Knowle Community Emergency Plan

Plan updated on: 31st July 2026

If you are in immediate danger - call 999

The Community Emergency Plan Toolkit template document is:
https://assets.publishing.service.gov.uk/media/5a74fe7be5274a59fa71692d/community_emergency_plan_toolkit.pdf

The purpose of this plan is to build community resilience, enabling communities and individuals to harness local resources and expertise to support Knowle in an emergency, in a way that complements the response of the emergency services.

Every household has been issued with the Local Resilience Forum "Preparing for an Emergency" leaflet.

The advice is:

- If an incident occurs, please contact the emergency services and follow their guidance:
- Updates will be shared via village social media channels, the parish website, and Radio Solent
- If you have urgent or helpful information, please contact the Village Emergency Plan Coordinators: Paul Stevens, Craig Manuel, Vicky Glenister, or Natalia Siron. They are in contact with each other through a WhatsApp group.
- Please do not speculate or share unverified information on social media, as this can cause unnecessary concern and confusion.
- Please check on your neighbours, particularly those who may be vulnerable. Inform the coordinators if anyone needs additional assistance or support

TABLE OF CONTENTS

1. Local risk assessment and Additional Information sources 3
2. Key locations identified with emergency services for use as places of safety 4
3. Emergency Contact List 6
4. Telephone/WhatsApp Group 7
5. Activation triggers: 8
6. First steps in an emergency 9
7. Actions in the event of an evacuation 10
5. Alternative arrangements for staying in contact if usual communications have been disrupted 11
6. Location of Knowle 12
7. Map of Wickham and Knowle 13
8. Map of Knowle 14
9. Appendices 15

Appendix 1 - Storage & Sharing of the Emergency Plan (GDPR) 16

Appendix 2 - Communication plan and scripts 17

Appendix 3 - Flooding Guidance 18

Appendix 4 - Extreme Weather Guidance 20

Appendix 5 - Loss of Utilities 22

Appendix 6 - Guidance for Human Health 23

Appendix 7 - Incident at Ravenswood 24

Appendix 8 - Major Fire in a Tall Building 25

Appendix 9 - Terrorism 26

Plan amendment list 28

1. LOCAL RISK ASSESSMENT AND ADDITIONAL INFORMATION SOURCES

Risks	Impact on community	Community Emergency Group preparations	Advice and guidance
Flooding of properties	Need to evacuate	Offer assistance, open Knowle Village Hall and/or Wickham Community Centre	Appendix 3
Large Fire in Apartment Block	Lack of housing facilities	Offer assistance, open Knowle Village Hall, and/or Wickham Community Centre	Appendix 8
Village wide power outage	Lack of heating and cooking facilities	Offer assistance, open Knowle Village Hall and/or Wickham Community Centre	Appendix 5
Adverse weather/snow	Non-residents unable to travel home	Offer assistance, open Knowle Village Hall and/or Wickham Community Centre	Appendix 4
Blockage to main road	Residents unable to leave or return to the village	Open emergency exit onto Mayles Lane and alert emergency services Open Knowle Village Hall	
Village wide water outage	Lack of water to meet basic needs	Liaise with Portsmouth Water/Open Knowle Village Hall	Appendix 5
Incident at Ravenwood	Residents to stay inside	Liaise with the incident commander Open Knowle Village Hall and use as a Control Centre	Appendix 7
Terrorism	On the HCC risk list	Liaise the incident commander Open Knowle Village Hall and use as a Control Centre	Appendix 9
Pandemic /Flu	On the HCC risk list	Liaise with HCC	Appendix 6

2. KEY LOCATIONS IDENTIFIED WITH EMERGENCY SERVICES FOR USE AS PLACES OF SAFETY

Building	**Location**	**Potential use in an emergency**	**Contact details of key holder**
Knowle Village Hall	Knowle Avenue Knowle Village	Rest centre / safe place	Victoria Glenister Tel: 01329 553254 or 07568 507241
Secondary Locations in case of unavailability of KVH			
Wickham Community Centre	Mill Lane Wickham PO17 5AL	Rest centre / safe place	Kate English, Centre Manager 01329 833688
Church Room (Wickham)	St Nicholas Church Southwick Road Wickham PO17 6HP	Rest centre / safe place	Jane Goulson 01329 832915

Notes:

1. **Knowle Village Hall** is located Knowle Avenue, close to the entrance of the village and alongside the village green. It contains a small meeting room, kitchen facilities and a sports hall as well as toilet and changing room facilities.

2. **Wickham Community Centre** is designated as a Hampshire County Council (HCC) major incident refuge and so will be familiar to the authorities should it be necessary to upgrade any local incident.

a. 12 cans of chicken soup, 6 cans of tomato soup, 6 cans of mushroom soup and 24 cans of baked beans will be stored at the centre for emergency use. This will provide one meal to approximately 75 people. This food supply should be renewed every three years.

b. A snow shovel will be kept at the Village Hall to clear the footpaths if people are being brought to the Hall for refuge.

3. **Hampshire County Council** HCC will supply bedding on request. The emergency contact for HCC is: **01962 846846.** In the event of no response on this number, use 101 and ask the Police to contact the HCC Emergency Centre.

4. **First Port** site manager is Natalia Siron on 01329 835797 or 07714671396 natalia.siron@firstport.co.uk . Several properties in Knowle are flats converted from the Victorian buildings that were originally used as a mental asylum. First Port Management Company have responsibility for the maintenance of most of these buildings. In the event of an emergency involving the fabric of these buildings, First Port also hold their own emergency contingency plans.

3. EMERGENCY CONTACT LIST

Service/Role	Telephone No	Website / email
All Emergency Services	999	
Police non-emergency	101	
Environment Agency Flood line Pollution line	0345 988 1188 Text phone 0345 6026340 0800 807060	www.environment-agency.gov.uk
Fire Service HQ	02380 644000 or **023 8038 6390**.	www.hantsfire.gov.uk
Hampshire County Council	01962 841841	www.hants.gov.uk
Hampshire County Council Emergency Unit	01962 846 846	epoffice@hants.gov.uk
Hampshire Highways	0300 5551388	www.hants.gov.uk
Local Doctors' Surgery	01329 833121	
NHS Direct	111	www.nhsdirect.nhs.uk
Portsmouth Water	02392 477999 (8.30 am – 4.30 pm) on **023 9249 9888**	24hr emergency line on **023 9247 7999.** https://www.portsmouthwater.co.uk/contact-us/emergency-guide/
Wickham Parish Clerk	01329 553254	clerk@wickhamparishcouncil.org

Plan Activators and Coordinators:		
Paul Stevens	07917 332925	Stevepx7@gmail.com
Craig Manuel	07825 602206	cllr.craig.manuel@wickhamparishcouncil.org
Nicholas Freeth	07518 005438	nicholasfreeth@ymail.com
Victoria Glenister	01329 553254 or 07568 507241	business.events@wickhamknowleparish.gov.uk
Natalia Siron	01329 835797 or 07714 671396	natalia.siron@firstport.co.uk

4. TELEPHONE/WHATSAPP GROUP

The Activators/coordinators named above are part of an Emergency Plan WhatsApp group for Joint Communications.

5. ACTIVATION TRIGGERS:

1. Upon discussion with two or more of the Plan Activators/ Coordinators

2. Locals notice a local emergency happening, e.g., a water/power outage.

3. On receipt of a call from Hampshire County Council Emergency Planning Duty Officer

4. Call from emergency services (police, fire, ambulance, River Authority, government etc.) to Emergency Coordinators to declare an emergency/major incident, or automatic alarm from government to individuals.

5. Warning of flood or adverse weather from Environment Agency or Met. Office

6. FIRST STEPS IN AN EMERGENCY

	Instructions	Tick
1	Call 999 (unless already alerted) Contact any direct emergency services needed – police, fire, ambulance. Describe the type of emergency, location (school/vulnerable area/ main access route), current situation including any threat to life or loss of services (electricity, water, gas, wider outage, traffic accident etc.)	
2	Ensure there is no immediate danger, create a safe zone, clear public to a safe zone.	
3	Contact the Plan Activators, meet where practical and work towards a proportionate response	
4	Identify vulnerable groups Are any roads blocked?	
5	What actions can safely be taken until the Emergency Service arrive and how can we support these services?	
6	What resources do we need? Safe places/refuges Emergency supplies at the Village Hall Local Equipment	
7	Decide who will take the lead for the agreed actions.	

7. ACTIONS IN THE EVENT OF AN EVACUATION

1. Make emergency services aware of the names and contact numbers of the Emergency Coordinators

2. Help the police/local authority with door knocking or phone contact with vulnerable people.

3. Tell emergency services who might need extra help to leave their homes.

4. Make emergency services aware of voluntary groups in the village who may be able to help with communication with vulnerable people: Wickham Community Care, Wickham Residents Association, Wickham Society.

5. ALTERNATIVE ARRANGEMENTS FOR STAYING IN CONTACT IF USUAL COMMUNICATIONS HAVE BEEN DISRUPTED

Communication Type	**Name of contact**	**Location**
Walkie talkie	Vicky Glenister 01329 553254 (& PA system)	Knowle Village Hall
Mobile phones with battery storage pack to connect via Bluetooth	Vicky Glenister 01329 553254 (& PA system)	Knowle Village Hall Wickham Community Centre
Online and social media	Website Activators “Emergency Plan - WhatsApp group” Village Facebook groups	

6. LOCATION OF KNOWLE

Knowle is a predominantly residential village in the county of Hampshire, Southeast England, two miles south-west of the market town of Wickham, eight miles north-west of the city of Portsmouth, and 64 miles south-west of London. It is in the PO17 postcode district. The post town for Knowle is Fareham. The postcode for the Knowle Village Hall is **PO17 5GR.** And the What 3 Words are **https://what3words.com/awake.chin.sandbags**

Knowle falls within the parish of Wickham & Knowle. The plan is held by Vicky Glenister (01329 553254), and the District Council of Winchester, under the County Council of Hampshire.

Vehicle access to Knowle Village is from the A32 along the Knowle Road, leading into Knowle Avenue. In the event of an emergency, it is possible to enable access to the village via Mayles Lane through an electronically controlled barrier from either Funtley or Wickham.

In normal circumstances, this entry point is only accessible by emergency services. Vehicle access to housing located on Mayles Lane, Mayles Corner, Old Knowle and the Knowle Business Park is via Mayles Lane from either the Funtley or Wickham direction, unless the electronic barrier is released.

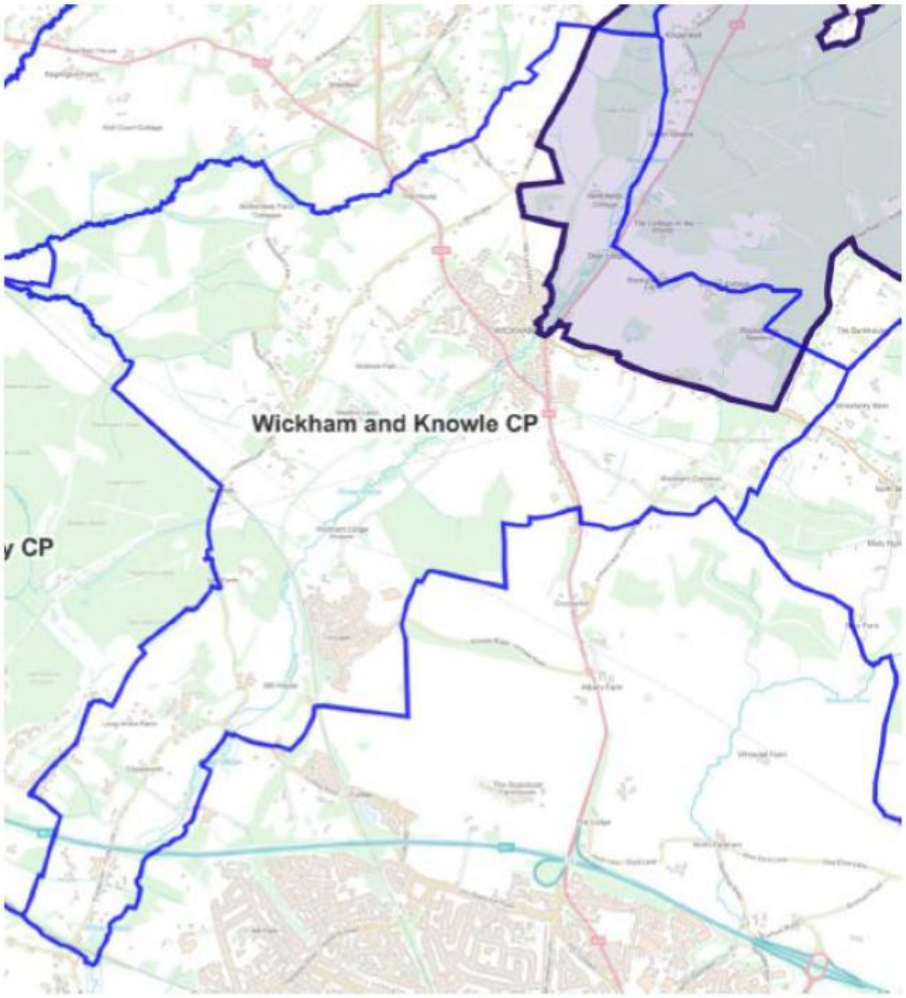
Detailed at the end of this plan is an outline of the village parameters – the buildings within the green line are accessible via Knowle Road except for the road in the bottom left of the photo which are the houses of Old Knowle and thus accessed via Mayles Lane. The barriers are located alongside Mayles Corner.

Additional information

CommunityRiskRegisterbooklet.pdf (hants.gov.uk)

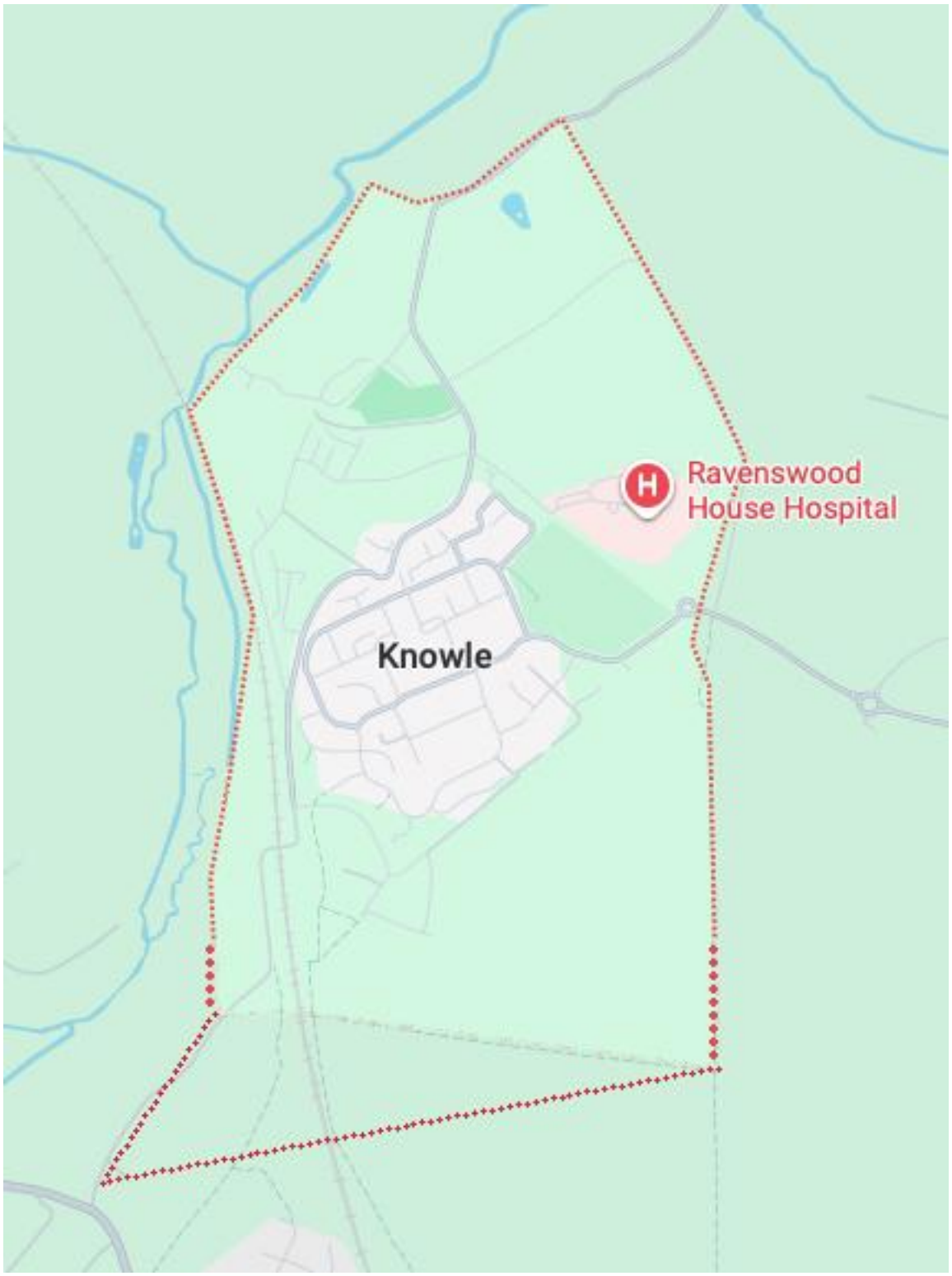
https://www.hants.gov.uk/community/emergencyplanning

7. MAP OF WICKHAM AND KNOWLE



Wickham and Knowle Civil Parish, including the South Downs National Park (shaded)

8. MAP OF KNOWLE



9. APPENDICES

APPENDIX 1 - STORAGE & SHARING OF THE EMERGENCY PLAN (GDPR)

- **Digital copy** – to be stored via OneDrive with access only by Emergency Plan Activators.
- **Hard copies** – printed out by Coordinators above at Knowle Village Hall and Wickham Community Centre & kept in a waterproof folder or laminated (in case of loss of internet).
- This plan to be shared with agencies listed on page 1, and Emergency Coordinators, Emergency Activators.
- Key contact points are listed in the Village Magazine
- Key points from the Emergency Plan which are relevant to local residents will be published (Parish Council website, Facebook, parish magazine) to give general information on how to prepare for an emergency and what to do in an emergency.
- This document has been forwarded to:
    - HIOWLRF@hantsfire.gov.uk
    - Emergency.planningteam@hants.gov.uk
- Electronic and hard copies to:
    - Wickham and Knowle Parish Clerk
    - Manager of Knowle Village Hall
    - First Port office and Knowle office

APPENDIX 2 - COMMUNICATION PLAN AND SCRIPTS

Incident	Suggested script
Flood, **Extreme weather,** **Loss of utilities** **Pandemic**	***Village Emergency Plan – Community Notice*** - *An incident has occurred in [location]. The emergency services have been informed and are responding. Please follow official guidance: [evacuate if instructed / remain in your homes / avoid the affected area].* - *Updates will be shared via Radio Solent, the parish website, and official village social media channels.* - *If you have urgent or helpful information, please contact the Village Emergency Plan Coordinators: Paul, Vicky, Natalia, or John. They are in contact through the Emergency Activators WhatsApp group [insert contact details].* - *Please do not speculate or share unverified information on social media, as this can cause unnecessary concern and confusion.* - *If it is safe to do so, please check on your neighbours, particularly those who may be vulnerable. Inform the coordinators if anyone needs additional assistance or support.* *Thank you for your cooperation. Further updates will be provided as more information becomes available.*

APPENDIX 3 - FLOODING GUIDANCE

Alerting service	Alert level	Flooding - Suggested Action (from the Environment Agency)
Environment Agency Flood warning Sign up here to receive flood warnings – https://www.gov.uk/check-flooding	Flood alert - Issued 2-12hrs before flooding	- The following can be at risk when a flood alert is in force: ○ Fields, recreational land & car parks, minor roads, farmland, coastal areas affected by waves or overtopping. - Ensure any watercourses within your property are flowing freely in line with your Riparian Duties https://www.gov.uk/guidance/owning-a-watercourse - Have your insurance documents & any medication ready. - Avoid walking, cycling or driving through any flood water. - Move any livestock, including horses & farm equipment away from areas likely to flood.
	Flood Warning - Issued 30mins – 2 hrs 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 & 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 & businesses, railway lines & infrastructure, roads, coastal areas affected by waves overtopping, flood plains, including caravan parks & 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 everything you might need if you have to leave your property – such as emergency contact numbers, a phone charger or battery pack, a torch, cash or credit card, medication, 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 – e.g. sandbags (or plastic bags filled with soil), and airbrick covers (or use waterproof tape to cover airbricks). ○ Do as the emergency services tell you. ○ Help others if it is safe to do so. ○ Flooding events can often move wastewater up and out of toilets and drains, consider using toilet and drain seals, or deflated footballs to bock the toilet and bin bags full of sand/mud/rags to block indoor drains. - Report flooding or drainage problems: https://www.hants.gov.uk/landplanningandenvironment/environment/flooding/report-flooding ○ 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. - You and your community should: ○ Stay in a safe place ○ Do as the emergency services tell you. ○ Call 999 if you are in immediate danger.

APPENDIX 4 - EXTREME WEATHER GUIDANCE

Alerting Service	Alert level	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	**Extreme Heat Warning**	Yellow Prepare	- Be prepared and monitor the forecast - Consider how you could find and establish a 'cool spot' in your community where vulnerable people can cool down, if required.
		Amber Response	- Check on vulnerable people who may need 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 leasing to power cuts, water or gas supplies – familiarise yourself with the 'loss of utility' action card. - Monitor & pass on advice from emergency services. - If you are worried about a vulnerable person ring NHS111.
	Snow or Ice Warning	Yellow Prepare	- Be prepared and monitor the forecast. - Check levels of any salt-bins you manage. - Consider how you could find and establish a 'warm spot' in your community where vulnerable people can get warm, if required.
		Amber Response	- Continue to monitor managed salt-bins to ensure that they are well stocked - Distribute salt to areas of 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 & only go outside or travel if completely necessary. - Monitor & pass on advice from emergency services. - If you are worried about a vulnerable person ring NHS111. - Extreme cold may cause a failure of certain systems leading to power cuts, water or gas supplies - 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 which could be damaged by strong winds.
		Amber Response	- Ensure any temporary structures or loose objects are secured or removed to limit danger to life and injuries.
		Red Enhanced Response	- Ensure your own safety & only go outside or travel if completely necessary. - Monitor & pass on advice from emergency services. - If you are worried about a vulnerable person ring NHS111. - Very strong winds can lead to the loss of utilities such as water & 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 & grills are clear of any blockages such as leaves or rubbish. - Familiarise yourself with the 'Flooding' reaction card.
		Amber Response	- Prepare a flood kit in case you need to evacuate due to flooding, encourage 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 & only go outside or travel if completely necessary. - Monitor & pass on advice from emergency services. - If you are worried about a vulnerable person ring NHS111. - Heavy rain & flooding can lead to the loss of utilities such as water & electricity - familiarise yourself with the 'loss of utility'

APPENDIX 5 - LOSS OF UTILITIES

Incident	Suggested Action
Loss of Electricity	- Call 105 (or use the Power Track App) to find 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 the Priority Services Register (PSR) - https://www.thepsr.co.uk - 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 car radio) to receive information.
Loss of Water	- Ensure vulnerable people in your community are signed up to their water provider's Priority Services Register (PSR) - those on the register should have water delivered. - Check on known vulnerable people in your community. - Receive updates from your water provider's social media channels – share them with members of the 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) https://www.thepsr.co.uk - Check on known vulnerable people in your community. - Receive updates from your water provider's social media channels – share them with members of the community. - Consider activating a warm space or helping by cooking meals for members of your community, if you have the capacity to do so.

APPENDIX 6 - GUIDANCE FOR HUMAN HEALTH

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

APPENDIX 7 - INCIDENT AT RAVENSWOOD

Incident	Suggested Action
Incident at Ravenswood	- Residents to stay inside and follow social media for updates and team will liaise with the incident commander Open Knowle Village Hall and use as a Control Centre

APPENDIX 8 - MAJOR FIRE IN A TALL BUILDING

Incident	Suggested Action
Major Fire	- Follow the incident commander's instructions – the Knowle Village Hall will be available if you are evacuated or need refreshments etc.

APPENDIX 9 - TERRORISM

Incident	Suggested Action (from Hampshire County Council)
Terrorist Incident	• Terrorist incidents in the UK are rare; however, it is important that all residents understand how to respond quickly and safely. This section is based on UK Government and Counter Terrorism Policing guidance. • Immediate Actions – "RUN, HIDE, TELL" • In the event of a suspected terrorist attack (e.g. firearms, weapons, or suspicious explosive incident), residents should follow the national advice: **RUN** • Escape to a place of safety if you can. • Use the safest available route and avoid danger. • Encourage others to leave with you, but do not delay your own escape. • Leave belongings behind. **HIDE** • If you cannot escape, find a safe place to hide. • Lock or barricade yourself in if possible. • Stay out of sight and silence mobile phones. • Move away from doors and windows and seek substantial cover. ([**TELL** • Call **999** when it is safe to do so. • Provide clear information: ○ Location of the incident ○ What is happening ○ Description and number of attackers ○ Direction of travel and any casualties • Follow instructions from the emergency call handler. • When Emergency Services arrive; ○ Follow all instructions immediately. ○ Keep your hands visible and avoid sudden movements. ○ Be aware that armed officers may treat everyone as a potential threat until the situation is clear. ([Police.uk][3])

	Community Actions • Do not approach or attempt to confront attackers. • Do not film or share images of the incident. • Avoid the affected area and keep routes clear for emergency services. • Check on neighbours - only if it is safe to do so. • Report any suspicious behaviour or information to police. **Communication** • Follow updates from official sources (e.g. emergency services, local authority, Radio Solent, parish communications, social media). • Do not share unverified information or speculation on social media. **Preparedness** • Residents should familiarise themselves with exit routes from homes, workplaces, and community buildings. • Event organisers and community groups should consider simple safety plans, including evacuation or lockdown procedures. • Awareness and preparedness can save lives in fast-moving incidents. **Key Message** • If a terrorist incident occurs — Run if you can, Hide if you must, Tell the police when safe.

PLAN AMENDMENT LIST

Date of amendment	Date for next revision	Details of changes made	Changed by
22 February 2023	1 March 2024	Knowle specific details	Wendy Greenish/Secretary of Knowle Residents Association
1 July 2024	1July 2025	Knowle specific details	Wendy Greenish/Secretary of Knowle Residents Association
06 May 2025	06 May 2026	Knowle specific details	Paul Stevens/Chairman of Knowle Residents Association
March 2026	March 2026	Updated	John Barfoot/ Paul Stevens/Chairman of Knowle Residents Association
July 2026	TBA	Updated	John Barfoot/ Paul Stevens/Chairman of Knowle Residents Association