



Ashurst and Colbury Parish Council

Community Emergency Plan

Helping your community to:

- Prepare for
- Respond to
- Recover from

Emergencies in your area

Last updated: 05/11/2025



Local Resilience Forum
Hampshire & Isle of Wight

Introduction

Key information		
Community name	Ashurst and Colbury	
Date of last review	05/11/2025	
Date of next review		
Point of contact	Name	Caroline Hubbard
	Email address	c.hubbard@ashurstandcolbury-pc.gov.uk
	Phone number	07949 652712
Secondary point of contact	Name	Sue Robinson
	Email address	s.robinson@ashurstandcolbury-pc.gov.uk
	Phone number	07825514696

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

Key risks for Ashurst and Colbury

- Flooding/surface water
- Supply outage (Water, electricity, gas, internet)
- Sanitation issues
- Extreme weather
- Major fire
- Cyber attack
- Pandemic

Contents

Introduction	2
Emergency Checklist – what to do in an emergency	4
How will you respond to the emergency?	5
Emergency Coordinators.....	5
Emergency Activation	5
Muster Point	5
Local vulnerabilities.....	6
Vulnerable sites.....	6
Finding out about vulnerable people in an incident.....	7
Vulnerable areas	8
Local assets & community emergency hub.....	9
Flow chart - who to escalate an issue to.....	10
Blocked drain.....	11
Water leak.....	12
Loss of electricity.....	13
Loss of gas.....	14
Loss of mobile service.....	15
Loss of phone or broadband.....	16
Action cards.....	17
Flooding.....	18
Adverse Weather	19
Loss of Utilities	20
Human Health	20
Contacts and escalation	21
Map of Ashurst	23
Surface water map.....	24

Emergency Checklist – what to do in an emergency	
1	Get in touch with your team, and come together It is better to meet in-person, but you can meet online if that is easier. <u>Do not put yourself in danger to meet in-person.</u> Use the contacts/call tree section - How will you respond to the emergency?
2	Gather information Find out what is going on. Use a range of sources, including local contacts, the news, alerts like those from the Met Office and Environment Agency and social media.
3	Assess risks What are the impacts of the situation on your community. Consider your vulnerable areas, and vulnerable people. Use the Local vulnerabilities section - Local vulnerabilities
4	Consider powers, policies, and procedure Think about what is, and is not, your responsibility. Some things, such as evacuations and rescue, are the sole responsibility of emergency responders. However, you do have the ability to support with welfare, and help your community where you can.
5	Identify options Use the action cards, and determine how you can help. Consider your local assets. Agree the best course of action. Use the Action cards - Action cards Use the Local Assets - Local assets
6	Take action, and review what has happened
7	Repeat this process

How will you respond to the emergency?

Emergency Coordinators

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

Name	Mobile number	Home number / email	Address	Other key information
Sue Robinson	07825514696	s.robinson@ashurstandcolbury-pc.gov.uk	4 Wingrove Road	
Caroline Hubbard	07949652712	c.hubbard@ashurstandcolbury-pc.gov.uk	5 Wingrove Road	
Trevor Jakeman	07449 164868	t.jakeman@ashurstandcolbury-pc.gov.uk		
Esther Taylor	07305 246203	e.taylor@ashurstandcolbury-pc.gov.uk		
Mandy Evans		ashurstandcolburynw@gmail.com		

Emergency Activation

Use Parish Council Whatsapp group.

Muster Point

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

	Address	Keyholder	Keyholder contact details
Muster Point	St Joseph's 8 Lyndhurst Road SO40 7DU		

Local vulnerabilities

Vulnerable sites

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

Vulnerabilities to consider:

- Those that might find it difficult to understand emergency information
- Those who may have trouble moving around
- Those who are frail, and more susceptible to health impacts of cold and hot weather

Name	Vulnerability	Contact details	Address	Other key information?
Oak Tree Lodge	Care Home	02380 292311	114 Lyndgurst Road	19 residents. Elderly
Beech Court	Residential accommodation	02380 291080	2a Beech Road	6 residents. Younger adults/LD/autism
Oakhurst Lodge	Care Home	02380 293589	137 Lyndhurst Road	8 residents. Severe LD, complex needs

Finding out about vulnerable people in an incident

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

Ask local charities or groups

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

Organisation	Vulnerable people they may know of	Point of contact and job title?	Contact number	Address	Other key info
Neighbourhood Watch		Mandy Evans			
Outreach	Elderly, and those with mobility issues				
Christ Church					
Parish Magazine deliverers		Clive White	02380 293046		
Probus (Men)		Malcolm Winch	02380 292528		
Probus (Women)		Marian Quantrell	mquantrell@hotmail.com		
WI		Sue Farr			
PCSO		Richard Williams	07554 775469		

Ask via your communication methods

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

Ashurst and Colbury Community Facebook page, Parish Council Facebook page and website, noticeboards

Vulnerable areas

Consider areas within your community which are vulnerable – for example areas at risk of flooding, those who may be cut off if roads become inaccessible, or those who may be additionally impacted by a loss of utilities, such as caravan sites.

Check for **current** flood alerts and warnings: [Live flood map - Check for flooding - GOV.UK](https://www.gov.uk/live-flood-map)
(check-for-flooding.service.gov.uk)

Area of concern	Reason	Number of properties impacted?
Knellers Lane	Flooding; one end of road is closed off	
A35 through Ashurst	Several cul-de-sacs only accessible via A35	

Local assets

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

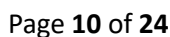
Things to consider:

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

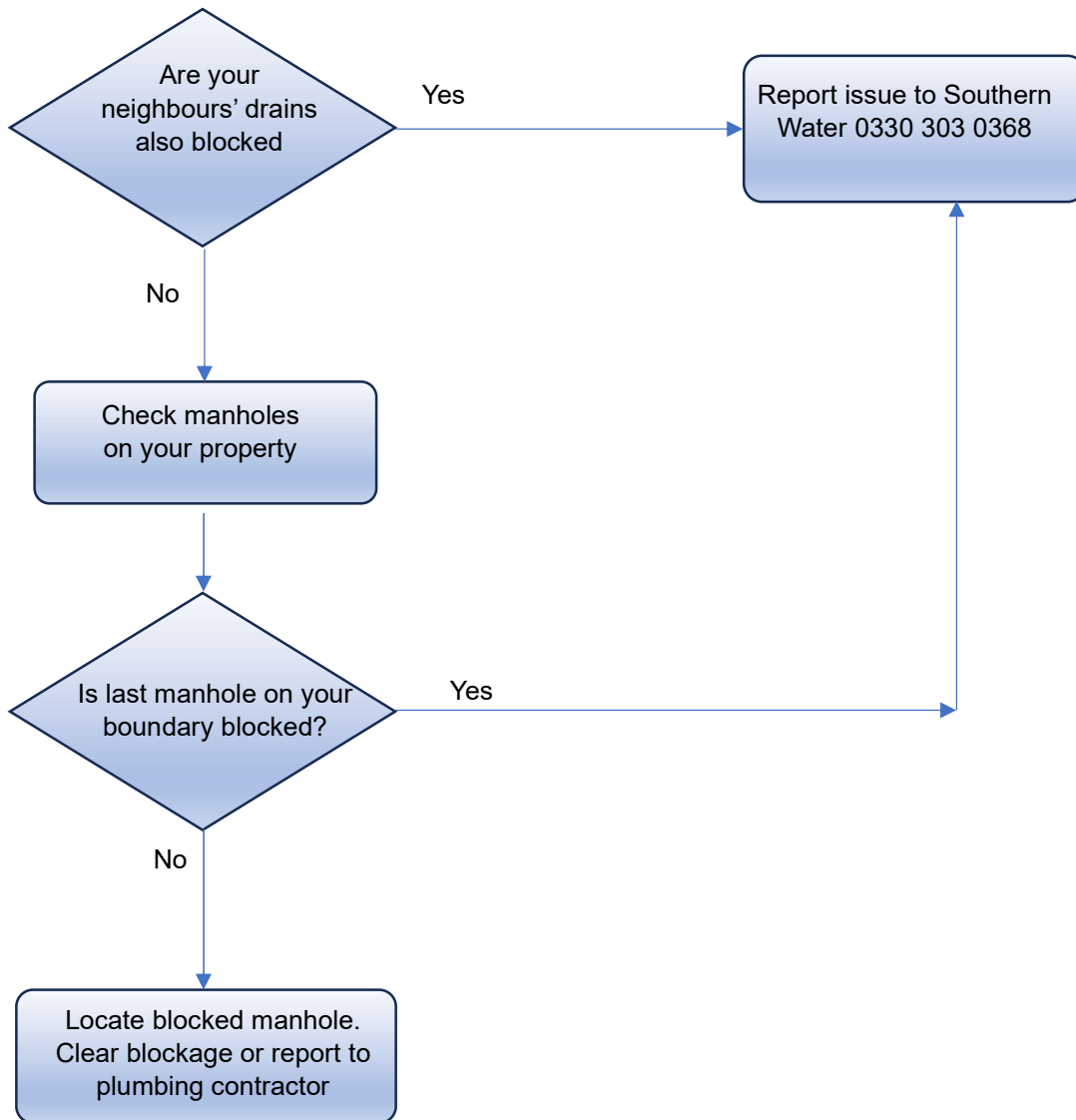
Asset	Who	Contact details	Location	Other key information?
Trained first aider	Caroline Hubbard	07949 652712		
Trained first aider	Sue Robinson	07825 514696		
Defib	Co-Op and Colbury Memorial Hall			
Tractors etc	Longdown Farm			

Your Community Emergency Hub(s)

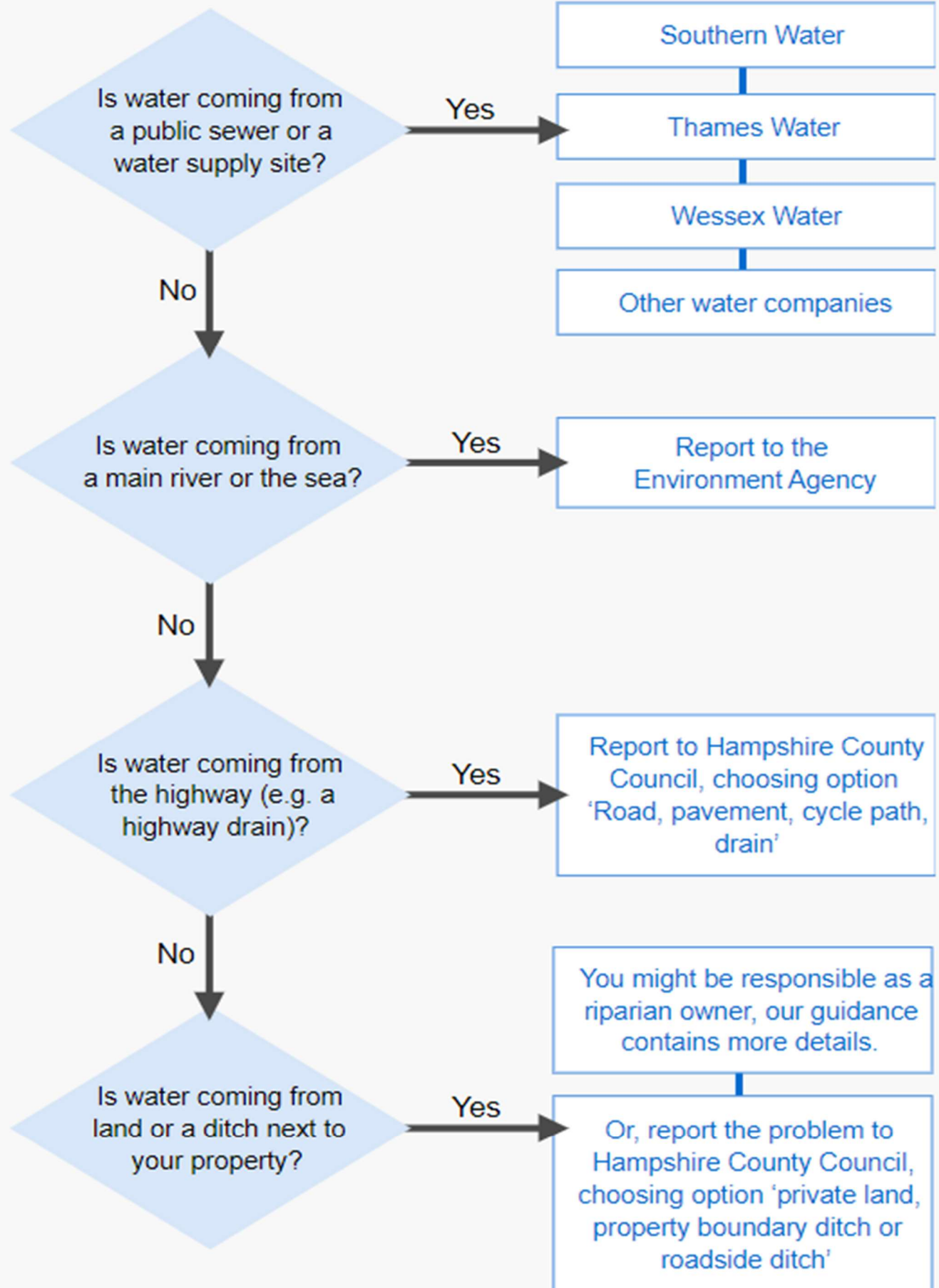
Your Community Hub(s)					
	Address	Capacity	Keyholder	Keyholder 24/7 contact details	Resilience Equipment
Primary	Colbury Memorial Hall	c.500	Caroline Hubbard Sue Robinson	07949652712 07825514696	
Secondary	New Forest Hotel SO40 7AA		Landlady		



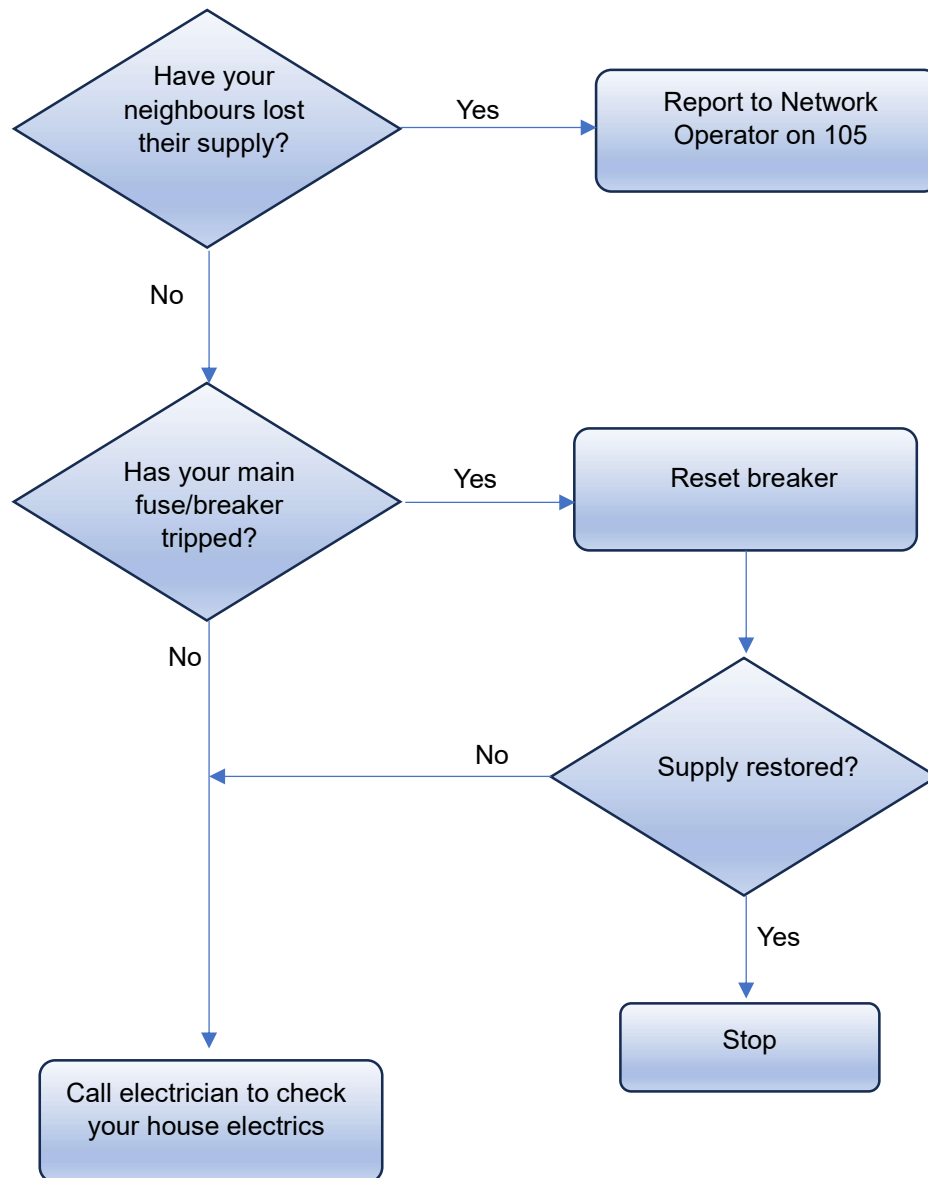
Who to report blocked drain issues to – flow chart



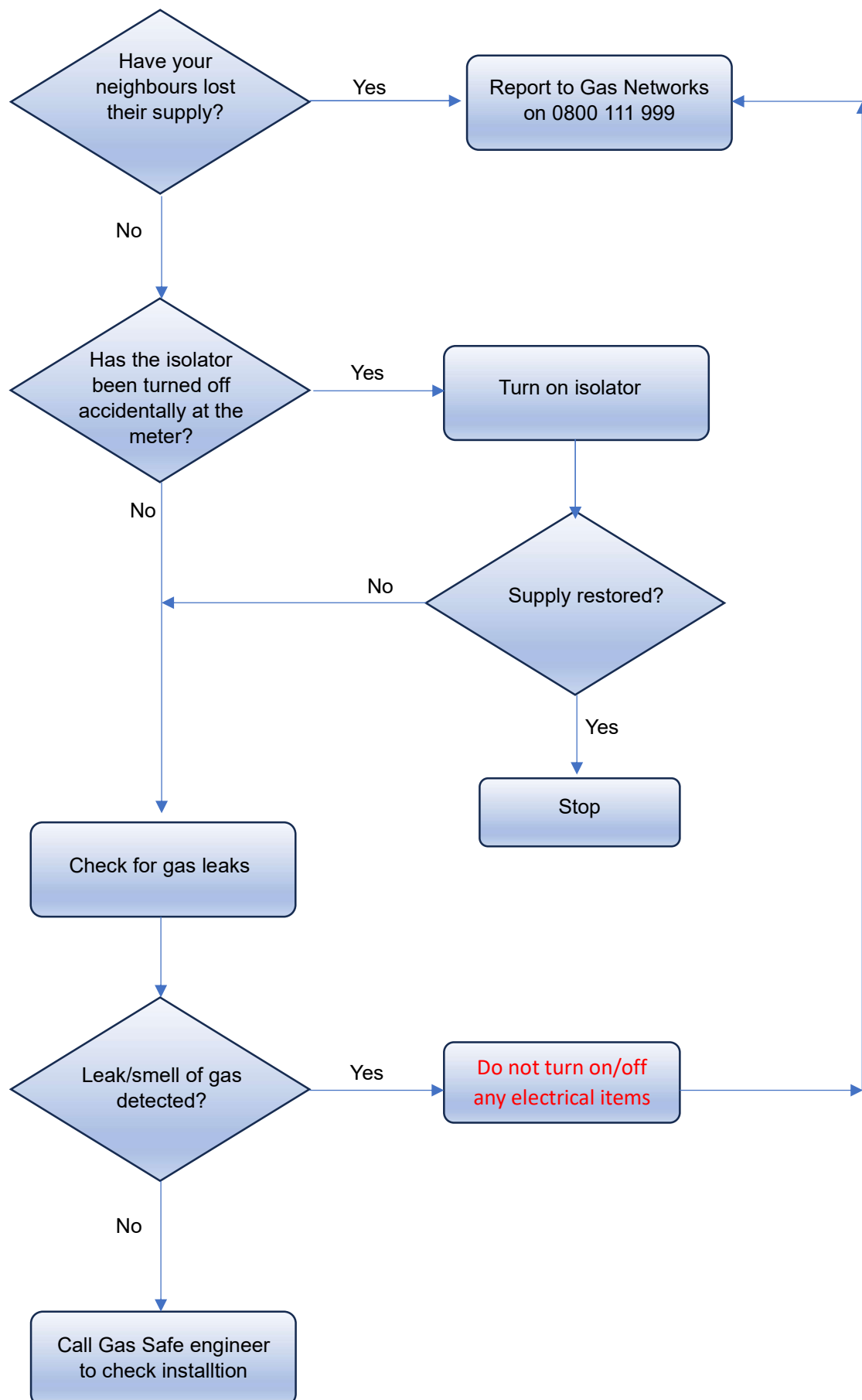
Report to the relevant body



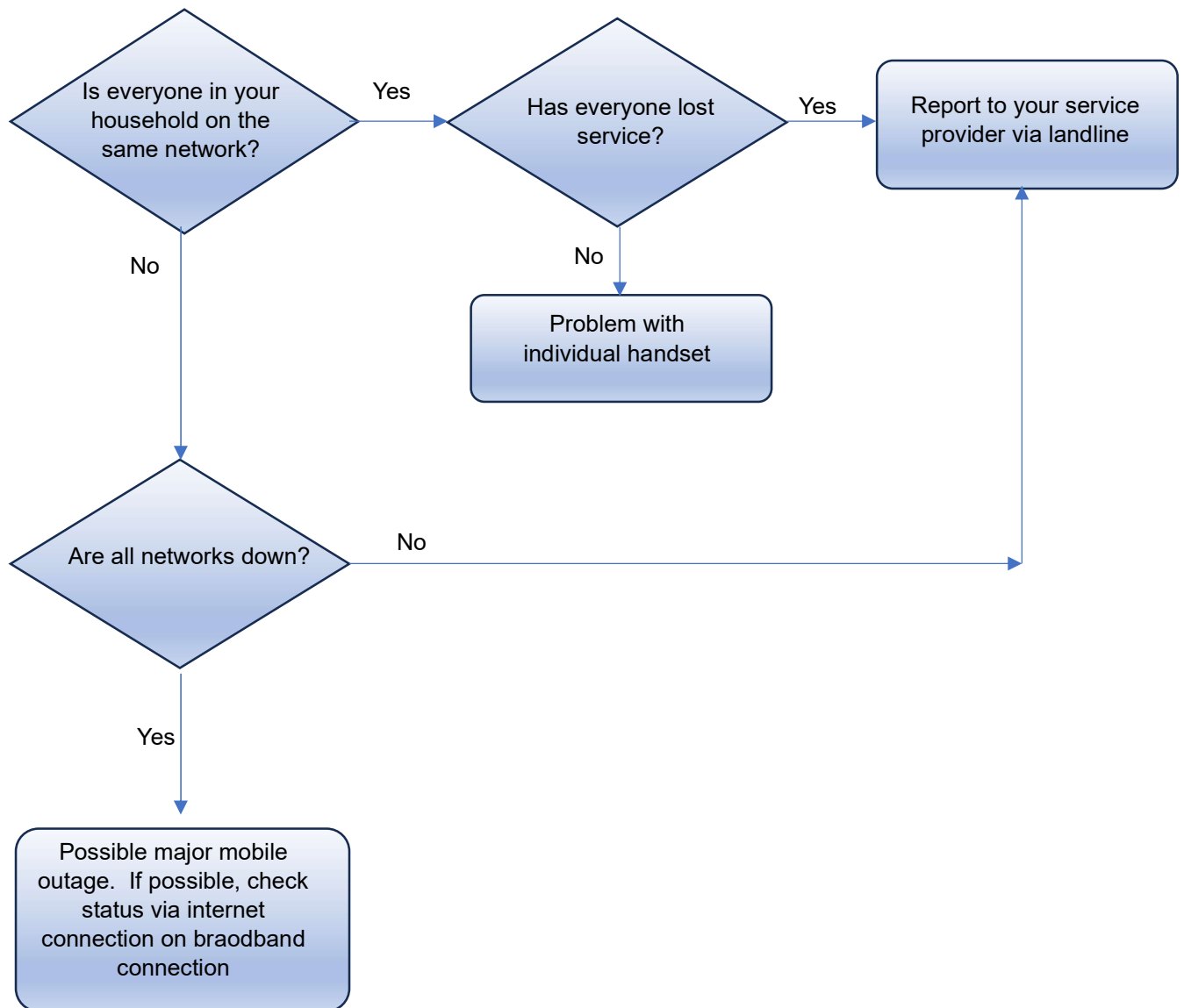
Who to report loss of electricity supply to – flow chart



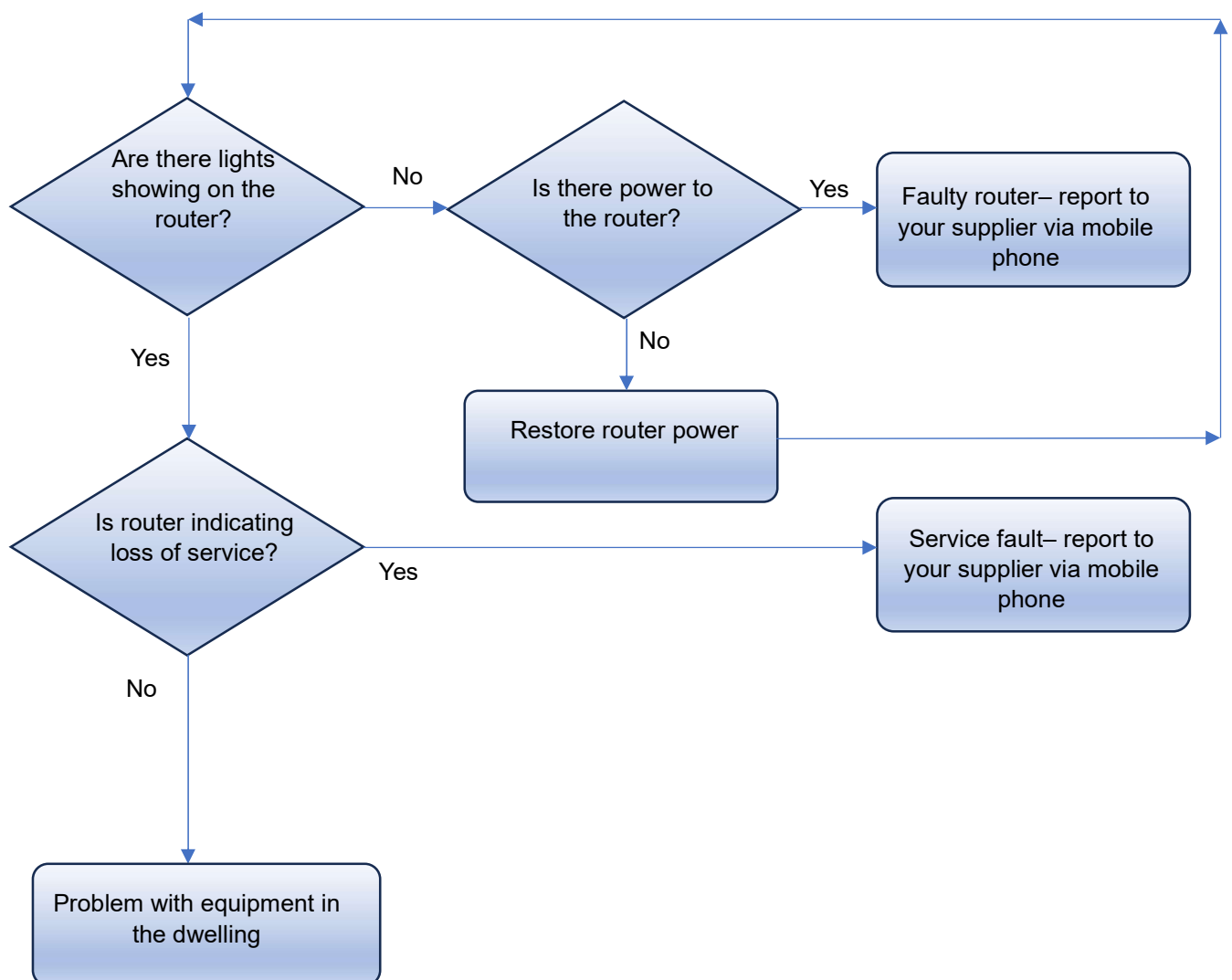
Who to report loss of gas supply to – flow chart



Who to report loss of mobile service to – flow chart



Who to report loss of telephone/broadband to – flow chart



Action cards

These actions are closely tied to pre-determined triggers, to ensure our response is coordinated. To sign up to receive the alerts, please use the link in the left-hand column. Upon receiving the alert, use the type of alert and the level to determine what action you should take, if any.

You should also monitor social media to find out about emergencies in your area, the details are below

- Hampshire County Council:
 - X: @hantsconnect
 - Facebook: Hampshire County Council
- Hampshire and Isle of Wight Fire and Rescue Service:
 - X: @Hants_fire
 - Facebook: Hampshire and Isle of Wight Fire and Rescue Service
- Hampshire and Isle of Wight Constabulary:
 - X: @hantspolice
 - Facebook - Hampshire & Isle of Wight Constabulary

The action cards below are aligned to risks which may face your community. These are the incidents you should plan for. Do not feel the need to plan for anything beyond these events. In a life-critical situation, the emergency services will coordinate the response, but may get in touch to request your support if required.

An action card on pandemics has been included, in recognition that community support during the COVID-19 pandemic was widespread and effective. Do not feel the need to plan for a pandemic in detail - due to the unpredictable nature of such events, the best course of action is to stay informed and align with national guidelines as they evolve.

Flooding

Alerting Service	Alert level	Suggested Action (from the Environment Agency)
Environment Agency flood warning Sign up here: Sign up for flood warnings - GOV.UK (www.gov.uk)	Flood Alert	- The following can be at risk when a flood alert is in force: - o Fields, recreational land and car parks / minor roads / farmland / coastal areas affected by spray or waves overtopping - Encourage those in your community to: - o Ensure any watercourses within your property are flowing freely, in line with your Riparian Duties - https://www.gov.uk/guidance/owning-a-watercourse - o Have insurance documents and any medications ready - o Avoid walking, cycling or driving through any flood water - o Move any livestock, including horses, and farming equipment away from areas likely to flood
	Issued 2-12 hours before flooding Flood warning Issued 30 minutes to 2 hours before flooding	- Flooding is expected. Take immediate action. - Avoid walking through flood water it poses many different risks and dangers including: trips, slips, exposed manholes, contamination, drowning and injury from submerged hazards. - Check on known vulnerable people – they need help moving possessions, or deploying their property flood defences - The following can be at risk when a flood warning is in force: - o Homes and businesses / railway lines and infrastructure / roads / coastal areas affected by spray or waves overtopping / flood plains, including caravans park and campsites - Use your communication assets to encourage those in your community to: - o Ensure any watercourses within your property are flowing freely, in line with your Riparian Duties: https://www.gov.uk/guidance/owning-a-watercourse - o Move loved ones, pets and valuables to a safe place - o Create a 'grab bag' with anything you may need if you have to leave your property – such as emergency contact numbers, a phone charger or battery pack, a torch, cash/credit card, medication and important documents (such as insurance policies) - o Move to higher ground or the upper floor of a building - o Turn off the gas, electricity and water in their home if it's safe - o Put flood protection equipment in place – such as sandbags (which can be purchased from a builders merchant), and airbrick covers. If you do not have sandbags, consider using plastic bags filled with soil, and consider using waterproof tape to cover airbricks - o Do as the emergency services tell you - o Help others if it's safe to do so - o Flooding events can move wastewater up and out of toilets and drains, consider using toilet and drain seals, or deflated footballs to block the toilet and bin bags filled with sand/mud/rags to block indoor drains - o Report flooding or drainage problems - https://www.hants.gov.uk/landplanningandenvironment/environment/flooding/reportingflooding - o For advice, call Floodline (for free): 0345 988 1188
	Severe Flood Warning Issued when flooding threatens life	- Flooding could cause danger to life and significant disruption to communities - Yourself, and your community should - o stay in a safe place - o do as the emergency services tell you - o call 999 if you are in immediate danger

Adverse Weather			
Alerting Service	Alert Level		Suggested Action (from the Met Office)
Met Office National Severe Weather Warning Service Sign up here: Guide to email alert service - Met Office (https://www.metoffice.gov.uk/about-us/guide-to-emails)	Extreme heat warning	Yellow Prepare	- Be prepared and monitor the forecast. - Consider how you would find and establish a 'cool spot' in your community where vulnerable people can cool down – if it was required.
		Amber Response	- Check on vulnerable people who may require extra support – such as older people, or those with additional needs. - Activate the cool spot in your community.
		Red Enhanced Response	- Extreme heat may cause a failure of certain systems leading to power cuts, water supply, gas supplies – familiarise yourself with the 'loss of utility' action card. - Monitor and pass on advice from emergency services. - If you are worried about a vulnerable person ring NHS 111.
	Snow or Ice warning	Yellow Prepare	- Be prepared and monitor the forecast. - Check levels in any salt-bins you manage. - Considering how you would find and establish a 'warm spot' in your community where vulnerable people can get warm – if it was required.
		Amber Response	- Continue to monitor salt-bins you manage to ensure they are well stocked. - Distribute salt to areas in your community which are regularly used. - Activate the warm spot in your community. - Contact vulnerable people in your area, to see if they require any support.
		Red Enhanced Response	- Ensure your own safety and only go outside or travel if completely necessary. - Monitor and pass on advice from emergency services. - If you are worried about a vulnerable person ring NHS 111. - Extreme cold can lead to the loss of utilities such as water and electricity - familiarise yourself with the 'loss of utility' action card
	Wind warning	Yellow Prepare	- Be prepared and monitor the forecast. - Consider whether there are any temporary structures in your community that may be damaged by strong winds.
		Amber Response	- Ensure any temporary structures or loose objects are secured or removed to limit the danger to life and injuries.
		Red Enhanced Response	- Ensure your own safety and only go outside or travel if completely necessary. - Monitor and pass on advice from emergency services. - If you are worried about a vulnerable person ring NHS 111. - Very Strong winds can lead to the loss of utilities such as water and electricity - familiarise yourself with the 'loss of utility' action card
	Thunder storm / Rain warning	Yellow Prepare	- Be prepared and monitor the forecast. - If safe to do so, check drains and grills are clear of any blockages such as leaves or rubbish. - Familiarise yourself with the 'Flooding' action card
		Amber Response	- Prepare a flood kit in case you need to evacuate due to flooding, encourage those in your community to do the same - Contact vulnerable people in your area, to see if they require any support.
		Red Enhanced Response	- Ensure your own safety and only go outside or travel if completely necessary. - Monitor and pass on advice from emergency services. - If you are worried about a vulnerable person ring NHS 111.

Loss of Utilities	
Incident	Suggested Action
Loss of electricity	- Call 105 (or use the PowerTrack App) to find out the scale of the power outage, it may be your house, your road, your community or wider. - Ensure vulnerable people in your community are signed up to the Priority Services Register (PSR) - Priority Services Registration Form - SSEN. - Ensure members of your community have a grab bag ready, with essentials to hand - Check on known vulnerable people in your community. - Remind those in your community to avoid using candles – the increased risk of fire is not worth it. - Use a battery-operated radio (or a car radio) to receive information.
Loss of water	- Ensure vulnerable people in your community are signed up to their water providers Priority Services Register (PSR) – those on the register should have water delivered. - Check on vulnerable people in your community. - Receive updates from your water providers social media channels – share them with members of your community. - Encourage those in your community to not stockpile water (such as filling your bath), as this will increase demand.
Loss of gas supply	- Ensure vulnerable people in your community are signed up to the Priority Services Register (PSR) Priority Services Register SGN Your gas. Our network. - Check on vulnerable people in your community. - Receive updates from your gas providers social media channels – share them with members of your community. - Consider activating a warm space, or helping by cooking meals for members in your community, if you have the capability to do so.

Human Health	
Incident	Suggested Action (From Hampshire County Council Public Health)
Pandemic	- Follow UK National government guidance: - o Follow UK national guidance, which will be made available on gov.uk - o Follow local guidance, available on Hampshire County Council's social media pages - on X (@hantsconnect) and Facebook (Hampshire County Council) - Maintain personal hygiene. - Check on known vulnerable people via telephone. - If you cannot check on vulnerable people via phone, consider checking on them in-person while remaining outside their door, keeping a safe distance, and following national guidance. - If you know of vulnerable people who may need assistance getting food or medication, consider ways to support them, while maintaining personal space and following national guidance.

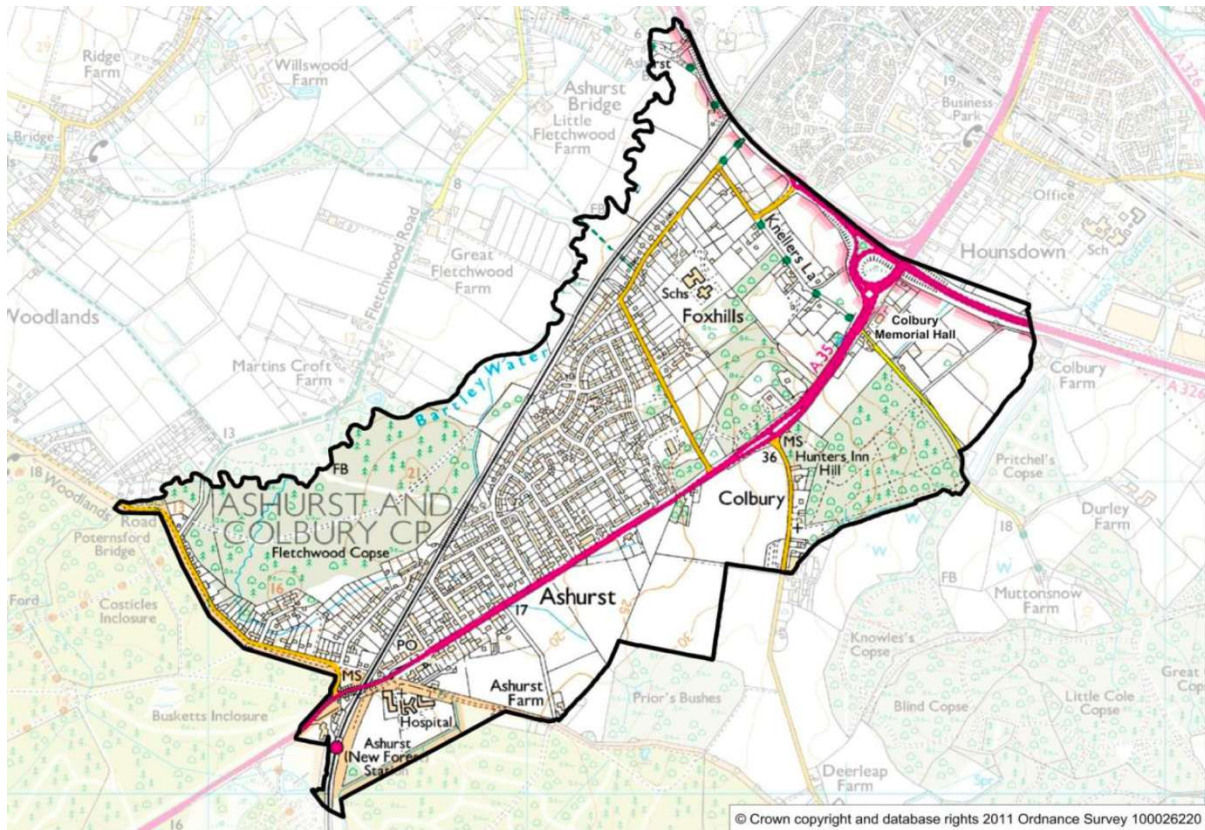
Contacts and escalation

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

Name	Purpose	Contact number	Comments
Points for escalation and advice			
Local Council	Point of escalation		Find your local council here: https://www.gov.uk/find-local-council
Hampshire County Council Emergency Planning and Resilience Team	Non-urgent source of information and advice	emergency.planningteam@hants.gov.uk	
Hampshire Highways	Report problems impacting highways managed by Hampshire County Council	Report online via https://www.hants.gov.uk/transport/roadmaintenance/roadproblems/roads If a highways emergency poses an immediate risk to the public call 03005551388 (08:30am – 17:00 Monday to Friday) or the police non-emergency line if out of hours (101)	
Report Flooding	Report Flooding	https://www.hants.gov.uk/landplanningandenvironment/environment/flooding/reportingflooding	Use this site to determine which agency you should report the flooding to
PowerCut 105	Determine scale and duration of power outages Report a power cut	105	
National Grid Emergency Helpline	Reporting emergency electrical hazards	0800 40 40 90	For reporting dangerous emergency hazards (such as fallen electricity pylons only – not reporting outages)

Community Emergency Plan – January 2026

National Gas Emergency Helpline	Report major gas leaks, or damage to gas pipelines	0800 111 999	
Water companies		0330 303 0368	Southern Water
Police non-emergency line	Requesting non-urgent advice, or reporting a crime, requesting support	101	
Ambulance non-emergency line	Requesting non-urgent medical advice	111	
Fire and Rescue non-emergency line	Request non-urgent advice relating to fire and rescue	023 8064 4000	
Floodline	24/7 advice line for flooding	0345 988 1188	Typetalk (for the hard of hearing): 0345 602 6340
Emergency Services	Report all life-threatening situations immediately to the Emergency Services	999	
Key contacts in your community			
Doctors Surgery		02380 XXX XXX	

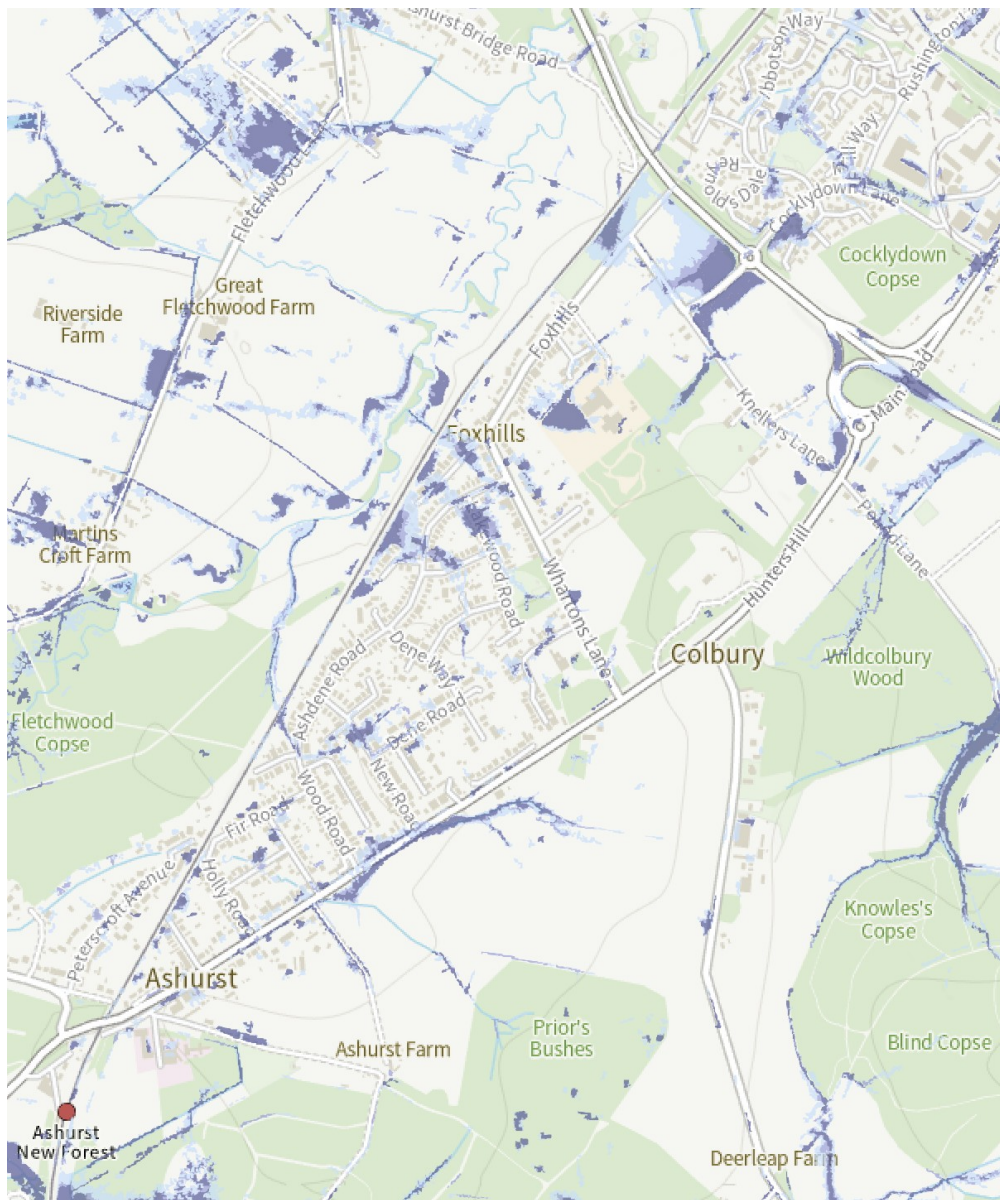


Ashurst and Colbury Boundary

Community Emergency Plan – January 2026

Yearly chance of flooding

- Extent
- High chance
More than 3.3% chance each year
 - Medium chance
Between 1% and 3.3% chance each year
 - Low chance
Between 0.1% and 1% chance each year



Surface water map