

Your Emergency Plan

Be prepared

Disruptions to essential services such as electricity, gas, and water can greatly affect our daily routines.

Having a Household Emergency Plan ensures that all vital contact details, instructions, and necessary actions are organised in one place, allowing you to act swiftly and safely in the event of an emergency.



Your Emergency Plan

When an emergency occurs it could take some time before help gets to you. It's important that you and your family have a plan in place for these occasions.

- Prepare a plan in advance with those who live in your home
- Plan together and keep it in safe and accessible place for when you need it

If the emergency means its not safe to be outside follow these simple steps:

- **Go inside:** Go inside and close your windows and doors.
- **Stay inside:** Stay indoors and check your emergency kit

Emergency responders will broadcast public information via radio, TV or internet channels.

Tune in



Local Radio Station: _____

Frequency: _____



If evacuation is necessary, follow this rule: Get out, stay out, and take others with you. Check on any vulnerable neighbours to make sure they are safe Consider having 2 meeting places in case you can't get close to home.

Meeting Place 1 (Close)

Meeting Place 2 (Far)

Emergency Contacts

Choose a trusted friend or family member outside your area to inform them of your whereabouts if you need to leave your home.

Name

Contact Number

Local Rest Centre

Location

Contact Number

Be Prepared with an Emergency Kit

Whether you need to stay at home or leave, an emergency kit is essential. Store it in a waterproof bag and ensure it is easy to access. Recommended items include:

Essential

- Bottled water and non-perishable food
(including baby or pet food)
- First aid kit and essential medications
- Radio and torch with spare batteries or
wind-up versions
- Identity documents
(passport, driving licence)
- Change of clothes, including warm
jumpers and blankets
- Mobile phone charger
(ideally portable)

Extra Additional Items

- Money (cash, change, and cards)
- Spare house and car keys
- Copies of important documents
(insurance policies, birth certificates)
- Notebook and pen/pencil
- Spare glasses or contact lenses



What to do in a powercut?

Power cuts are not a regular occurrence, however, if you do find yourself without power you can try these simple checks before giving us a call:

Check to see if your neighbours are also without power

Are the street lights off too?

Check if your trip-switch is off

You can try turning this back on and if your power comes back there could be a faulty appliance at your home that's causing the switch to trip.

My trip-switch won't reset?

There may be an issue with your internal wiring if you cannot get your switch to reset. You will need to contact a registered electrician to investigate and resolve.

Report it by calling us direct on:

0800 107 6930

(Calls to this number are free and available 24/7)

While your electricity is off

Once you have reported the power outage it's worth considering the following:

- Turn off and unplug any appliances that get hot or generate a lot of heat (heaters, kettles etc)
- Unplug sensitive devices like TV's, desktop computers, laptops, tablets etc to prevent any damage when the power is switched on
- Leave a light on so that you know when power has been restored
- Limit use of your phone or tablets to conserve battery life in case of emergencies
- Keep your fridge and freezer doors closed during a power cut to help maintain cold temperatures and preserve food for longer

Important Numbers

Emergency Services: 999

Police Non-Emergency: 101

NHS 24: 111

Power Outages: 0800 107 6930 or 105

Gas Emergency: 0800 111 999

Floodline/Flood Agency: 0345 988 1188



Other Important Numbers

You should write down your other important contacts that you may need in an emergency below

Doctor

Local Authority

Schools/Colleges

Carers/Childminder

Work Contact

Insurance Company

Water Supplier

Gas Supplier

Electricity Supplier

Heating/Cooling Supplier

Plumber/Roofer/Electrician

Other
