreycc.gov.uk/people-and-community/surrey-fire-and-rescue Haslemere Fire Station: 0345 600 9009	Responding to incidents together with the other emergency services Fire-fighting and fire prevention Detection, identification, monitoring and management of hazardous materials and protecting the environment
Ambulance & NHS	Dial 999 in an emergency NHS non-emergency number: 111 Haslemere Ambulance Station: 0300 123 0999 Find out more: www.secamb.nhs.uk/	Responding to incidents together with the other emergency services Identify and alert the appropriate receiving hospitals
Surrey County Council	03456 009 009 (8am-6pm weekdays) SMS: 07527 182 861 Highways emergencies 0300 200 1003 Adult and Children Social Care Emergency Duty Team 01483 517898 (6pm-8am weekdays and 24 hours a day on weekends and bank holidays) Find out more: http://www.surreycc.gov.uk/	Support the emergency services Help the community recover May act to protect property from flooding by water from the highway where there is a failure of the highway drainage system Help facilitate road closures and diversions
Waverley Borough Council	Waverley Borough Council Tel: 01483 523333 https://www.waverley.gov.uk/ email: emergency.planning@waverley.gov.uk 24hr emergency line: 0333 011 8220(press 2) Out of hours: 01483 523200	Support the emergency services Help the community recover Help facilitate the provision of emergency accommodation Identify and set-up a safe place for community to stay after being evacuated - known as rest centre

In some cases, emergency services, local authorities and other organisations cannot deal with an emergency alone as part of their normal day-to-day activities. They will have to prioritise those in greatest need and/or may not be able to reach you immediately.

Community members can play an important role in reducing the impacts of an emergency on their community and complement the work of local emergency responders by planning and preparing for it. This can be achieved by producing a community emergency plan, keeping it up to date and exercising it on a regular basis (at least on a yearly basis). The plan details how to provide support to members of your community in a co-ordinated manner.

3 Shared Parish Resources:

3.1 Location of Defibrillators in Grayswood, Haslemere and Hindhead:

For the most up to date list of defibrillators please go to <https://www.defibfinder.uk/>

3.2 Location of grit bins in the Haslemere Parish

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	Next to Café Twenty5	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

3.3 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

Haslemere Public Toilets	40
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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
- Haslemere public toilets at Lion Green

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

4 Additional resources

4.1 Templates

4.1.1 Appendix A – Issues log template

4.1.2 Appendix B – In Case of Emergency template for residents to complete.

Appendix A – Issues log template

Reference	Location	Description of Problem	Solutions Identified	Action Required	Open	Closed
<i>EXAMPLE</i>	<i>Philpot Lane roadside ditches</i>	<i>Ditches blocked leading to road flooding</i>	<i>Ditch owners to be identified</i>	<i>- organise regular community clean-up day</i> <i>- promote and encourage regular maintenance by owners</i>		
01						
02						



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	
Surrey County Council	03456 009 009	www.surreycc.gov.uk
Waverley Borough Council	0333 011 8220 (press 2)	www.waverley.gov.uk
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
 Heart Sussex and Surrey: 97.5-102.7FM



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.

