A body of water with trees and houses

Description automatically generated

[Insert Community Name]

Helping your community to:

* Prepare for
* Respond to
* Recover from

An emergency in your area

Community Emergency Plan

A blue background with orange letter f

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Last updated: DD/MM/YYYY

# Introduction

|  |  |  |
| --- | --- | --- |
| Key information | | |
| Community name |  | |
| Date of last review |  | |
| Date of next review |  | |
| Point of contact | Name |  |
| Email address |  |
| Phone number |  |
| Secondary point of contact | Name |  |
| Email address |  |
| Phone number |  |

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

# How to use this plan

This is a template created by the Hampshire and Isle of Wight Local Resilience Forum, to support communities of all shapes and sizes across Hampshire to prepare for emergencies.

The details in grey are designed to show you how to complete the template – replace this information with your own.

You do not have to follow this template exactly – feel free to add or delete anything to make it fit for your community. Or you can use this as inspiration and create your own template.

Once completed, please share it with us at [eandr@nfdc.gov.uk](mailto:eandr@nfdc.gov.uk) and [emergency.planningteam@hants.gov.uk](mailto:emergency.planningteam@hants.gov.uk) . We will use this information while planning for emergencies and may get in touch with your team during an incident to coordinate support for your local area.

By sharing this template, you are agreeing that you are happy for us to make contact with the sites and individuals listed in the plan – please ensure they are aware of this.

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|  |  |
| --- | --- |
| 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.  Do not put yourself in danger to meet in-person.  Use the contacts/call tree section - [How will you respond to the emergency?](#_How_will_you) |
| 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 risks and impacts of the situation on your community. Consider your vulnerable areas and vulnerable people.  Use the local vulnerabilities section - [Local vulnerabilities](#_Local_vulnerabilities) |
| 4 | **Consider your 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](#_Action_cards)  Use the Local Assets - [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 |
| Jane Smith | Mobile: 0794 XXXX XXX  Landline: 0794 XXXX XXX |  | 19 School Lane |  |
| Martha Jones | Mobile: 0794 XXXX XXX  Landline: 0794 XXXX XXX |  | 22 Church Street |  |
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## Emergency Activation

In an incident, think about how you would be notified and how to contact your team? Consider using a WhatsApp group to share information and make contact or consider using a call tree.

|  |  |
| --- | --- |
| Who receives the initial notification? | |
| Jane Smith | Martha Jones |
|  |  |
| Who will they notify? | |
| Ryan Smith | Maryam Cohen |
|  |  |
|  |  |
|  |  |

## 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 | Community Centre | Steve Smith | 0794 XXXX XXX |

# 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? |
| Sunflowers Assisted Living | Supported housing for adults with mental illness | Mobile: 0794 XXXX XXX  Landline: 0794 XXXX XXX | 42 Pine Avenue |  |
| Bluebells Care Home | Care Home | Mobile: 0794 XXXX XXX  Landline: 0794 XXXX XXX | 85 Smithson Avenue |  |
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## 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 |
| Age UK | Elderly people | Jane Smith - manager | Mobile: 0794 XXXX XXX  Landline: 0794 XXXX XXX | 19 School Lane |  |
| Meals-on-Wheels | Elderly, and those with mobility issues | Martha Jones - Volunteer | Mobile: 0794 XXXX XXX  Landline: 0794 XXXX XXX | 22 Church Street |  |
| Shelter | Those experiencing homelessness | Arham Bukhari – Coordinator | Mobile: 0794 XXXX XXX  Landline: 0794 XXXX XXX | 42 Pine Avenue |  |
| Toddler groups | Parents of young children | Omar Dhanial – group leader | Mobile: 0794 XXXX XXX  Landline: 0794 XXXX XXX | 73 Main Street |  |
|  |  |  |  |  |  |
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### 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.

## 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.

Use the maps below to assess areas within your community at risk of flooding

* Check the areas in your community at risk of flooding: [Learn more about flood risk - Check your long term flood risk - GOV.UK (check-long-term-flood-risk.service.gov.uk)](https://check-long-term-flood-risk.service.gov.uk/map)
* Check for **current** flood alerts and warnings: [Live flood map - Check for flooding - GOV.UK (check-for-flooding.service.gov.uk)](https://check-for-flooding.service.gov.uk/?v=map-live&lyr=mv,ts,tw,ta&ext=-10.299998,49.93027,6.345211,55.84093)

|  |  |  |
| --- | --- | --- |
| Area of concern | Reason | Number of properties impacted? |
| Neilson Way | Flooding | 12 |
| Maddison Avenue | Flooding | 150 |
| Kornwestheim Way | Single access route | 15 |
| Saddiq Road | Woodland area, at risk of wild fire | 17 |
|  |  |  |
|  |  |  |
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# 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
* New Forest District Council:
* Facebook – New Forest District Council

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)](https://www.gov.uk/sign-up-for-flood-warnings) | Flood Alert  Issued 2-12 hours before flooding | * The following can be at risk when a flood alert is in force:   + Fields, recreational land and carparks / minor roads / farmland / coastal areas affected by spray or waves overtopping. * Encourage those in your community to:   + Ensure any watercourses within your property are flowing freely, in line with your Riparian Duties - <https://www.gov.uk/guidance/owning-a-watercourse>   + Have insurance documents and any medications ready.   + Avoid walking, cycling or driving through any flood water.   + Move any livestock, including horses, and farming equipment away from areas likely to flood |
| 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:   + 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:   + Ensure any watercourses within your property are flowing freely, in line with your Riparian Duties: <https://www.gov.uk/guidance/owning-a-watercourse>   + Move loved ones, pets and valuables to a safe place   + 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)   + Move to higher ground or the upper floor of a building   + Turn off the gas, electricity and water in their home if it’s safe   + 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   + Do as the emergency services tell you   + Help others if it’s safe to do so   + 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   + Report flooding or drainage problems - ‌[https://www.hants.gov.uk/landplanningandenvironment ‌/‌‌environment/flooding/reportingflooding](https://www.hants.gov.uk/landplanningandenvironment/environment/flooding/reportingflooding)   + 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 * Yourselves, and your community should   + stay in a safe place   + do as the emergency services tell you   + 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)  (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 |
| Thunderstorm  / 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. * Heavy rain and flooding can lead to the loss of utilities such as water and electricity - familiarise yourself with the ‘loss of utility’ action card |

|  |  |
| --- | --- |
| 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](https://www.ssen.co.uk/power-cuts-emergencies/priority-services/priority-services-registration-form/). * 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.](https://www.sgn.co.uk/help-and-advice/extra-help/priority-services-register) * 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:   + Follow UK national guidance, which will be made available on gov.uk   + 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. |

# 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 | Jane Smith | Mobile: 0794 XXXX XXX  Landline: 0794 XXXX XXX | 19 School Lane |  |
| 4x4 owner | Martha Jones | Mobile: 0794 XXXX XXX  Landline: 0794 XXXX XXX | 22 Church Street |  |
| Chainsaw owner/tree surgeon | Ryan Stevens | Mobile: 0794 XXXX XXX  Landline: 0794 XXXX XXX | 42 Pine Avenue |  |
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# Your Community Emergency Hub(s)

In your community, you should consider preparing an Emergency Community Hub.

This is a location where members of the public can come together in an emergency. This should be a location that is well known within the area, and ideally one that people will navigate to naturally for information, or to find other people – this can include a Community Centre, a church, a library or even a pub or café. At this hub you can provide welfare and emotional support, or just come together to talk. This is also where people in your community can come if they want to volunteer to help.

This building does not need to have specific resilience equipment (such as sandbags, overnight facilities or a generator), however this may be beneficial. Record these under ‘Resilience Equipment’.

This hub will be run by the community, for the community – as responders we cannot guarantee any support with this, but your community can come together and raise issues to your local council.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Your Community Hub(s) | | | | | |
|  | Address | Capacity | Keyholder | Keyholder 24/7 contact details | Resilience Equipment |
| Primary | Community Centre | c.40 | Steve Smith | 0794 XXXX XXX | * Generator * Sandbag supply |
| Secondary | St Michaels Church | c.200 | Malcolm Jenkins | 0794 XXXX XXX | * Sleeping bags and beds available |

# 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** | | | |
| New Forest District Council | Point of escalation | [Customer.services@nfdc.gov.uk](mailto:Customer.services@nfdc.gov.uk)  02380 285000  Out of hours 07771 259 098 | 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) |
| National Gas Emergency Helpline | Report major gas leaks, or damage to gas pipelines | 0800 111 999 |  |
| Water companies |  |  | Find your water supplier here: <https://www.water.org.uk/customers/find-your-supplier> |
| 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 |  |
| Maritime and Coastguard Agency non-emergency line | Request non-urgent advice relating to the Coastguard | 023 9255 2100 |  |
| 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 |  |
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## Appendix 1 - How to prepare for an emergency?

The most important thing you can do is get members of your community to consider their own resilience before an emergency.

There are a number of ways members of your community can make themselves more prepared including:

* Create Household Emergency Plans - [Prepare your family | Hampshire County Council (hants.gov.uk)](https://www.hants.gov.uk/community/emergencyplanning/prepareyourfamily) [[1]](#footnote-2)
* If you consider yourself vulnerable, join the priority services register to receive additional support in a utility outage [Get help from your supplier - Priority Services Register | Ofgem](https://www.ofgem.gov.uk/information-consumers/energy-advice-households/getting-extra-help-priority-services-register)[[2]](#footnote-3)
* Preparing ‘Grab Bags’ – the Red Cross offer guidance here: [Your emergency kit | British Red Cross](https://www.redcross.org.uk/get-help/prepare-for-emergencies/prepare-an-emergency-kit)[[3]](#footnote-4)
* Store non-perishable supplies such as food, water and medication in their homes (enough to last three days)
* Look into your flood risk, and consider buying flood protection equipment such as sand bags, floodgates and airbrick covers: [Check the long term flood risk for an area in England - GOV.UK (www.gov.uk)](https://www.gov.uk/check-long-term-flood-risk) [[4]](#footnote-5)
* Sign up for Environment Agency Flood Warnings: [Sign up for flood warnings - GOV.UK (www.gov.uk)](https://www.gov.uk/sign-up-for-flood-warnings) [[5]](#footnote-6)
* Sign up for Met Office Alerts: [Guide to email alert service - Met Office](https://www.metoffice.gov.uk/about-us/guide-to-emails) [[6]](#footnote-7)
* Review guidance produced by the Cabinet Office about preparing for emergencies: [Preparing for emergencies - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/preparing-for-emergencies/preparing-for-emergencies)[[7]](#footnote-8)

## Appendix 2 – Who to report flooding issues to, flowchart

A diagram of a flowchart

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Emergency Planning and Resilience Team

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1. <https://www.hants.gov.uk/community/emergencyplanning/prepareyourfamily> [↑](#footnote-ref-2)
2. <https://www.ofgem.gov.uk/information-consumers/energy-advice-households/getting-extra-help-priority-services-register> [↑](#footnote-ref-3)
3. <https://www.redcross.org.uk/get-help/prepare-for-emergencies/prepare-an-emergency-kit> [↑](#footnote-ref-4)
4. <https://www.gov.uk/check-long-term-flood-risk> [↑](#footnote-ref-5)
5. <https://www.gov.uk/sign-up-for-flood-warnings> [↑](#footnote-ref-6)
6. <https://www.metoffice.gov.uk/about-us/guide-to-emails> [↑](#footnote-ref-7)
7. <https://www.gov.uk/government/publications/preparing-for-emergencies/preparing-for-emergencies> [↑](#footnote-ref-8)