



Fair Oak & Horton Heath Parish Council

2 Knowle Park Lane, Fair Oak, Eastleigh, SO50 7GL

Telephone: (023) 8069 2403 email: enquiries@fairoak-pc.gov.uk

A

Minutes of the FINANCE COMMITTEE meeting held on Monday 9 March 2020 at 7.00 pm at 2 Knowle Park Lane, Fair Oak

P – present, Ab – absent, Ap – apologies.

A Cllr Barrett
P Cllr Couldrey
Ap Cllr Douglas
Ap Cllr Higby

P Cllr McGuinness
P Cllr Spearey (in the Chair)
P Cllr Tennent
Vacancy

Also, in attendance: Ms M Stephens, Clerk, J Cahill, Responsible Finance Officer & Cllr Forfar

PUBLIC PARTICIPATION

No members of the public were present.

28 ELECTION OF CHAIRMAN

RESOLVED:

That Cllr Spearey be elected as Chairman for the meeting

(Cllr Spearey in the Chair)

29 DECLARATIONS OF INTEREST

No declarations were raised in connection with an agenda item.

30 MINUTES (PAPER A)

RESOLVED:

That the minutes of the meeting held on 9 December 2019 be noted.

31 HCC LIBRARY CONSULTATION

Cllr Couldrey reported that he had recently attended a meeting with County Councillor Thornton and the Assistant Director of Community and Regulatory Services, HCC, to discuss the future of Fair Oak Library. During the discussion it became clear that there were some disadvantages to the community-led library model, particularly retention, and training of volunteers as well as funding. Options to include reduction of the current opening hours and funding support from the Parish Council were explored.

Owing to the complex nature of this issue and the timescales involved in the decision making by HCC, Cllr Couldrey suggested that the Council establish a Task & Finish Group to explore the issue further.

RECOMMENDED:

That the Council establish a Task & Finish Group to explore future options for the retention of a library service in Fair Oak.

32 FINANCE MONITORING REPORT (REPORT B)

The Committee considered the Parish Council's performance against its financial targets for the financial year 2019/20.

The Responsible Finance Officer reported that the Council's hire income had been lower than expected. The shortfall was largely due to payment of final invoices from regular hirers including the Scouting Association which, owing to the current lease negotiations, had not been charged for their hire to date. Officers had undertaken analysis of regular hire income, not including ad hoc parties, and had used this as a basis for next years' budget.

Members requested that the Clerk and Finance Officer review the ground rent income for the Shorts Road and Squash Club sites at a later date.

Members noted the expenditure and income figures to date and were assured that the Council would at the end of the financial year, have a balanced budget.

RESOLVED:

That the contents of the report be noted.

33 PLANTERS/HANGING BASKETS (REPORT C)

The Committee considered the proposal that the 6 flower towers placed around the parish in the summer, be replaced with 48 hanging baskets and small planters. The additional cost of the proposal would be £2,000 which would be taken from Ear Marked Reserves.

RECOMMENDED:

That the Council approve the proposal to install 48 hanging baskets around the parish with the additional cost of this work (£2,000) being taken from the Parish Office Ear Marked Reserve fund.

34 ALLOCATION OF CAPITAL RESERVES 2020/21 (REPORT D)

The Committee noted the Council's Ear Marked Reserve Funds.

RESOLVED:

That the report be noted.

35 INVESTMENT STRATEGY 2020/21 (REPORT E)

The Committee considered the draft strategy for 2020/21.

Members suggested amendments to the strategy including the policy of the Council entering into long term savings investments and that ethical investments be divided into three categories, Environmental, Social and Governance (ESG).

RESOLVED:

That the Investment Strategy 2020/21 be approved subject to the amendment at paragraph 5.3 (b) & 5.5 that investments be long term subject to risk and ethical nature of the investment.

36 PUBLIC SECTOR INVESTMENT FUND (REPORT F)

The Committee considered options for managing the Council's public sector account.

The public sector account had never been accessed by the Council. With the current £307,678 held in this account, and the current rate of interest being less than 1%, the Council received just under £200 every month in interest.

In order to yield a better rate of investment the Council could invest this money in the CCLA Local Authorities' Property Fund. The latest interest yield for this fund was 4.35%, after fees. The Council could receive better interest returns each month, approximately £600 per month, triple the current amount if it was minded to move to this investment.

The Finance Officer advised members that if the Parish Council were minded to invest, they must be comfortable with a long-term view and CCLA advise this would ideally be 5+ years.

Discussion ensued regarding the risk of moving investment weighed against the long-term financial benefits. Following discussion, it was

RECOMMENDED:

That the Responsible Finance Officer be authorised to manage the investment of the current public sector account funds in the CCLA Local Authorities' Property Fund.

37 HR SERVICE PROPOSAL

The Committee considered the human resources (HR) & health and safety (H&S) service proposal.

The Clerk, as part of the budgeting process, had been requested to investigate options for the sourcing a support service for the human resources and health and safety policy and compliance function for the Council. Three proposals and quotes had been received, one of which had previously been discussed with the Committee.

Members were informed that that the Parish Council was lacking several key HR statutory documents and procedure as well as Health and safety procedure. HR & H&S policies provide written guidance for employees and managers on how to handle a range of employment issues. The documents would play an important role in practically managing operational staffing matters. The implementation of the service provider would also mean that the Council would be compliant with employment law changes brought about by the Good Work Plan 2020.

Members were reminded that the Council had allocated approximately £4,500 in the 2020/21 budget for this service (approved by Full Council at 16 December 2019).

After receiving quotes and discussing the details of the proposals including the location of the designated account managers and other town and parish clients, it was

RECOMMENDED:

- a) That the proposal submitted by Peninsula for a 36-month contract at £298.08 per month be approved, and that the Clerk be authorised to sign the agreement on behalf of the Council; and
- b) That a progress report be submitted to the Committee on the progress of the service at its next meeting.

38 S137 GRANT – BLUE BUTTREFLIES BEREAVEMENT SUPPORT

The Committee considered the grant application request from Blue Butterflies Bereavement Support the decision of which had been deferred pending further information.

The Finance Officer reported that the support service was operating locally from Fair Oak Village Hall on a weekly basis and regularly supported a number of residents.

RESOLVED:

That the grant request of £700 be approved.

39 WORK PROGRAMME (REPORT G)

RESOLVED:

That the work programme be noted.

40 EXCLUSION OF THE PUBLIC AND THE PRESS

RESOLVED:

“That, under Section 1(2) of the Public Bodies Admissions to Meetings Act 1960, the public and the Press be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information which would be prejudicial to the public interest by reason of its confidential nature (staffing matters)”

41 PERFORMANCE APPRAISALS

RESOLVED:

That the staff annual performance appraisals be noted.

42 STAFFING MATTERS

RESOLVED:

That staff matters be noted.

Signed Chairman



Fair Oak & Horton Heath Parish Council

2 Knowle Park Lane, Fair Oak, Eastleigh, SO50 7GL

Telephone: (023) 8069 2403 email: enquiries@fairoak-pc.gov.uk

G

EMERGENCY RESILIENCE AND BUSINESS CONTINUITY PLAN

Adoption Date: 16 March 2020

CONTENTS

	Page Number
The Civil Contingencies Act 2004	3
Fair Oak & Horton Heath Parish Council's actions	4
Understanding the risk matrix	5
Emergency Resilience Plan	6
List of temporary shelters	9
Map of temporary shelters	10
Parish Council Business Continuity Plan	11
Useful information for residents	16

THE CIVIL CONTINGENCIES ACT 2004

The Act establishes a framework for civil protection at the local level for frontline responders to ensure that they are prepared to deal effectively with the full range of emergencies from localised incidents through to catastrophic emergencies.

It divides local responders into two categories:

Category 1	Category 2
Emergency Services	Utilities
Police Forces (including the British Transport Police)	Electricity
Fire Authorities	Gas
Ambulance Services	Water and sewerage
NHS Bodies	Public communications providers (landlines and mobiles)
	Transport
	Network Rail
	Train Operating Companies
	Transport for London and London Underground
	Airports
	Harbours and ports
	Highways Agencies
	Government
	Health and Safety Executive

A major incident is defined as:

‘An event or situation, with a range of serious consequences, which requires special arrangements to be implemented by one or more emergency responder agencies.’

An Emergency is defined within the Civil Contingencies Act 2004: as:

- An event or situation which threatens serious damage to human welfare in a place in the UK
 - An event or situation which threatens serious damage to the environment of a place in the UK
- Or
- War, terrorism, which threatens serious damage to the security of the UK.

Category 1 responders have a duty to

- Assess local risks and use this to inform emergency planning
- Put in place emergency plans
- Put in place business continuity arrangements
- Put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency
- Share information with other local responders to enhance co-ordination and efficiency
- Co-operate with other local responders to enhance co-ordination and efficiency

Category 2 responders have a duty to:

- Co-operate with category 1 responders and share relevant information

Fair Oak & Horton Heath Parish Council recognises that it does not have any statutory obligation to plan for, respond to or recover from emergencies.

FAIR OAK & HORTON HEATH PARISH COUNCIL ACTIONS

Despite there being no statutory obligation, the Parish Council recognises that they can play a critical role in assessing the impact of an incident by identifying problems and vulnerabilities in their community which may require priority attention and informing the responding agencies.

Similarly, the Parish Council also has an important role in disseminating credible information and advice to the community, assisting to maintain community cohesion and providing public reassurance.

The Parish Council recognises that there are incidents which affect the Parish and its residents which may require an immediate localised response, prior to action being taken by the relevant emergency services. For this purpose, the Parish Council has prepared an **Emergency Resilience Plan**.

This has involved assessing the potential risks to the Parish, detailing mitigation measures in place and providing a list of temporary shelters which may be needed during an emergency incident.

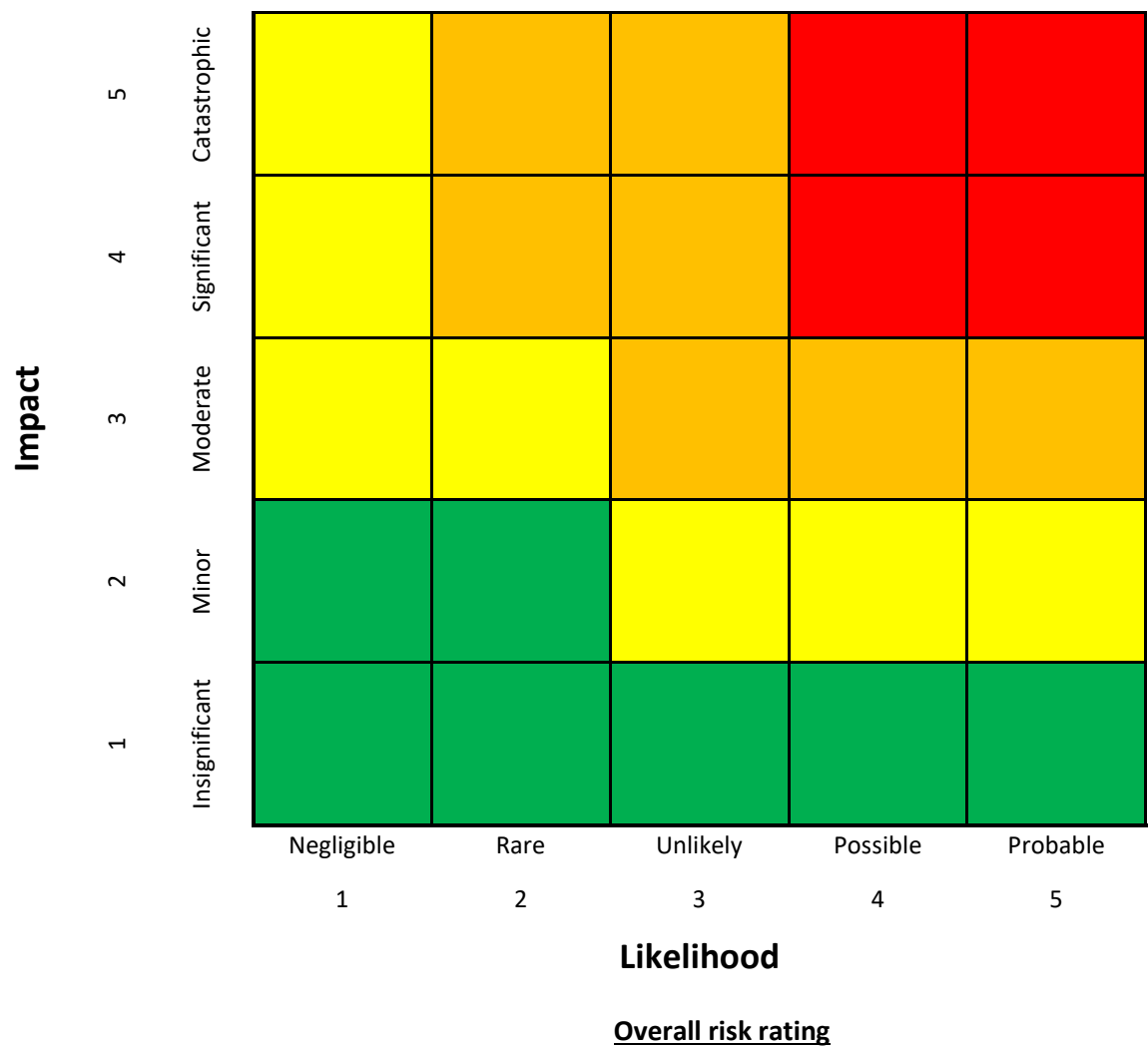
The Parish Council has also prepared a **Business Continuity Plan** to illustrate how the Parish Council will respond to events occurring which would limit the Parish Council's ability to continue to provide its core services to residents.

RISK MATRIX

To assess the overall risk of an incident, there are two questions to consider:

- What would the impact of the event occurring be?
- How likely is the incident to occur?

The Parish Council addressed these questions, and assessed the overall risk using the below matrix



Very High	
High	
Medium	
Low	

EMERGENCY RESILIENCE PLAN

HAZARD	IMPACT	MITIGATION IN PLACE	MITIGATION POSSIBLE	RISK MATRIX SCORE
<u>Severe weather</u>				
Storms and gales	<ul style="list-style-type: none"> • Danger to human welfare • Damage to buildings • Blocked/disrupted access routes • Loss of essential services • Isolation of vulnerable residents 	<ul style="list-style-type: none"> • Provision of temporary shelters • Staff checks of area after storms 	<ul style="list-style-type: none"> • Publication of weather warnings on website and social media • Access to approved contractors list held by Borough and/or County Council 	(Impact 2 / Likelihood 2) LOW
Low temperatures and heavy snow	<ul style="list-style-type: none"> • Danger to human welfare • Blocked/disrupted access routes • Loss of essential services • Schools and public buildings closed • Strain on health care resources • Isolation of vulnerable residents 	<ul style="list-style-type: none"> • Provision of temporary shelters • Council staff clearing pathways 	<ul style="list-style-type: none"> • Publication of weather warnings on website and social media • Access to approved contractors list held by Borough and/or County Council • Add copy of gritting routes to Parish Council website 	(2 / 3) MEDIUM
Heatwaves	<ul style="list-style-type: none"> • Danger to human welfare • Strain on health care resources 		<ul style="list-style-type: none"> • Publication of weather warnings on website and social media 	(2 / 1) LOW

Inland flooding	<ul style="list-style-type: none"> Blocked/disrupted access routes Damage to buildings Danger of pollution Loss of essential services 	<ul style="list-style-type: none"> Provision of temporary shelters 	<ul style="list-style-type: none"> Publication of warnings from Environment Agency on website and social media 	(2 / 1) LOW
<u>Accidents</u>				
Major road accident	<ul style="list-style-type: none"> Danger to human welfare Blocked/disrupted access routes Damage to buildings 	<ul style="list-style-type: none"> Provision of temporary shelters 	<ul style="list-style-type: none"> Publication of travel disruption updates on website and social media 	(3 / 2) MEDIUM
Major rail accident	<ul style="list-style-type: none"> Danger to human welfare Blocked/disrupted access routes Damage to buildings 	<ul style="list-style-type: none"> Provision of temporary shelters 	<ul style="list-style-type: none"> Publication of travel disruption updates on website and social media 	(4 / 1) MEDIUM
Major air accident	<ul style="list-style-type: none"> Danger to human welfare Blocked/disrupted access routes Damage to buildings 	<ul style="list-style-type: none"> Provision of temporary shelters 	<ul style="list-style-type: none"> Publication of travel disruption updates on website and social media 	(5 / 1) MEDIUM
Industrial accident	<ul style="list-style-type: none"> Danger to human welfare Blocked/disrupted access routes Damage to buildings Danger of pollution 	<ul style="list-style-type: none"> Provision of temporary shelters 	<ul style="list-style-type: none"> Publication of situation updates on website and social media 	(3 / 1) MEDIUM
<u>Health related</u>				
Pandemic diseases	<ul style="list-style-type: none"> Danger to human welfare Strain on health care resources Closure of buildings and offices – impact on staffing resource, maintenance of 	<ul style="list-style-type: none"> Sharing of health advice to public, staff and members via website and social media Early notification to key hirers, staff and councillors 	<ul style="list-style-type: none"> Provision of flu jabs to key Council staff to provide continuity Office staff work remotely using secure office 365 Cancellation of gatherings over 100* people to prevent 	(4 / 1) MEDIUM HIGH as at 12/03/20

	essential services and income		spread of Disease <ul style="list-style-type: none"> • Closure of offices/public buildings to minimise spread of infection • Enhanced cleaning regime at all parish owned buildings 	
* in respect of the coronavirus advice from – https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response and https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response will be followed as well as any information shared from Hampshire County Council and Eastleigh Borough Council. The Parish Clerk will be delegated authority, in consultation with the Chairman to take any operational steps as necessary to mitigate risk and ensure continuity of essential council services.				
Animal disease	<ul style="list-style-type: none"> • Danger to animal welfare • Health risks to humans • Loss of livelihood for farmers and associated workers 	<ul style="list-style-type: none"> • Sharing of government advice via website and social media 	<ul style="list-style-type: none"> • Operations Manager responsibilities to include effective stewardship of Council land 	(3 / 2) MEDIUM
Other incidents				
Fuel shortages	<ul style="list-style-type: none"> • Reduction in provision of essential items • Residents isolated and at risk • Loss of access to heating oil 	<ul style="list-style-type: none"> • Sharing of advice via website and social media 	<ul style="list-style-type: none"> • Look to purchase fuel tank for the PO compound 	(2 / 2) LOW
Loss of critical infrastructure	<ul style="list-style-type: none"> • Loss of essential services • Residents isolated and at risk • Loss of communication channels 	<ul style="list-style-type: none"> • Sharing of advice via website and social media 		(3 / 2) MEDIUM
Fire on open land	<ul style="list-style-type: none"> • Danger to human and/or animal welfare • Damage to the environment • Damage to buildings 	<ul style="list-style-type: none"> • Provision of temporary shelters 	<ul style="list-style-type: none"> • Fire safety notices on all sites 	(3 / 2) MEDIUM

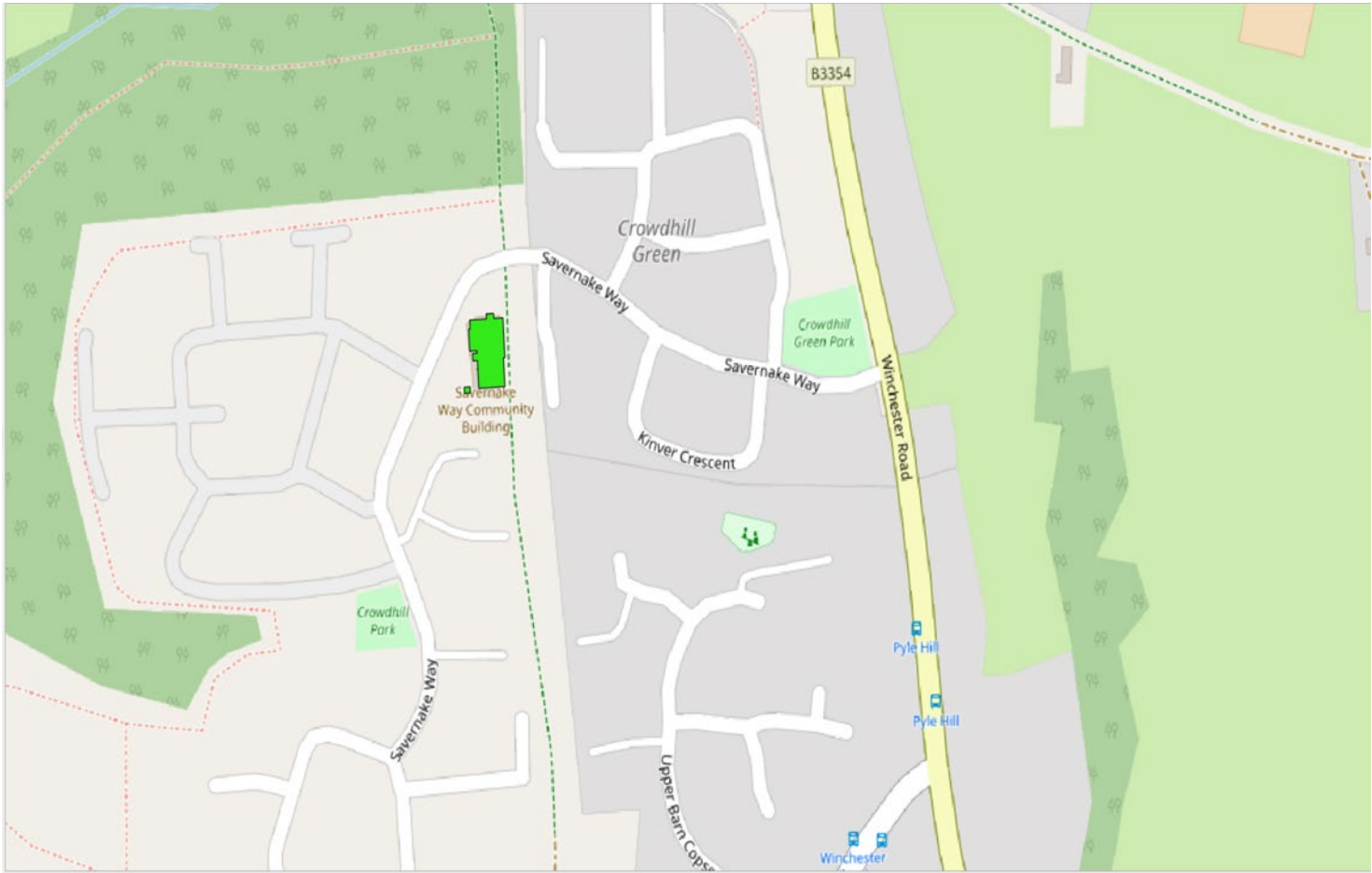
<p>Terrorist incident</p>	<ul style="list-style-type: none"> • Danger to human welfare • Damage to buildings • Loss of essential Services • Blocked/disrupted access routes • Increased level of fear among residents 	<ul style="list-style-type: none"> • Provision of temporary shelters 	<ul style="list-style-type: none"> • Sharing of government advice via website and social media 	<p>(5 / 1)</p> <p>LOW</p>
---------------------------	--	---	---	----------------------------------

TEMPORARY SHELTERS

A number of events highlighted in the Emergency Resilience Plan are mitigated by the provision of temporary shelters for residents to use while access to their own properties is limited. The following accommodation has been authorised for use as temporary shelter.

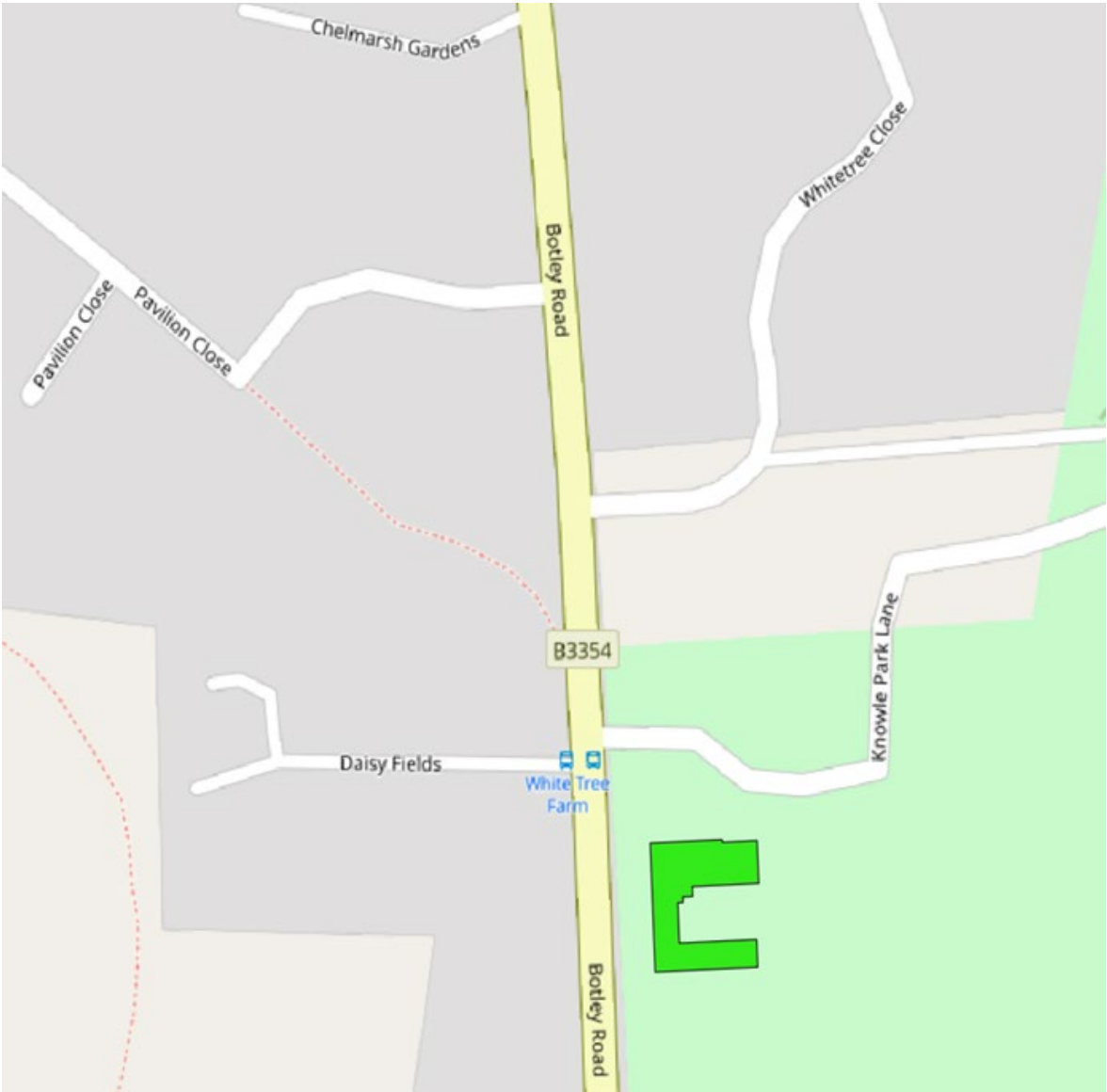
MAP NO	BUILDING	ADDRESS	KEY LOCATION/STAFF
1	Woodland Community Centre	55 Severnake Way, Fair Oak, SO50	Caretakers
2	Horton Heath Community Centre	Botley Road, Horton Heath, Fair Oak, SO50	Caretaker
3	Parish Office	2 Knowle Park Lane, Fair Oak, SO50	Clerk/Operations Manager

Woodland Community Centre, Savernake Way, Fair Oak



Horton Heath Community Centre, Botley Road, Horton Heath





BUSINESS CONTINUITY PLAN

The Civil Contingencies Act 2004 places a duty on a local authority that it is prepared, as far as reasonably practical, to continue to provide functions/services in the event of a disruption by whatever cause. Whilst this is not a statutory duty for a Town or Parish Council, it is Fair Oak & Horton Heath Parish Council's intention to recognise the importance of producing and maintaining a Business Continuity Plan for implementation in the event of disruptions to the day to day running of the Council.

This plan identifies the instances of disruption, the immediate responses, the procedures to follow to maintain continuity of service and the follow-up procedures and necessary changes to service delivery, where such services are disrupted by factors within Fair Oak & Horton Heath Parish Council's area of responsibility.

Core business of Fair Oak & Horton Heath Parish Council

The Council provides local services to its electorate which include the provision of:

- Website, notice boards, e-bulletin information, and the use of social media platforms to communicate important and relevant matters
- The Parish Office and other buildings around the Parish
- Recreation grounds and environmental open spaces, including children's play areas and changing rooms/pavilions
- Grass cutting and maintenance at the recreation grounds and other open spaces
- Bus shelters, waste bins and other street furniture
- Cemetery grounds
- Allotment sites
- Hanging baskets and floral decorations
- CCTV
- Acting as a statutory consultee on planning applications
- Publication of agendas and minutes for Parish Council and committee meetings
- Managing the finances of the Council and completing the statutory Annual Governance and Accountability Return
- Operating a grants budget towards community projects of benefit to the Parish
- Facilitating the Annual Parish Assembly
- Liaising with Eastleigh Borough Council and Hampshire County Council and other partner organisations on issues that affect the Parish

Potential causes of disruption

Damage caused by:

- Storm, flood, snow or other extreme weather events
- Fire
- Terrorist actions

Failures to:

- Equipment
- Public services

Loss of:

- Staff through death, illness, injury or resignation
- Councillors by any reason which leaves the Council inquorate

Business Continuity Plan

EVENT	MINIMISE IMPACT	IMMEDIATE ACTION	CONTINUITY	LONGER TERM
Damage to Council Meeting venue (Parish Office Conference Room)	Maintain adequate insurance cover. Carry out fire risk assessment.	Parish Clerk to inform insurance company. Parish Clerk to inform Councillors and staff.	Use alternative premises for meetings and advise the public accordingly.	Review periodically as part of risk assessment.
Damage to Parish Council Offices	Maintain adequate insurance cover. Carry out fire risk assessment.	Parish Clerk to inform insurance company. Parish Clerk to inform Councillors and staff.	Use alternative premises for administrative work and advise the public accordingly. Provide able to work from home with secure access to information via their office 365 accounts. Arrange for telephone calls to be diverted to alternative contact numbers.	Review periodically as part of risk assessment.

EVENT	MINIMISE IMPACT	IMMEDIATE ACTION	CONTINUITY	LONGER TERM
Loss of Council documents due to fire, flood, theft or other causes	<p>Ensure valuable documents stored securely in fire/flood proof cabinets.</p> <p>Ensure electronic copies of essential documents are made.</p> <p>Use County archive for storage of older documents where appropriate.</p>	<p>Parish Clerk to inform Councillors.</p> <p>Parish Clerk to inform insurance company if necessary.</p> <p>Consider security controls (depending on circumstances of loss) – change of locks, passwords, key codes, etc.</p>	<p>All electronic documents hosted/stored in icloud</p> <p>Electronic accounts information is backed up to cloud storage every night</p> <p>All essential working documents are secure and retrievable via the icloud</p>	<p>Review procedures to ensure improvements to security arrangements are implemented where identified.</p> <p>Consider purchasing cloud hosted accounts package</p>
Loss of Council electronic data due to corruption or damage, fault or breakdown of hardware	<p>Ensure antivirus software is kept up to date.</p> <p>Ensure robust passwords are used to protect systems, and that these are changed regularly.</p> <p>Ensure only software purchased by the Council is loaded onto systems.</p> <p>Office 365 provider to run spot checks on icloud backup</p>	<p>Parish Clerk to inform Councillors.</p> <p>Parish Clerk to inform insurance company if necessary.</p> <p>Update security arrangements as required.</p>	<p>All documents backed to the cloud</p> <p>Council's office 365 provider to retrieve all lost data</p>	<p>Review procedures to ensure measures remain robust</p>
Loss of equipment due to theft, damage, fault or breakdown	<p>Maintain adequate insurance cover.</p> <p>Ensure regular maintenance is carried out.</p> <p>Regularly audit the asset register to confirm accuracy.</p>	<p>Parish Clerk to report theft/criminal damage to police and advise the insurance company.</p> <p>Decide on replacement equipment items.</p>	<p>Arrange purchase/hire of replacement equipment as identified, In accordance with financial regulations.</p>	<p>Review risk assessment and security of equipment and maintenance schedule.</p>

EVENT	MINIMISE IMPACT	IMMEDIATE ACTION	CONTINUITY	LONGER TERM
Loss of Parish Clerk due to death, sudden/longer term illness, incapacity or resignation	<p>Ensure all staff members are aware of their responsibilities.</p> <p>Ensure all key tasks are listed.</p> <p>Access to log in passwords, codes, keys to be available.</p> <p>Maintain adequate insurance cover.</p>	<p>Chairman to be informed who will report to all Councillors.</p> <p>Chairman to arrange extraordinary meeting to confirm temporary cover arrangements if necessary.</p>	<p>Recruit temporary replacement if necessary, or consider additional administrative support if promoting from within.</p> <p>Seek and employ new permanent Parish Clerk.</p>	Review procedures to ensure minimal impact from loss.
Death or serious injury to member of staff while carrying out Council duties	<p>Ensure all staff members are trained to understand their duties with regard to health and safety regulations.</p> <p>Maintain adequate insurance cover.</p> <p>Ensure all staff members are issued with appropriate PPE, and checks are undertaken to ensure it is being used.</p>	<p>Parish Clerk to be informed who will report it to the Council.</p> <p>Parish Clerk to inform the insurance company.</p> <p>Parish Clerk to inform Health and Safety Executive (HSE).</p> <p>Parish Clerk or line manager to make interim arrangements for duties to be covered.</p>	<p>Seek temporary cover where necessary.</p> <p>Start recruitment process to seek replacement staff member where necessary.</p>	Review procedures to ensure any necessary improvements are implemented.
Prolonged absence, resignation or dismissal of staff or all staff members in the event of national emergency (pandemic)	Ensure each staff member has a job description detailing the responsibilities and duties of the role.	<p>Parish Clerk or line manager to make interim arrangements for duties to be covered.</p> <p>Parish Clerk to inform the Council and follow legal procedures.</p>	<p>Seek temporary cover where necessary.</p> <p>Start recruitment process to seek replacement staff member where necessary.</p>	Review procedures to ensure minimal impact from loss.

		<p>Where office/buildings closure necessary to mitigate spread of disease – all office-based staff to work remotely.</p> <p>Operations staff to lone work on a rota in line with Council's lone worker policy</p>	<p>Office staff to work remotely using their secure office 365 accounts – either using Council devices or home p.c's</p>	
Loss of Councillors due to multiple resignations (causing Council to become inquorate)	Maintain full number of Councillor seats where possible.	<p>Parish Clerk to inform District Monitoring Officer.</p> <p>Parish Clerk to inform other Councillors.</p>	<p>District Monitoring Officer to liaise with Parish Clerk to agree temporary working arrangements where Council has become inquorate.</p> <p>Election or co-option procedure to be instigated.</p>	Council to review procedures for recruitment of Councillors.

INFORMATION FOR RESIDENTS

Useful contacts and information

IN EMERGENCIES ONLY, FOR POLICE, FIRE OR AMBULANCE CALL 999

Non-emergency useful numbers

CONTACT	NUMBER
Hampshire Police	101
Crimestoppers	0800 555 111
NHS – for urgent medical assistance (non-emergency)	111
UK Power Networks (Electricity)	105
Gas Leaks	0800 111 999
Southern Water	0330 303 0368
Flooding (Environment Agency)	0845 988 1188
ChildLine	0800 1111
RSPCA Cruelty Line	0300 1234 999
Samaritans	08457 90 90 90
Environment Incident Hotline (Environment Agency)	0800 80 70 60
Fair Oak & Horton Heath Parish Council	02380 692403
Hampshire County Council (emergency planning)	01962 846 846
Adult Social Care (HCC out of hours contact)	0300 555 1373
Children’s Services (HCC out of hours contact)	0300 555 1373
Eastleigh Borough Council	02380 688000

Planning for an emergency

To prepare for an emergency, you should take time to find out:

- Where and how to turn off water, gas and electricity supplies in your home
- The emergency procedures for your children at school
- The emergency procedures at your workplace
- How your family will stay in contact in the event of an emergency
- If any elderly or vulnerable neighbours might need your help
- How to tune in to your local radio station

At home in an emergency

If you are at home and an emergency happens, try to gather together:

- A list of useful phone numbers, e.g. for your doctor and close relatives
- House and car keys
- Toiletries, sanitary supplies and any regularly prescribed medication
- A battery or wind-up radio and torch, with spare batteries
- A first aid kit
- Your mobile phone and charger
- Cash and debit/credit cards
- Spare clothes and blankets
- Bottled water, ready-to-eat food (e.g. tinned food) and a bottle/can opener, in case you have to remain at home for several days

Leaving your home in an emergency

In certain situations, you may be asked to leave your home by the emergency services. If this happens, leave as quickly and calmly as possible.

If you have time, and it is safe to do so:

- Turn off electricity, gas and water supplies, unplug appliances and lock all doors and windows
- Take the items listed above
- Take your pets (with suitable carriers or leads)
- Tune in to local radio for emergency advice and instructions
- Inform emergency services of where you have gone and how you can be contacted

Returning home after an emergency

Listen to advice from emergency services or local authorities about any specific actions which you must follow when it is safe to return home.

Do not forget to check on neighbours and vulnerable people in your community where it is safe to do so.