

Crookham Village Parish Council

Community Emergency Plan V7

Plan last updated on: January 2025

**If you are in immediate danger call
999**



CabinetOffice



Plan distribution list

Name	Role	Phone number/email address	Issued on
Hampshire and Isle of Wight Local Resilience Forum	Community Resilience Group	community.resilience@hants.gov.uk	Oct-14
Contact for severe weather	District Liaison Officer Joint waste team (4x4 trained)	Matt Landucci Matt.landucci@basingstoke.gov.uk 01256 845278 (office) 07860 416651 (mobile)	
Crookham Village PC	Chairman	Simon Ambler 01252 625808 simon.ambler@crookhamvillage- pc.gov.uk (Not 24 hrs)	Jan-25
Crookham Village PC	Lead Emergency Plan	Cllr. Philip Ashton philip.ashton@crookhamvillage- pc.gov.uk (Not 24hrs)	Jan-25

Plan amendment list

Date of amendment	Date for next revision	Details of changes made	Changed by
16 Jan 15	16 Jul 15	Initial Issue	R.E CVPC
25 Feb 15	16 Jul 15	ZCC Instructions	R.E CVPC
5 Jul 16	5 Jul 17	Update contacts	D.J CVPC
5 Sept 17	Jul 18	General updating	P.K CVPC
27 Jan 2021	April 2021	General updating	Clerk to the Council
3 March 2022	March 2023	General updating	Clerk/CMs/DJ/JE/HCC
31 January 2025	March 2027	Add Hareshill Add Planning for Terrorism (Martyn's Law)	P.A CVPC

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Introduction

District Councils, under the Civil Contingency Act 2004, are Category 1 responders and provide a range of services which may be called upon, at any time of the day or night by other agencies as part of a response to an emergency. Whilst they are not an emergency service, Hart District Council's response must be swift and coordinated with mobilization of the Council's resources often at short notice.

In response to a major emergency, Hart District Council will principally be required to:

- Support emergency services with resources – in most cases this will involve no more than the provision of services normally provided by the Council.
- Look after the care and welfare of people.
- Maintain the infrastructure.
- Protect the environment.

Once the emergency phase is over and moves to the recovery phase, depending on the type of emergency, Hart will take the lead role in remediation. All agencies that may be involved in emergency response and recovery at the local level will work to the following set of combined objectives:

- Saving and protecting life
- Relieving suffering
- Preventing the emergency from further escalation.
- Warn and inform the public.
- Protecting the health and safety of personnel
- Safeguarding the environment
- Protecting property
- Maintaining and restoring critical services
- Promoting and facilitating self-help in the community
- Facilitating investigations and inquiries (e.g. by preserving the scene and effective records management)
- Facilitating the physical, social, economic, and psychological recovery of the community.

- Evaluating the response and recovery and identifying lessons learnt.

Implications for Hart District Council may include:

- The establishment of the Emergency Control Centre
- The need to dispatch an Incident Liaison Officer to the Multi-Agency Incident Control Point or other locations as necessary
- Significant media interest
- Responding to large volumes of public inquiries
- Displaced members of the public
- Disruption to normal services
- Establish and maintain round the clock working
- Pressure on resources
- Mutual aid to other District Councils

In all events, the Crookham Village Parish Council will act in support of, and be guided by, Hart District Council.

Aim

The aim of the Crookham Village Parish Council Emergency Plan is to enable the Parish Council to work alongside, and support, Hart District Council and Hampshire County Council Resilience teams in any large scale emergency.

Local risk assessment

Risks	Impact on community	What can the Community Emergency Group do to prepare?
Disease	Local health and wellbeing of community Local economy	Act as requested by Hart or Hampshire Officers
Inland Flooding. Over the coming years, rising temperatures and an increase in the frequency and severity of extreme weather events are likely to raise the risk of flooding in the local area. The main types are river flooding, surface water flooding caused by excess rainfall and groundwater flooding caused by a high water table.	Risk to life (people and animals) Damage to property, businesses, agricultural land, roads, structures and infrastructure. Pollution and contamination of local environments Long-term damage to businesses and agriculture Disruption to utilities, electricity, and water supplies	Identification of where the flood water could go and who and what is at risk. How to alert residents if there is a flood risk Support vulnerable parishioners if their properties are at risk.
Severe Weather Over the coming years, we are likely to see rising temperatures and sea levels, and an increase in the frequency and severity of extreme weather events in the local area. UK and local weather forecasting can now give warning of most events and offer general advice	Storms and Gales Danger to life from windswept objects and structural failures Damage to property. Damage to infrastructure and communications networks. Travel disruption. Low Temperatures and Heavy Snow Travel disruption.	Identify vulnerable parishioners – use Crondall Crookham Welfare Trust & Hart Voluntary Action Identify key support personnel such as medically trained, 4x4 owners, chain saw owners etc. Short term support for vulnerable using above assets. Monitor weather reports and advise locally as necessary. Identify local farmers with snow ploughs.

	Vulnerable people exposed to health threatening temperatures. Power and water failures. School and public building closures. Heatwaves An increased number of admissions to hospital and consultations with GPs due to sunburn, heat exhaustion, respiratory problems, and other illnesses such as food poisoning. Road surfaces deteriorating as tarmac begins to melt.	If necessary, ensure vulnerable people removed to a central and warm facility.
Loss of Critical Infrastructure Critical Infrastructure is the name given to all of the different essential services which we rely on as part of modern society and the economy. The UK's critical infrastructure is made up of electricity, water, gas, oil/fuel, transport, telecoms, food, health and financial services.	People exposed to poor sanitation and lack of drinking water. Homes without heating and limited ability to heat food and water. Limited ability to keep food cold or frozen. No fuel from filling stations People unable to get cash from cash machines or make card purchases. Limited telecommunications (including mobile phones). Civil unrest.	Identify vulnerable people who will need special treatment in the event of a utilities outage. Identify how to get water etc. to vulnerable parishioners. Liaise with utilities companies and police to be able to advise how long outages might last.
Aircraft Incident Aircraft from 3 local airfields overfly the Parish. There is a remote risk of an aircraft crashing within the Parish	Homes might be damaged and transport disrupted. Possible loss of life.	Availability of emergency numbers. Short term support to parishioners who may be evacuated from their homes.
Acts of Terrorism HHCC and ZCC centres come under the moderate threat levels as determined by Martyn's Law, both have capacity for 200 attendees. Such events cannot be anticipated. To comply with Martyn's Law a walkabout of both centres took place with Community Safety Officer.	Shock, local health and wellbeing.	Act as requested by attending statutory services. Advice was to evacuate from threat if it's inside of the building. Threat outside building – make secure & call 999

Local skills and resources assessment

Skill/Resource	Who?	Contact details (Not 24hrs)	Location	When not available?
Trained first aider	Tabby Powell Lucy Norris Anna Wierzbinska	07980 299221 07980 299217 07503713921	Local area	Out of office hours or when on leave
Doctor				
Nurse				
Water/food supplies	Londis Shop	01252 623 050 07812 076775	25 Frenchmans Creek	Out of Hours
Further Supplies	Chemist Co-Op Co-Op Tesco Sainsbury		Aldershot Rd Aldershot Rd Albany Park Reading Road Service Stn Crookham Park (formerly QEB)	
Identifying vulnerable residents	Calls and Visits	07795 931062 CallsAndVisits@gmail.com		
Volunteer driver				

Key locations identified with emergency services for use as places of safety

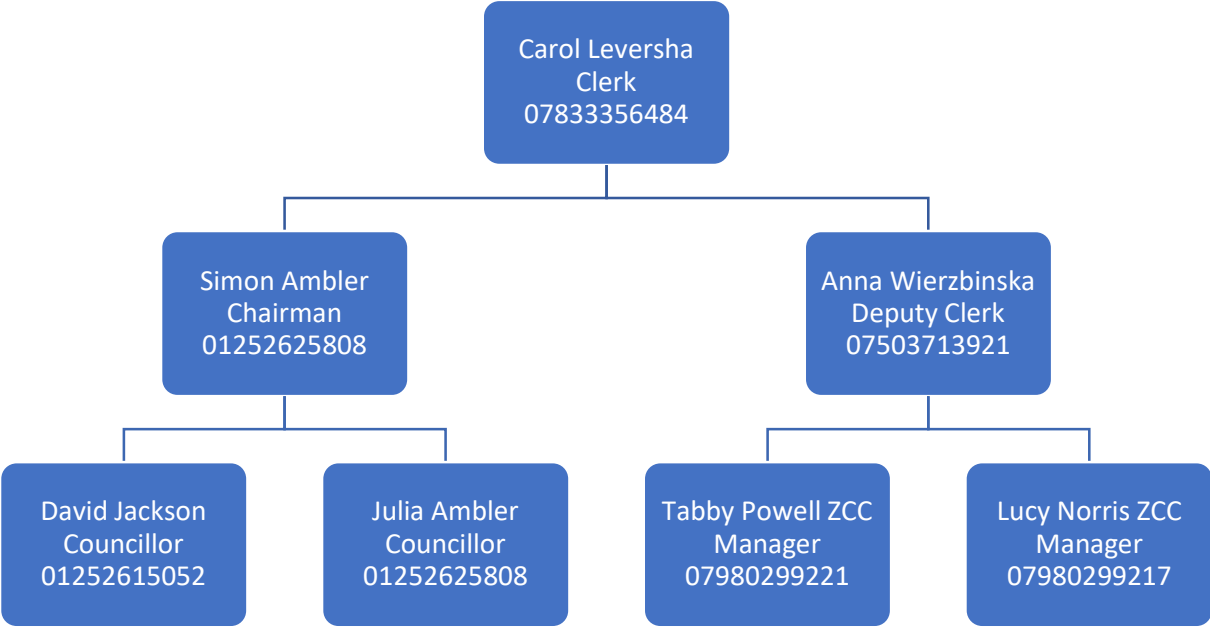
Building	Location	Potential use in an emergency	Contact details of key holder
WI Hall	The St, Fleet GU51 5SJ	Rest Centre/safe place	Sue Foster 01252 617989 Clerk 01252 810568
ZCC	Danvers Drive GU52 0ZE	Rest Centre/safe place Control Room	Tabby Powell 01252 615003 Lucy Norris 01252 615003 Clerk 01252 810568
HHCC	Millpond Avenue GU51 5EN	Rest Centre / Safe place	Tabby Powell 01252 615003 Lucy Norris 01252 615003 Clerk 01252 810568
Crookham Social Club	The Street Fleet GU51 5SJ	Rest Centre/Safe Place	The St, Fleet GU51 5SJ 01252 615740

Emergency contact list

	Name Philip Ashton
	Title: Community Emergency Coordinator
	Telephone contact (Not 24hrs): 01252 810568
	Email: philip.ashton@crookhamvillage-pc.gov.uk
	Name Cllr Simon Ambler
	Title: Chairman, CVPC
	Telephone contact (Not 24hrs): 01252 625808
	Email: chairman@crookhamvillage-pc.gov.uk
	Emergency Planning & Resilience Team, Corporate Services Hampshire County Council, The Castle, Winchester, SO23 8UJ in office number is 01962 846846 out of hours 01962 845 180
Flooding	Environment Agency Incident Hotline: 0800 807060 National Flood Forum: 01299 403055
	<i>In Emergency ALWAYS call 999</i>

Telephone tree – Community Emergency Group

The phone tree works as a pyramid, with the coordinator at the top making the first call to two or more people. In turn, they call an assigned set of people and so on, until the tree is complete.



Activation triggers

How our plan will be activated.

1. On receipt of call from Hampshire County Council Emergency Planning Duty Officer
2. On receipt of a call from Matt Landucci - Hart Emergency Planning Officer
3. On receipt of a call from the Police or Fire Services
4. On receipt of flood warning from the Environment Agency
5. Exceptionally severe weather when other services are overloaded.
6. Self -initiate if a major infrastructure failure that cannot be rectified in short term.

First steps in an emergency

	Instructions	Tick
1	Call 999 (unless already alerted)	
2	Ensure you are in no immediate danger	
3	Contact the Community Emergency Group and meet to discuss the situation. Use callout pyramid/Skype/Zoom if face to face not possible.	
4	Open a log – carefully record all events: • Key Decisions • Rationale behind the action/decision • Time action/decision was taken	
5	Check what communications are available and whether a local radio station is available. If power outage consider other options to connect with residents. Door to door – loudspeakers.	
6	Prepare to brief Community Emergency Group	
7	If necessary, establish links to Hart and Hampshire Emergency Planning, and any 1 st or 2 nd responders as necessary	
8		
9		
10		

Community Emergency Group first meeting agenda

Date:

Time:

Location:

Attendees:

1. Items for Urgent Attention?

What is the current situation?

Location of the emergency. Is it near:

A school?

A vulnerable area?

A main access route?

Type of emergency:

Is there a threat to life?

Has electricity, gas or water been affected?

Are there any vulnerable people involved?

Elderly

Families with children

What resources do we need?

Food?

Off-road vehicles?

Blankets?

Shelter?

2. Establishing contact with emergency responders

3. How can we support the emergency services?

4. What actions can safely be taken?

5. Who is going to take the lead for the agreed actions?

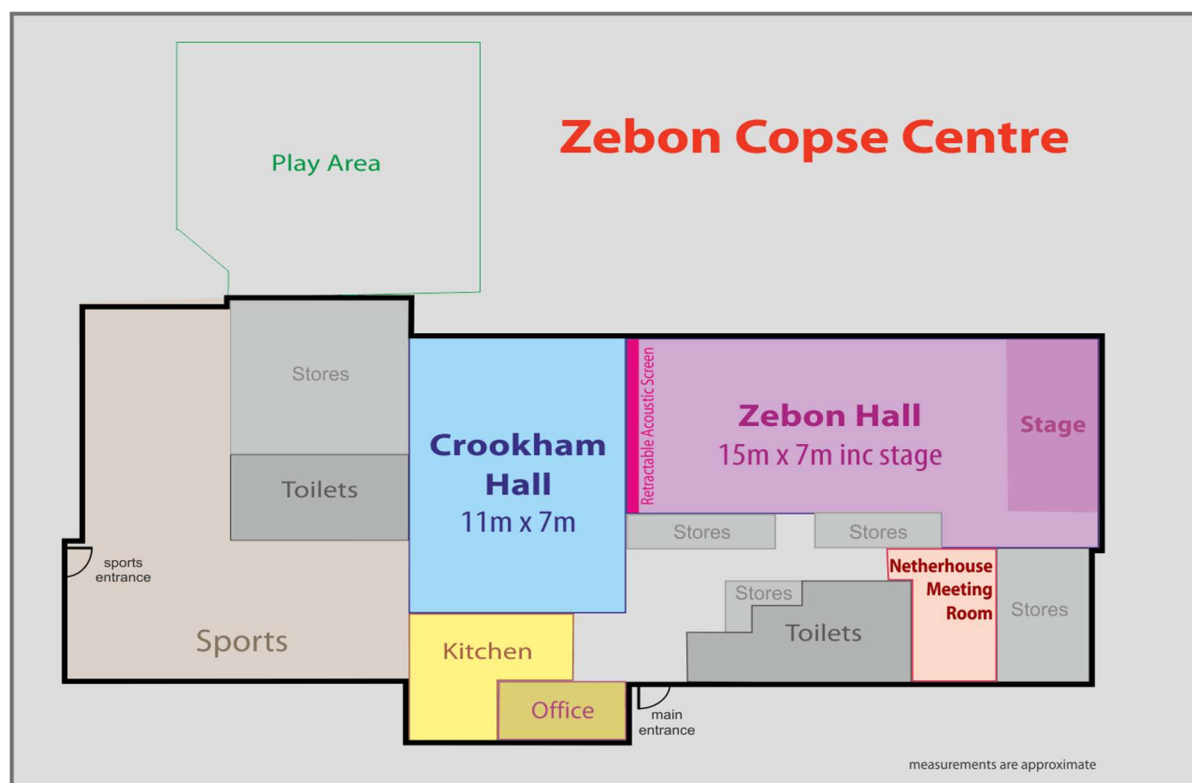
6. Any other issues?

Establishing contact with emergency responders

Emergency services (if life is at risk)	999
Environment Agency Floodline	0845 988 1188
National Flood Forum (For flood defence advice)	01299 403 055
Hampshire Constabulary (non-emergency)	101
Hampshire Fire and Rescue (non-emergency)	02380 644 000
Hampshire County Council Hants Direct Mon- Fri: 8am- 8pm Sat: 9 am – 4 pm	0845 603 5638
Emergency Planning (Will direct to an emergency pager if necessary)	01962 846846
NHS Direct	111
Gas leaks	0800 111 999
Electricity	08457 331 331
Hart District Council Mon- Thurs: 8.30am – 17.00pm Fri: 8.30am – 16:30 pm	01252 622122
Thames Water	0845 9200 800

Annex A – Entry to the Zebon Community Centre

1. BUILDING PLAN



2. KEYS

Master keys and fobs are held by the CMs, Clerk, Deputy Clerk, RFO, Chairman and Cllr Jackson.

A master key is required to open the front door, the office door, the AV cupboard and the internal connecting doors between the Crookham hall and the sports pavilion end of the building. A separate key is required for the external door to the sports pavilion end of the building.

In the plastic box on the desk in the office is a key for the office key press and a key for the external boiler cupboard can be found in there. There is also a key for the external boiler cupboard in the kitchen drawer next to the cooker (for hirers use to access main power switch in an emergency).

3. ACCESSING THE BUILDING

Instructions to enter and secure the Zebon Community Centre building are below. Keypad entry code and key safe entry code are changed regularly please check with Centre Managers or Clerk. Please see instructions for Key safe at the end of this document.

To enter the building, use the key to unlock the double lock at waist height and then enter the current code into the keypad situated on the wall to the right of the main door. The door will release and can be pulled open. The alarm will start ringing at this point and to dis-alarm, please present the fob to the PROX



symbol on the top left hand corner of the alarm pad situated on the wall, just inside the main door on the right hand side.

Light switch on left hand side of the front door.

To alarm the building on exiting, present the fob to the PROX  symbol and the panel will ask “Do you want to Arm System” Please present the fob again to the same place and the alarm will start to sound. Exit the through the front door and firmly close the door and double lock it. The alarm will continue to sound for a few seconds and then fall silent to indicate that it has been set correctly.

Note – above instructions set Zone 1 of the building only. Please see below for setting Zone 1 (Area A - main building halls, etc) and Zone 2 (Area B - sports pavilion).

INSTRUCTIONS FOR COMBINED ZONE 1 & ZONE 2 FOB HOLDERS AT ZCC

Note all CVPC key/fob holders have been issued with combined Zone 1 and 2 fobs

Please be aware that if you use your fob to dis-alarm the building on arrival you will unset both Zones 1 & 2 (the whole building).

Zone 1 or Area A – Main Building

Zone 2 or Area B– Sports Pavilion

Scenario A (controlling both Zones 1 & 2) - If you have arrived to an empty building and used your fob to dis-alarm you will have unset the whole building. You will therefore need to make sure on exit that at the front door lobby panel you alarm both Zones 1 & 2, starting with Zone 2 as follows:

Zone 2 (area B)

STEP ONE: present fob to Prox symbol. The panel will show “Do you want to arm?”



STEP TWO: press the “Area” button and choose no. 2 – Sports Area B

STEP THREE: press yes – the alarm panel will flash whilst it alarms this end of the building but will not make any sound. Wait until the panel is showing “Part Armed” before you move on to set the remaining zone (zone 1 / area A).

Zone 1 (area A)

STEP ONE: present fob to Prox symbol. The panel will show “Do you want to disarm?”. Press No.

STEP TWO: the panel will then show “Do you want to arm?” Press the “Area” button and choose no. 1 – Area A.

STEP THREE: press yes – the alarm will start sounding and you must exit through the front door and lock the front door with the key

Scenario B (just setting Zone 1) - If you have arrived and the main building is already open and in use by a regular or casual user then they will have only unset Zone 1 (due to the capabilities of their fob, programmed as a Zone 1 user only). If you are responsible for then setting the alarm on exit and Zone 2 is still set, you will notice screen will show “Part Armed” to reflect that the alarm is set in that part of the building.



Follow the instructions above to set Zone 1 (Area A) only which requires alarming before departure.

4. EMERGENCY CONTACTS

ZCC Staff and Parish Council emergency contact numbers:

Lucy Norris	Community Centre Manager	07980 299217
Tabby Powell	Community Centre Manager	07980 299221
Carol Leversha	Clerk to the Parish Council	01252 810568 (07833 356484)
Anna Wierzbinska	Deputy Clerk to the Parish Council	07503 713921

5. FIRE SAFETY

Fire Alarm

There are two main control panels, one on the wall in the lobby area and the other in the pavilion. The access code for the control panels is 2143 (use vertical number keys). Instructions to silence the fire alarm are provided next to the panel itself.

There are 6 alarm points at ZCC situated as follows:

1.	Lobby Area (by main door)
2.	Crookham Hall (by fire exit)
3.	Zebon Hall (by fire exit)
4.	Meeting Room (by fire exit)
5.	Sports Pavilion (by main external door)
6.	External boiler room

Fire Safety Instructions

A copy of these are located next to the fire panel.

Fire Extinguishers

The following fire extinguishers are situated in ZCC

Location	Foam Extinguisher	CO ²
Lobby	1 x 6 litre	1 x 2 kg
Kitchen		1 x 2kg
Crookham Hall	1 x 6 litre	1 x 2kg
Zebon Hall	1 x 6 litre	1 x 2kg
Netherhouse Meeting Room	1 x 6 litre	
Sports Pavilion	1 x 6 litre	
	5	4

Kitchen Fire Shutters

The kitchen shutters facing both the lobby area and Crookham Hall are linked to the fire alarm system. Should the fire alarm system be activated (even in a test situation), the kitchen shutters should automatically close.

The shutters can be manually opened or closed using the key boxes to the right of each shutter (the keys for which are kept in the box itself).

The power boxes for the shutters are in the roof space and can be accessed by lifting the ceiling tiles above the shutters themselves.

6. FIRST AID AND DEFIB

The First Aid Kit and Eye Wash Station are situated in the kitchen to the left of the oven. The Centre's accident book is also found here.

There is also an eye wash station and fully stocked, locked first aid cabinet in Changing Room One of the Sports Pavilion. The key for this is located in the pavilion key safe, code 1966. This is for weekend regular users.

There is a defib located on the external wall of the building by the entrance door to the Sports pavilion.

7. GAS AND ELECTRICITY

Gas

The ZCC gas meter is situated in the boiler cupboard to the left of the pavilion external entrance. The emergency control valve is located here and is clearly marked.

Electricity

The ZCC electricity meter is situated in the boiler cupboard to the left of the pavilion external entrance.

The main fuse board is also situated in the boiler cupboard with 3 other sub-boards situated in the Centre itself as follows:

1. **Lobby Store 1 (Cleaner's Store)**
2. **Stage Recess**
3. **Caretaker Store**

The switch to reset the electricity is in the wall mounted box (marked with an electricity sign) on the left-hand side of the external boiler cupboard.

Note: as detailed above the external boiler cupboard key can be found in the key press (key press key found in the plastic box on the desk in Manager's office).

Solar Panels

The Centre has solar panels installed on the roof. The batteries for these are located in the decommissioned shower area of the sports pavilion.

8. WATER

The stop cock for ZCC is situated in the caretaker's store in the lobby area (next to the disabled toilet). This cupboard is usually left unlocked. The stop cock for the sports pavilion end of the building is the low tap switch behind the boiler in the external boiler cupboard.

9. PARTITION WALL

The partition wall that separates the Crookham and Zebon Halls is operated by a 'Z' shaped key. This key and full instructions for opening and closing can be found on top of the fridge. It is the responsibility of hirers to open and close the partition wall if they have hired both halls.

10. EMERGENCY ACCESS

If emergency access is required to the rear of the building please note that there are keys for the bollards from the overflow car park to the field and height restrictor in the office key press, hooks numbered 68 and 69. If Centre access is not possible a duplicate set of these keys is available in the key safe in the pavilion end of the building. Pavilion key safe, code 1966.



Access information as follows:

The code is changed regularly, contact CMs or Clerk and opening and closing instructions are as follows:

1. Press down on the CLEAR button.
2. Enter the current combination. If you enter incorrectly press down on the CLEAR button again to reset the buttons and try again.
3. Turn the OPEN handle clockwise through 180° to open and the lid will drop open. On turning the handle, the combination will clear.

To relock, close the lid and turn the OPEN handle anti-clockwise through 180° back to the locked position.

Please use any of the following numbers in the case of emergency

You should dial 999 in the event that the Police, Ambulance and/or Fire Service are required.

Lucy Norris	Zebon Community Centre Manager	07980 299217
Tabby Powell	Zebon Community Centre Manager	07980 299221
Carol Leversha	Clerk to the Parish Council	01252 810568

Angela Sayers	Parish Council Finance Officer	01252 622606
Simon Ambler	Parish Council Chairman	01252 625808
David Jackson	Councillor	01252 615052
Anna Wierzbinska	Deputy Clerk to the Parish Council	07503713921

Annex B – Hareshill Community Centre

Fire Alarm Information
HHCC Information

1. BUILDING PLAN



2. KEYS

Front door keys and fobs are held by the CMs, Clerk, Deputy Clerk, Chairman and cleaner.

There is a separate key to open the office door and a master key for internal doors/cupboards. Office keys are held by the CMs, Deputy Clerk, Chairman and cleaner.

In the plastic box on the desk in the office is a key for the office key press providing access in an emergency.

3. ACCESSING THE BUILDING

Instructions to enter and secure the Hareshill Community Centre building. Keypad entry code are changed regularly please check with Centre Managers or Clerk.

To enter the building, use the key to unlock the door and then enter the current code into the keypad situated on the wall to the right of the main door. It will be Call button plus 4 digits followed by Call button again. The door will release and can be pulled open. The alarm will start ringing at this point and to dis-alarm, please present the fob to the PROX symbol on

the top left hand corner of the alarm pad situated on the wall, inside the main door on the right hand side.

All the lights, except those in the hall are controlled by sensors.

To alarm the building on exiting, present the fob to the PROX  symbol and the panel will ask “Do you want to Arm System” Please present the fob again to the same place and the alarm will start to sound. Firmly close the main door and lock it with your key by lifting the handle. The alarm will fall silent indicating it is set correctly.



4. EMERGENCY CONTACTS

Hareshill Staff and Parish Council emergency contact numbers:

Lucy Norris	Community Centre Manager	07980 299217
Tabby Powell	Community Centre Manager	07980 299221
Carol Leversha	Clerk to the Parish Council	01252 810568 (07833 356484)
Anna Wierzbinska	Deputy Clerk to the Parish Council	07503 713921

5. FIRE SAFETY



Fire Alarm

The fire alarm control panel is on the wall in the lobby area. Pictured above.

There are 5 alarm points at Hareshill situated as follows:

1.	Front door
2.	Kitchen Exit
3.	Hall Entry
4.	Hall Exit
5.	Hall Far

Fire Safety Instructions

A copy of these are located on the noticeboard in foyer near to the fire panel.

Fire Extinguishers

The following fire extinguishers are situated in Hareshill.

Location	Extinguisher	CO ²
Lobby	1 x 6 L foam	1 x 2 kg
Kitchen (plus fire blanket)	1 x 6 L wet chemical	1 x 2kg
Hall	1 x 6 L foam	1 x 2kg

Store	1 x 6 L lithium	
	4	3

Kitchen Shutters

The kitchen shutters between the hall and the kitchen are linked to the fire alarm system. Should the fire alarm system be activated (even in a test situation), the kitchen shutters should automatically close.

The shutters can be manually opened or closed using the key box to the right of the shutter (the keys for which are kept in the box itself).

The power boxes for the shutters are situated close to the shutters.



6. FIRST AID AND DEFIB

The First Aid Kit is situated in the kitchen cupboard to the left of the fridge freezer. The Centre's accident book is also found here.

A defibrillator is located on the far end of the Centre near to the external kitchen exit door and bin cupboard. There is an access code for the keypad combination for this unit of C159X and our specific location code is GU51 5EN what3words:///backpacks.boils.stunt.

The defib is registered on the save a life app and the goodSAM app. It is also stored on both Secamb and Scas computer aided ambulance dispatch systems.

This unit is maintained and checked monthly by Richard Taylor:

Richard Taylor

SORT Paramedic – PA42585 Tongham Ambulance Station, The Street, Tongham, GU10 1EP
Community PAD Site Manager & Community First Responder

Email: pad@fleetresponders.co.uk

Mobile: 07730 613547

Battery supplied unit taking AAA batteries. There is a defib power supply box is within the external bin cupboard and this can be reset if power is out (light in small window on this unit would indicate power supply present). If no power present press the grey reset button to restore power.

7. ELECTRICITY

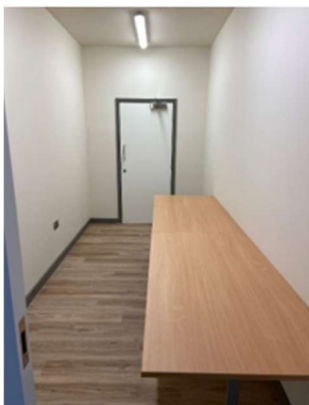
Electricity

The main distribution board is located in the locked walk in cupboard in the kitchen. Photo below. A master cupboard key will open this door.



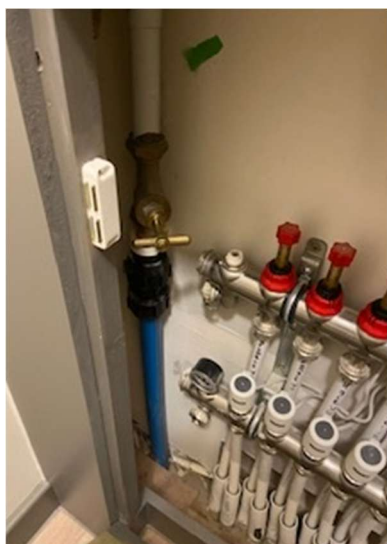
Solar Panels

The Centre has solar panels installed on the roof. The batteries for these are located in the locked space within the walk-in cupboard off the hall. Photo below.



8. WATER

The stop cock is in the locked foyer cupboard. This cupboard is usually left locked. Main supply outside near the approach road.



9. PARTITION WALL

The partition wall that separates the hall and the meeting room is operated by a 'Z' shaped key. This key for opening and closing can be found in the office.

10. EMERGENCY ACCESS

Please use any of the following numbers in the case of emergency

You should dial 999 in the event that the Police, Ambulance and/or Fire Service are required.

Lucy Norris	Community Centre Manager	07980 299217
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