

How would you
prepare for an
emergency?

(Final Draft)

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Introduction

If an emergency happened in your community, how would you manage? What about your relatives, friends or neighbours – do you know anyone who might need some extra help or support?

This information booklet contains risks that may happen in your area and is designed to help you prepare for them. The frontline services (Police, Fire, Ambulance, Local Authorities, and Coastguard) plan what they will do for all these risks but by informing yourself about them and what you can do to support yourself and your community before, during, and after an emergency you will become better prepared.

This booklet is broken down by individual risks. There is a section at the end that includes a checklist for you to use to help you prepare, a space for you to include helpful contacts and a list of links that you can follow for more information if you have access to the internet.

Flooding

What is the risk? – Flooding is one of the most widespread natural risks in the UK and unfortunately due to climate change we are likely to see an increase in flooding events over the coming years.

There are four major types of flooding.

- **Rivers**, when waterways like rivers and streams overflow.
- **Surface Water**, when drainage systems are unable to cope with the amount of rainwater.
- **Coastal**, which is caused by storms and tides.
- **Groundwater**, when water under the ground rises to the surface.

How could it impact you?

Floods of any kind can cause disruption to your travel plans, community and everyday life.

What can you do; BEFORE

- **Understand the flood risk** for your property or business and sign up to flood warnings for main rivers, sea, and groundwater. You can sign up by calling Floodline on 0345 988 1188.
- **Check your insurance policy** covers you for flooding.
- **Make sure any rivers or streams on your property are flowing and** remove or report blockages.
- **If your property is at risk of flooding, you can buy flood protection equipment.**

What can you do; DURING

- **Listen** and watch your local news or call Floodline for advice 0345 988 1188.
- **Move people, pets, animals and important items** to safety (upstairs or to higher ground).
- **If necessary, put flood protection equipment in place.**
- **DO NOT drive through flood water.**
- **DO NOT walk through flood water.**
- **If you are leaving your home**, turn off gas, electric and water (if safe to do so) and consider taking essentials with you (in a pre-packed bag).

What can you do; AFTER

- **Check with your Council** to find out when it is safe to come home.
- **Check with someone qualified** before turning on your utilities (electricity, gas, water).
- **Contact your insurance company/landlord if you have any flood damage and** follow their advice.
- **Take photos** of any damage before you start clearing up and report the flooding to your local Council and the Environment Agency.

- **If you are concerned about your water supply** or its colour, contact your water company.

REMEMBER: Flood water may contain sewage and other hazardous materials.

Infectious diseases

What is the risk? – Infectious diseases are illnesses that are caused by harmful organisms (such as bacteria and viruses) that attack the body. There are various ways you can get infectious diseases including from another person, contaminated food or water, and insect bites.

There are four different types of infectious diseases.

- **Viral**, like a common cold
- **Bacterial**, like food poisoning
- **Fungal**, like athletes' foot
- **Parasitic**, like tapeworms

How could it impact you? – Infectious diseases impact everyone and their effects may range from a minor illness to potentially death.

What can you do; BEFORE

- **Practice good handwashing** before eating or preparing food, after using the toilet, stroking a pet, or coughing and sneezing.
- **Practice good food hygiene** – wash your hands, wash fruit and vegetables before consuming, and make sure food is cooked properly before eating it.
- **Protect against biting insects** – use insect repellent and cover up exposed skin.

What can you do; DURING

- **Use the correct healthcare provider for your symptoms** (Pharmacy, NHS 111, GP or if needed A&E).
- **Avoid spreading the disease to others** – try to stay at home while you are unwell, wash your hands often with warm water and soap, catch coughs and sneezes in tissues and dispose of the tissues straight away, and avoid sharing household items like towels.
- **Avoid visiting vulnerable people when you are ill** – vulnerable people are more likely to have serious complications from infectious diseases.
- **Rest** – if you are ill, take the time needed to recover properly.

What can you do; AFTER

- **Continue to take any prescribed medication** until you have finished the course, even if you think you are already better.
- **Try to avoid the reintroduction of the disease**, by always practicing good hygiene: regularly washing your hands and taking care to prepare food properly.
- **Keep an eye out for returning symptoms** as some diseases may come back if not properly treated.

REMEMBER: Everyone can catch infectious diseases, but you can reduce the impact it has on you and your community by being proactive and taking preventative action.

Storms & Gales

What is the risk? – Whilst strong winds are relatively common in the UK, the most severe storms can bring damaging gale force winds. When storms occur, they can lead to damage to buildings, trees, power cables, homes, and can cause bridge and road closures.

How could it impact you? – Storms and high winds can result in flying debris which can cause injury. Other impacts can include damage to buildings and other structures, uprooted or damaged trees, disrupted power supplies, and disrupted transport services. Schools, businesses and other services may be forced to close or pause.

What you can do; BEFORE

- **Keep up to date with the latest forecast** and for information about weather warnings in your area by watching/listening to the news.
- **Plan how you would manage without essential utilities** e.g. electricity, water or phone.
- **Vulnerable people can sign up to the priority services register** to receive extra help and advice when utility supplies are disrupted.
- **Check you have enough emergency supplies** of food, fuel, batteries, and medication.
- **Check you have the right level of insurance cover for your property and possessions** and keep a list of essential contacts accessible.
- **Protect your property from damage and people from injury** by securing loose items outside your home such as garden furniture, bins, plant pots, and trampolines. If you can't secure them, bring them inside. Where possible park vehicles in a garage or away from trees, walls, and fences.

What you can do; DURING

- **Check on others** that may be more vulnerable, such as elderly relatives and neighbours.
- **Avoid coastal promenades, beaches, and cliffs.** Large waves can sweep you off your feet and into the sea and could also throw up beach material and debris which could lead to injury or potentially death.
- **If you get in trouble at the coast, contact the emergency services by dialling 999 (UK) and ask for the Coastguard.**
- **Avoid travelling and stay indoors if you can.** Consider whether you really need to make the journey or could travel before the storm is forecast. If you must travel, check your travel operators, avoid driving high-sided vehicles in high winds. Being outside in high winds makes you more vulnerable to injury.

If you have to go out, try to avoid sheltering near trees or temporary structures and buildings.

What you can do; AFTER

- **Make sure that any vulnerable neighbours or relatives are safe and well** – provide them with any help they may need.
- **DO NOT walk too close to walls, buildings, and trees** as they could have been weakened by the winds.
- **DO NOT touch any electrical/telephone cables** that have been blown down.
- **Report any damage or problems from storms** to your landlord or gas, electric and water providers and have **qualified professionals handle any repairs or inspections** if needed.
- **Restock any emergency supplies.**

REMEMBER: Always keep yourself safe, especially when trying to help other people. Don't go outside to repair damage while the storm is in progress.

Hot Weather

What is the risk? – High temperatures can lead to heatwave conditions and extreme heat can cause people to become unwell. Extreme heat can also place a strain on water and energy networks, road and rail transport, and health and fire-fighting services.

How could it impact you? – Anyone can become unwell if they get too hot, but some people have increased risk of becoming seriously ill including the very young, the elderly, and people with existing health conditions. There can also be power cuts, restrictions or loss of water supplies, and disruption to transport. There may be an increase in wildfires that can spread faster due to dry conditions.

What you can do; BEFORE

- **Listen to the news for heat health alerts and check your local weather forecast.**
- **Look out for advice on what to do** if services such as power, water supplies, and transport are likely to be affected.
- **Vulnerable people can sign up to the Priority Service Register** to receive extra help and advice when utility supplies are disrupted. (visit the final page to find out how to sign up)
- **Check air pollution forecasts** – air pollution can become worse during hot weather and can cause problems for people with asthma and other breathing problems.
- **Know the symptoms of heat exhaustion and heatstroke** – and what to do to reduce them.

What you can do; DURING

- **Keep out of the sun at the hottest time of the day** – this is between 11am and 3pm.
- **Check your route for any disruption before travelling** and make sure you carry plenty of bottled water.
- **Limit physical activity** and if you are going to exercise or walk your dog, plan to do this during cooler times of the day such as first thing in the morning or in the evening.
- **Keep your home cooler** by closing windows and curtains in rooms that face the sun.
- **Cover up if you go outside, to protect your skin.** Wear suitable clothing such as a hat and sunglasses, seek shade and use SPF30 sunscreen or above.

- **Drink plenty of fluids and** limit your alcohol intake as alcohol dehydrates you.
- **Check on family, friends, and neighbours** who may be at higher risk of becoming unwell, and if you are at higher risk ask them to do the same for you.
- **If you spot a wildfire report it by calling 999** - give as much detail as you can about where the fire is.
- **If you are worried about your own or someone else's health contact NHS 111.**

What can you do; AFTER

- **Make sure that any vulnerable neighbours or relatives are safe and well** – provide them with any help they may need.
- **Report any damage or problems** with the water or power supplies to your landlord/relevant providers.

REMEMBER: Symptoms of heat exhaustion include: tiredness, dizziness, feeling or being sick, excessive sweating, becoming pale and clammy, being very thirsty and weakness. If you or your someone else is experiencing these symptoms call
NHS 111.

Cold Weather

What is the risk? – Low temperatures, freezing conditions, high winds, sleet and heavy snow can cause disruption on our roads and transport networks and can make it harder to keep safe and warm at home.

How could it impact you? – Lower temperatures put a strain on our bodies as they work harder to stay warm. Cold weather can have serious health impacts for some people, due to age or existing health conditions. Snow and icy conditions can make paths and roads hazardous to walk on. Pipes in your home can become frozen and burst, causing disruption to your water supply.

What you can do; BEFORE

- **Keep up to date with the latest weather forecast** by watching/listening to the news.
- **Heat rooms you spend a lot of time in, to at least 18 °C (65°F)**, such as your bedroom and living room.
- **Check you have enough emergency supplies of fuel, food and medication.**
- **Get your home “weather prepared”**. Make sure you have enough insulation around your water tank(s), loft and any external water pipes. Check you have de-icer, salt/grit, and the necessary tools to keep your home safe and clear of snow and ice.

What you can do; DURING

- **Look after yourself and check on others** that may be more vulnerable, such as elderly relatives and neighbours.
- **Stay indoors if you can.** Drink warm drinks and wear several layers to avoid losing heat. If you must go out wrap up warm and use sensible footwear that have good grip.
- **Avoid travelling if you can.** Consider whether you really need to make the journey. If you must travel check your route before you set out and make sure your vehicle is prepared for the weather conditions.
- **If you are worried about your own or someone else’s health**, contact your local pharmacist, GP, or NHS 111.

What you can do; AFTER

- **Make sure that any vulnerable neighbours or relatives are safe and well** – provide them with any help they may need.

- **Report any damage or problems** to your landlord or your utility/providers and have **qualified professionals handle any repairs or inspections** if needed.
- **Restock any emergency supplies.**

REMEMBER: Always check any electrical products like space heaters for damage as faulty appliances can increase the risk of carbon monoxide poisoning and potentially cause an electrical fire.

Fire

What is the risk? – Fire can cause significant harm to both life and property. Whether originating from a minor domestic incident or a large-scale wildfire, the consequences of fire can be devastating.

Fires can start for a variety of reasons, including:

- **Accidents**, including electrical faults
- **Human activity**, combining ignition and fuel sources
- **Malicious activity**, such as arson
- **Natural phenomena**, such as lightning

How could it impact you? – Fire and smoke are dangerous, and their effects can range from minor injury to death. Depending on the severity of the fire it could destroy anywhere from your home to parts of your community.

What you can do; BEFORE

- **Fit smoke and carbon monoxide alarms** (at least one on each floor of your home) and test them regularly.
- **Have an escape route planned**, for if a fire breaks out in the night.
- **DO NOT overload electrical sockets** with too many plugs or too many devices attached.
- **Turn off appliances** when not in use.
- **Don't leave food cooking unattended.**

What you can do; DURING

- **If you are in a building that is on fire, get out, stay out and call 999 immediately.**
- **DO NOT attempt to tackle the fire**, leave it to the professionals.
- **If there is smoke, keep low where the air is clearer** while you make your way out.
- **If you can**, close doors behind you to stop the fire spreading.
- **Alert other people in the area** by shouting: 'HELP FIRE!'
- **If your clothes are on fire: Stop** what you are doing, **Drop** to the floor, and **Roll** to put out the flames.

What can you do; AFTER

- **Only enter the property** when you are told it is safe.
- **If you feel unwell after the fire**, seek medical attention.

- **Take photos of the damage** and contact your insurance provider and or letting agent/landlord.
- **If you can't stay at home**, arrange for doors and windows to be boarded up, and find temporary accommodation till it's safe to return to your home.

REMEMBER: Get out, stay out, and call 999.

Transport Accidents

What is the risk? – Transport accidents like car, bus or train crashes or collisions, can happen because of bad weather, driver mistakes, or technical problems. These accidents can cause travel delays, injuries including the risk to life, and damage to vehicles and property.

How could it impact you? – transport accidents can impact you in many different ways from disrupting and delaying journeys, causing injuries, and even deaths, and damaging property or infrastructure.

What you can do; BEFORE

- **Stay updated on travel conditions** before leaving on any journey. Try to remain aware of your surroundings during each part of your journey, so you can tell the emergency services your location if it is needed.
- **Make sure your vehicle is kept in good condition and insured.**
- **Keep emergency contacts on hand**, for example phone numbers for breakdown services, or family members.
- **Plan ahead for your trips** and allow extra time for possible delays.
- **Learn the emergency procedures for the public transport you will be using.** This will help you know what action you should take if something goes wrong while you are travelling. Consider carrying a small, basic First Aid kit with you or in your vehicle.

What you can do; DURING

- **If you're involved in or see an accident, check for injuries** (to yourself and other people) **and call the emergency services on 999.**
- **Stay calm and follow any instructions** from the emergency services.
- **Don't move injured people** unless they are still in danger - moving them may make their injuries worse.
- **Stay clear of the accident area if possible**, so that emergency workers can do their job.
- **If you are driving, use your hazard lights and other warning signs (for example hand signals)** to alert other drivers of an accident or hazard.

What can you do; AFTER

- **Get medical help for injuries** even if they only appear to be minor.
- **Report the accident to the authorities** and provide any additional details they ask for.

- **Adjust your travel plans** to avoid the affected areas if the accident or incident is still ongoing.
- **Inform your insurance company** and start any claims for damage to your vehicle or your personal items, if necessary.
- **Fix any damage to your vehicle or property.** Vehicles should be checked if they have been involved in an accident to make sure they are still safe, roadworthy, and legal before further use.

REMEMBER: Always keep yourself safe, especially when trying to help other people during an incident or accident. Contact the emergency services if help is needed. Consider adding the **What Three Words** app to your phone – this provides a unique 3-word sentence for your location, that lets people you share it with know exactly where you are.

Loss of Essential Services

What is the risk? – Loss of your services like electricity, water, gas, phone, and internet can happen for many reasons including bad weather, accidents, or technical problems. This can mean being without services we rely on for a sometimes-unknown period of time.

How could it impact you? – Losing these services can disrupt your daily activities, make communication hard, and affect your access to essential needs.

What you can do; BEFORE

- **Know who provides your services** (electricity, water, gas, phone and internet) and keep their contact details on hand.
- **Vulnerable people can sign up to the priority services register** to receive extra help and advice when utility supplies are disrupted.
- **Have a list of emergency numbers you might need**, for example, family, friends, your local council, and your GP.
- **Prepare backup power sources**, like a battery-powered torch, a battery operated or windup radio or a portable battery pack.
- **Store essentials at home** like bottled water, canned food, and basic medical supplies.
- **Keep your phone charged** and consider buying a portable charger pack for it.
- **Have a grab bag prepared** with essential items like clothing and medicines in case you need to leave the house in an emergency.

What you can do; DURING

- **Report any outages** to your service providers right away.
- **If the power is out, use a battery-operated/wind-up radio or your mobile phone** to get information about when it will come back on.
- **Save battery life on your phone –** use it only when necessary.
- **Use torches or battery-powered lights** instead of candles (which can be a fire risk in a home).
- **Follow any safety instructions** from your service providers or local authorities.

What can you do; AFTER

- **Check with your service providers for updates** and to find out when services will be fully restored.
- **Have qualified professionals handle any repairs or inspections**, if they are needed once your services have been restored.
- **Restock any emergency supplies** you used.
- **Report any damage or problems** caused by the outage to the relevant authorities or providers.

REMEMBER: If you smell gas or notice anything dangerous, **leave the area immediately** and then call the Fire Service via 999.

Pollution

What is the risk? – Sometimes an incident can cause pollution to enter the air or water (including rivers, coastal areas, and groundwater).

Air and water pollution can come from:

- **Water** from fighting fires running into local rivers
- **An oil spill** from a boat or a leak from a pipeline
- **Large industrial fires** releasing smoke into the air
- **Industrial sites** may release pollution accidentally during specific incidents

How could it impact you? – If you are alerted to the possibility of pollution in your area you may need to avoid swimming in water sources (like the sea or in rivers), or you may need to stay inside and close windows or doors to avoid becoming unwell from air pollution.

What you can do; BEFORE

- **Only swim in designated Bathing Water locations** - these are areas where the water is safe to swim including specific beaches and rivers.
- **If you live close to a COMAH site (Control of Major Accident Hazards), such as oil refineries and water treatment works, they will reach out** and provide you with an information leaflet. You may also be able to register with them for alerts and further information. If they have not reached out to you it is probably because you do not live close enough to the site to be considered at risk.
- **Have a grab bag prepared** with essential items like clothing and medicines in case you need to leave the house in an emergency.

What you can do; DURING

- **Avoid areas** where an incident has caused water pollution or air pollution.
- **Listen and watch local news** to receive updates about pollution incidents in your area and what you may need to do.
- **If you are in a vehicle drive carefully** especially if smoke from an incident is making it harder for you to see. Close your vehicles windows and consider finding a different route away from the smoke.
- **Close the windows and doors of your home to help keep polluted air, such as smoke, out.** Follow the advice of the Emergency Services.

What can you do; AFTER

- **Keep checking** the UK Government's 'Swimfo' website to find out if it is safe to go back into designated Bathing Water after a pollution incident.

- **If you have been asked to leave your property**, check with the Emergency Services to find out when it is safe to come home.

REMEMBER: If there is pollution in the air:

- **Go In** (seek shelter immediately)
- **Stay In** (close doors and windows)
- **Tune In** (to local news for further advice)

Terrorism

What is the risk? – The threat of terrorism in the UK is real. Some examples of locations that could be potential targets for terrorists are crowded places, public events, public transport, and iconic landmarks and locations.

How could it impact you? – Whilst the chances of being in a terrorist incident are very low, there is still a possibility you could get caught up in an attack either within the UK or while travelling overseas. Therefore, it helps to be prepared.

What you can do; BEFORE

- **Be vigilant** - Terror attacks often happen in public places, so keep a watch for suspicious behaviour, vehicles, or packages.
- **Report** – if you have any information about suspicious activity or behaviour in the UK, you can report it (in confidence) to the Anti-Terrorist Hotline on 0800 789 321.
- **Share a concern** - if you are worried about someone you know being radicalised, trust your instincts and call (in confidence) the ACT Early Support Line on 0800 011 3764. Open daily between 9am and 5pm.

What you can do; DURING

RUN, HIDE, TELL – if you are caught up in a terror attack you should take the following steps.

- **RUN** – to a place of safety. This is a far better option than to surrender or negotiate. If there is nowhere to go, then...
- **HIDE** – It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. When it is safe to do so...
- **TELL** – the police by calling 999.

What can you do; AFTER

- **Victim support** provides a free 24/7 confidential support line on 0800 168 9111 or via their website in live chat.
- **Support for children** – Childline offers an online support service on 0800 1111 providing access to speak to a counsellor.
- **Mental Health Support** – Contact your GP or call NHS 111 for non-emergency medical advice.
- **Charitable funds** – there may be a charitable fund set up following an attack, which may provide some support.

- **Compensation** – Anyone directly affected in a terrorist incident can enquire about applying for compensation via the Criminal Injuries Compensation Authority helpline on 0300 003 3601.

REMEMBER: RUN, HIDE, TELL.

Animal Disease

What is the risk? – In the UK some animal diseases are always present but at low circulation levels. Other diseases are not present in the UK, but can enter through animal imports, or when insects (like mosquitos) are blown across the channel from Europe. Some of these diseases can be spread to humans, like swine flu.

How could it impact you? – If there are high levels of cases you may need to follow restrictions around farms or during your daily life. There could be economic impacts in your community due to restrictions and animal culling.

What you can do; BEFORE

- **DO NOT bring animals to the UK** without a valid travel document.
- **Wash your hands** after feeding wild birds or livestock.
- **Report** any sick or dead animals you suspect might have a disease – including wild animals, or animals you own by calling 03000 200 301. Report dead wild birds by calling 03459 33 55 77. Seek advice from a vet.
- **Buy and adopt cats and dogs responsibly:** make sure they have been imported legally.

What you can do; DURING

- **Avoid contact** with all wild animals especially ones you suspect might be sick
- **Follow guidance** from your Local Council
- **Register livestock and birds** when asked to do so and follow relevant guidance when it is released.

What can you do; AFTER

- **Keep up to date with local and national news, and from your Council** about any ongoing restrictions for animals.

REMEMBER: Wash your hands thoroughly with soap and water if you have touched any animals.

Fuel Shortages

What is the risk? – Fuel availability across the UK is usually very good. A shortage of fuel could, however, occur at any time due to a variety of different circumstances including, fuel supply, delivery, or transportation issues. Shortages can be worsened as people often then react by purchasing more fuel than they actually need.

How could it impact you? – A lack of fuel could disrupt your daily activities including getting to and from work. It could also affect businesses and schools who rely on fuel to operate.

What you can do; BEFORE

- **Plan ahead** – familiarise yourself with alternative travel options including public transport services operating in your area.
- **Increase fuel efficiency** – Motoring organisations such as the AA & RAC have top tips to help you improve your car's fuel economy.
- **If you run a business or provide an essential service**, plan how you would continue to operate if you were not able to purchase fuel.

What you can do; DURING

- **Listen and watch local & national news** for guidance on what to do during any fuel shortage event.
- **Plan ahead before making any journeys** – ensure you take the shortest route, avoid congested areas, and have enough fuel to complete your whole journey.
- **Limit your vehicular travel as much as possible** – cut back on non-essential trips by combining errands, using public transport, sharing lifts, walking, cycling, and working from home where possible.
- **Increase your vigilance/security of your fuel** – During shortages, criminals may take the opportunity to try and steal fuel from homes or businesses.

What can you do; AFTER

- **Look at ways to reduce your own or your business' dependency on fuel** – review options you could take during fuel shortages.

REMEMBER: If you store fuel be especially careful. Fuel should only be stored in approved containers. Always follow the advice from the fire service on the safe storage of fuel.

Space Weather

What is the risk? – Space weather describes events that are caused by elements emitted from the sun (e.g. solar flares and mass ejections). Common space weather events include the Aurora Borealis (Northern Lights). However, unusually strong space weather can cause disruption to a range of technologies and infrastructure like satellites and radios.

How could it impact you? – Space weather can impact your day-to-day life including loss of power and telecommunication systems which can affect your home, travel plans, and community (including businesses). It may also impact GPS technology, which some people have in their car or on their phone to help them navigate on journeys.

What you can do; BEFORE

- **Make sure you keep essential items** like emergency contact numbers, a battery-operated torch, and radio. Consider buying a portable charger and charge it regularly.
- **Tune in** – Monitor the news or Met Office for updates on space weather impacts.
- **Consider how the loss of GPS** might impact your travel plans. Have a paper map on hand just in case.

What you can do; DURING

- **Follow Government guidance.**
- **If the power is out, use a battery-operated/wind-up radio or your mobile phone data** to get updates.
- **If you can, tune in and monitor** local news or monitor Met Office for weather updates.
- **Limit your electricity usage** to help with demand and save battery power.
- **Turn off electrical appliances** at the plug to avoid possible damage from a power surge when the power is restored.

What can you do; AFTER

- **Follow** government guidance.
- **Restock** supplies, batteries and recharge your portable power bank.

- **Check if refrigerated and frozen food** needs to be removed following a power cut. Some food can last up to 8 hours if the fridge and freezer are kept closed.

REMEMBER: To receive automated space weather alerts and warnings you can request a specialist space weather account from the Met Office.

Be Prepared Checklist

Use this page as a helpful checklist of things to do to become more prepared.

Be aware of risks that may affect you and your community

If you have read this document, you have already completed the first step!

Share this information with neighbours, friends and family and help them become prepared.

Some areas will be more likely to experience certain types of emergencies than others. You can find out more about the different types of hazards that could happen where you live on GOV.UK: [Be informed about hazards - Prepare](#) If you do not have access to the internet, speak to friends and family, or visit your local library and ask for help.

Sign up for warnings and alerts

There are warnings that you can sign up to, such as the Met Office for weather alerts (www.metoffice.gov.uk), and the Environment Agency for Flood warnings (www.gov.uk/sign-up-for-flood-warnings).

If you are unable to access the internet, stay up to date with local news and weather reports via your TV, radio and newspapers.

If you have a mobile phone that uses the 4G or 5G phone networks, then you will automatically receive Emergency Alerts. This is a new national alert service that may be used in an emergency.

If you don't have a mobile phone that can use these networks, tell your neighbours, family and friends who will be able to share any information with you.

Join the Priority Services Register (if you are eligible)

The Priority Services Register (PSR) is free to join and lets utility companies (energy, gas, and water suppliers) know if you need extra support.

You may be eligible for the PSR if you use medical equipment that is reliant on electricity or water, live with children under 5, are over 60 years old, or have a disability.

Visit the PSR website for more information (www.thepsr.co.uk). If you do not have access to the internet, speak to friends and family, or visit your local library and ask for help.

Talk to your friends, family and neighbours

It's important that everyone in your home knows what to do in case of an emergency. Talk with the people you live with about: the risks in this booklet, what you would do

as a household if they happened, where you would go if you needed to evacuate, and how you would stay in touch with each other.

If you live on your own, talk to friends, family and neighbours about what you do in an emergency. Think about each of the risks in this booklet and what that would mean for you.

Make a Grab Bag

In an emergency you may need to leave your home at short notice. During these times it's useful to have a Grab Bag which holds essential items you may need while you are away from home. This can include important documents (for example: insurance documents), any medication you use, spare glasses, hearing aid batteries, your mobile phone or list of key contact numbers, a torch, battery powered radio, bottle of water, food, and some cash.

This document has been made in collaboration by Local Resilience Forums across the South of England.

Helpful Contact Information:

Use this space to write down some useful contact details for emergencies including the name and number of your GP, an emergency contact like your partner or friend and the details of your water, gas, and electricity providers.

1. Home Insurance Details:

2. Gas Company:

3. Electricity Company:

4. Water Company:

5. GP contact details:

Useful online links

If you would like more information relating to any of the risks in this booklet you can access this by visiting the below websites. If you have difficulty accessing technology, speak to friends and family, or visit your local library and ask for help. For further support with getting online the Good Things Foundation has Digital Inclusion Hubs across the country which can provide digital support. Your local library may be able to signpost you as to where you can access this support or if you have any friends or family who are online they can visit the Good Things Foundation at www.goodthingsfoundation.org

Flooding

Sign up for flood warnings - www.gov.uk/sign-up-for-flood-warnings

Make a flood plan for your home, business or community – www.gov.uk/government/publications/personal-flood-plan

Infectious Disease

Check the advice related to your infection by visiting www.nhs.uk/conditions/

Storms and Gales

You can check the weather forecast for your area by visiting www.metoffice.gov.uk

National Highways has information on travelling in snow and ice, strong winds, fog, rain, and extreme heat – www.nationalhighways.co.uk/road-safety/travelling-in-severe-weather/

Hot Weather

www.thepsr.co.uk – Visit this website to find out if your eligible to join the Priority Services Register.

Cold Weather

For information about Cold-Health Alerts visit - www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice/cold-weather-alerts#?tab=coldWeatherAlert

Pollution

Check before swimming, even in Bathing Waters, using the UK Governments 'Swimfo' website www.gov.uk/government/news/swimfo-helps-people-choose-where-and-when-to-swim

Space Weather

If you want to learn more about space weather you can visit - www.metoffice.gov.uk/weather/specialist-forecasts/space-weather and sign up for specialist space weather account.

Be prepared checklist

For further advice on how to make a grab bag visit –

www.prepare.campaign.gov.uk/get-prepared-for-emergencies/