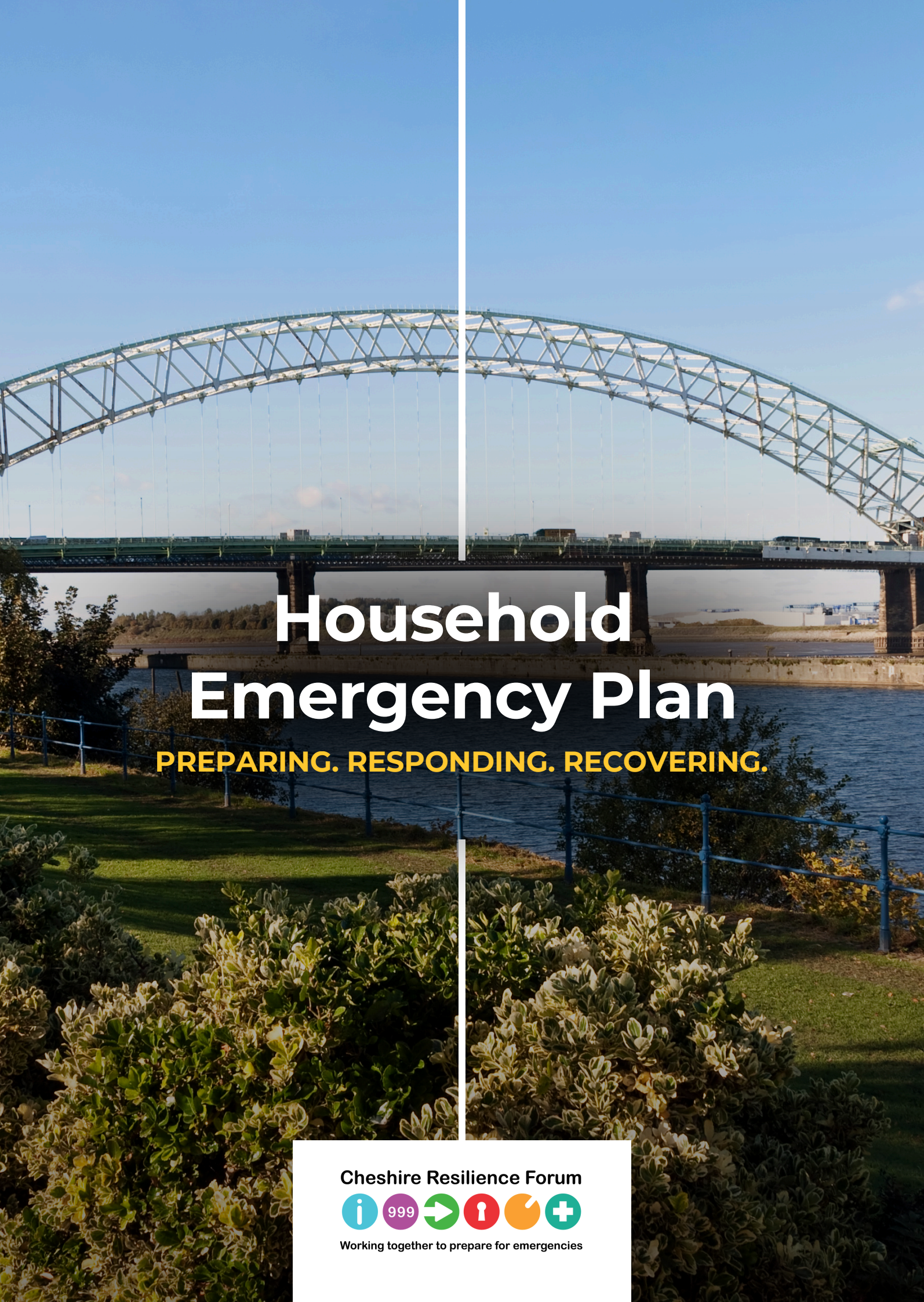


Household Emergency Plan

PREPARING. RESPONDING. RECOVERING.

Cheshire Resilience Forum

Working together to prepare for emergencies




PASSPORT


THE
CHESTER
GROSVENOR
ESTABLISHED 1865
Cathedral
Town Hall
Tourist Info
Storyhouse
RIVER ISLAND

Introduction

This booklet supports you, and your household to prepare for different emergencies.

Emergencies such as floods, severe weather, fires and gas leaks may require you to leave your home at short notice.

Other incidents, such as a loss of water, gas or electricity, may leave you without essential services for hours, days or weeks at a time. Or you may be unable to leave your home to get food, water or essential medication for an unknown period of time.

Emergencies can affect anybody with little or no notice, so it's important to know what to do if one happens.

By reading this booklet and taking simple steps to prepare, you will be more resilient and ready for an emergency.

Please go through the booklet, practice it and fill in the relevant sections. Discuss it with members of your household so that everyone knows what to do.

Keep this document in a safe, easy-to-find place, so that you can access it quickly if you need to.

For more information, visit **cheshireresilience.org.uk** or **beready.campaign.gov.uk**

Before an emergency

There are lots of ways that you can prepare before an emergency happens. The following section shares some simple steps you can take.

Sign up for warnings and alerts



For weather warnings
Visit the Met Office: **metoffice.gov.uk** and head to "subscribe to email alerts" at the bottom of the page.



For flood warnings
Get flood warnings
gov.uk/get-flood-warnings

Sign up to the Priority Services Register

The Priority Services Register (PSR) is a free UK wide service which provides extra advice and support, including when there's an interruption to your electricity, gas or water supply.

See if you're eligible to join by visiting: **thepsr.co.uk**

Prepare for the winter by visiting your local authority websites at:

Halton: **halton.gov.uk/staywell**
Warrington: **warrington.gov.uk/winter**
Cheshire East: **cheshireeast.gov.uk/winter-wellbeing**
Cheshire West: **visit cheshirewestandchester.gov.uk** and search **"keep warm and well"**

Prepare for hot weather by:

Visiting **gov.uk** and searching for **"Beat the heat"**

Your home

In the event of an emergency, you may be advised to turn off your utilities (gas, electricity and water).

Fill out the section below so you remember how to turn off the utilities and where you need to turn them off. If you are unsure, ask an electrician or plumber, or a trusted friend for help.

Make a note here of how to turn off your utilities (if you have been advised too).

Gas	
Electric	
Water	
Heating oil	

Discuss with others and agree on the best ways to exit your home if you need to.

Pets

Consider pre-arranging with trusted friends or family who could care for your pet in an emergency.

Contact	

Assistance in an emergency

In an emergency, you may need to phone agencies for assistance, here are some of the emergency and non-emergency numbers that you may need.

Emergency number:

If someone's life is danger - call 999

Non-emergency numbers:

Police: 101
NHS: 111
Power cuts: 105
Gas Emergency: 0800 111 999*
Floodline: 0345 988 1188

*all calls are recorded and may be monitored.

Useful!

National guidance for large-scale emergencies:

National emergency alerts

In an emergency, your mobile phone or tablet may notify you of an emergency. It may make a loud siren-like sound (even on silent), vibrate or read out an alert. This will include a phone number or a link to the **GOV.UK** website for more information. To find out more about this service visit: **gov.uk/alerts**

Emergency Communications

If phone, internet and television services are disrupted, communications should be available via BBC Radio 2 and Radio 4. A battery-powered, wind-up or car radio would support you to be able to access this advice.

Important!

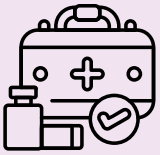
Fill out the contact information below so that you can quickly reach the people you need to. You should also save these numbers in your phone, but if you can't use your phone in an emergency having them written down really helps.

Doctors' surgery	
School/nursery	
Childminder	
Home insurance (and make a note of the policy number)	
Car insurance (and make a note of the policy number)	
Employer	
Local authority / Council	
Gas provider	
Electricity provider	
Water provider	
Plumber	
Electrician	
Vet	
Other	

You may also want to contact other organisations not listed above. Make a note of their contact details:

Tip!

List family and friends' numbers in the back of this booklet, in case you can't access your phone in an emergency!



Grab bag

Whether you need to stay in your home or leave, it's useful to have an emergency bag, also known as a grab bag.

Keep this bag in an easy-to-reach place and let everyone in your household know where it is.

Things to have in the bag all the time:

- ☐ Wind up torch (or torch and spare batteries)
- ☐ Bottled water
- ☐ Non-perishable food / snacks e.g tinned food
- ☐ Spare glasses / hearing aid batteries
- ☐ Spare car and house keys
- ☐ Spare phone / other chargers / small battery pack
- ☐ Spare pet supplies (like a lead and some food)
- ☐ A written list of key contacts and information (e.g. passport numbers, insurance information, medication details)

Work through the lists for yourself

Meeting place

If you need to leave your home suddenly, you may want to have an agreed place to meet friends or family.

Discuss with your household where you would go if you had to leave your home and record it here:

You may consider adding to your bag:

- [ ] First aid kit
- [ ] Spare clothes
- [ ] Blankets
- [ ] Toiletries
- [ ] Hand sanitiser
- [ ] Baby formula / nappies / nappy wipes
- [ ] Children's entertainment
- [ ] Wind up radio (or battery powered)

Evacuation checklist (you can get these just before you leave) make sure you have them in an accessible place:

- [ ] Any medicines you / others with you need to take regularly
- [ ] Phone
- [ ] Keys
- [ ] Credit/debit card / ID
- [ ] Warm clothes and appropriate footwear
- [ ] Cash
- [ ] Mobile phone charger
- [ ] Pets and Pet supplies (lead, food, carrying basket)

During*

If you need to evacuate

- Turn off your utilities (if you can).
- Collect your grab bag (and the things to grab as you evacuate).
- Contact your friends and family to let them know where you are going.
- When you have reached a safe location, let your friends and family know you're safe.
- Flood water may contain sewage and hidden dangers. Avoid walking through it if possible.
- Look out for fallen debris, trees and power lines

If you need to stay indoors

- Go in: Go indoors immediately and be prepared to offer shelter to others. Do not collect children from school unless you have been told to do so; they will be properly cared for. Do not go out searching for anyone in the area.
- Stay in: Close all external doors and windows, switch off ventilation fans, and block incoming drafts. Stay calm and rest, following the instructions given by emergency services.
- Tune in: Tune in to local radio stations or news channels for updates and instructions. Keep phone lines clear and monitor local broadcasts for information.

Following these steps can help support your safety and that of your loved ones during an emergency.

*this advice may change depending on the emergency. Always follow the instructions given by the emergency services.

After an emergency

- If you have evacuated, ensure it's safe before you return home.
- Check with someone qualified before turning on your utilities (electricity, gas, water).
- Take photos of any damage before you start to tidy and clean up (this is important for insurance).
- Report any damage or problems to the relevant authorities or providers.
- Check in with family, friends and neighbours.
- Learn from the incident. Consider/write down a list of the key actions you needed to take based on what you experienced, so that you are better prepared in case it happens again in the future.
- Throwing away food from a fridge if the electricity has been off for more than 4 hours.
- Throwing away food from a freezer if the electricity has been off for more than 24 hours.

After a flood, you can stay healthy by:

- Not using tap water if you notice a change in the colour, taste or smell - contact your water company if this happens.
- Not eating food that's touched flood water.

If someone's life is danger - call 999

Additional Support and Guidance

Going through an emergency can feel overwhelming, frightening and disorientating. It's completely normal to feel unsure about what to do next.

You're not alone - there are organisations across the UK alongside your GP that are ready to help you feel safe, supported and cared for.

Here are a few that can help:

Samaritans can provide 24/7, 365-day confidential emotional support for anyone struggling, experiencing distress, or considering suicide. For emotional support, call **116 123** (24/7hrs)

Citizens Advice can help with practical advice. Services can be accessed via **citizensadvice.org.uk,** or you can be connected to a local Citizens Advice service (9-5, Mon-Fri) via **0800 144 8848**

Childline can help anyone under 19 in the UK with any issue they are going through via access to trained counsellors any time, day or night. You can talk to them by calling **0800 1111** or online at **childline.org.uk**

NHS 111 is a 24/7 NHS service in England for urgent, non-life-threatening medical needs. By calling **111** or using 111 online via **111.nhs.uk**, you can speak to trained advisors or clinicians (nurses, doctors, pharmacists) who assess symptoms and direct you to the best care, such as urgent treatment centres, pharmacies, or GPs

If you have a life threatening or medical emergency make sure to call **999 immediately.**







Summary

Emergencies can affect anybody with little or no notice, so it's important to know what to do if one happens. By reading this booklet, you have taken the first step to developing your household resilience.

Support your friends, family and neighbours by sharing what you've learnt. Encourage them to write their own Household Emergency Plan and to discuss emergency plans with their friends and family.

Next steps

If you are interested in how you can safely get involved and support your community before, during and after an emergency, please visit the National Prepare website at **beready.campaign.gov.uk**

Now make your own notes.

Additional notes

Use this page to write anything else you think would help you prepare for an emergency.

This document has been created by
Cheshire Resilience Forum.

Cheshire Resilience Forum (CRF) brings together emergency services, councils, health agencies, utilities and voluntary groups to prepare for and respond to major incidents. For further information about the organisations involved in the Cheshire Resilience Forum, please visit **cheshireresilience.org.uk**

For more information on local risks, emergencies, and how to prepare, visit **cheshireresilience.org.uk**

Cheshire Resilience Forum

Working together to prepare for emergencies

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