



# ARE YOU READY?

This booklet could  
Save your life.  
Read it .....  
Fill it in .....  
Keep it handy



## About this booklet

The aim of this booklet is to provide clear practical advice to help you prepare for and respond to an emergency. A lot of the information is common sense, but it has saved lives in the past.

It is important that you, your family, businesses and local communities are prepared.

You can significantly reduce the risks for you, your family, and your property by being informed and ready to respond to events.

All the responding agencies in Gloucestershire work hard to make sure that they are as prepared as they can be in the event of an emergency.

Plans are regularly reviewed, and staff from the emergency services and other agencies take part in simulated emergency exercises and training.

In the first stages of an emergency, the priority will be to protect life and property wherever we can, and then to help communities recover as quickly as possible.

Sometimes a major emergency will only affect one area of the community, at other times it could affect a wider region. Whatever the extent, we will work closely with the media to get information out to you quickly, so that you can assess any likely impact on you and your family.

This booklet was originally produced by Thames Valley Local Resilience Forum, to whom we are very grateful. The booklet has been adapted by members of Gloucestershire Local Resilience Forum which is made up of local Emergency Services, Health Agencies, Local Authorities, Environment Agency, Military and utility companies, with funding from the Police and Crime Commissioner.

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# General advice

## Emergency first steps

If you find yourself in an emergency, your common sense and instincts will usually tell you what to do, this would normally be:

- If people are injured or in danger, contact the emergency services by dialling 999 and follow their advice.
- Remain calm, reassure others and think before acting.
- Check for injuries - remember to help yourself before helping others.
- Stay informed by listening to local radio, watching local television stations and checking useful websites listed.

If you are not involved in the emergency, but are close by or believe you may be in danger, in most cases the advice is:

**GO IN** to a safe building.

**STAY IN** until you are advised to do otherwise.

**TUNE IN** to local TV or radio for more information.

**Of course there are always going to be particular occasions when you should not 'go in' to a building for example if there was a fire. Otherwise GO IN, STAY IN, TUNE IN. Remove yourself and others from harms way.**

## Being prepared

**There are some simple steps you can take now that might be of critical importance in an emergency:**

- Try our 'Get Ready' test on page 5.
- Prepare a household emergency plan (see page 6).
- Prepare a basic emergency "grab bag" (see page 7).
- Know how to find and turn off water, gas and electricity supplies in your home, check these work regularly.
- Know which of your neighbours might be vulnerable and need assistance.
- Know how to tune into your local radio stations (see page 24).
- Know the emergency procedures for your school, workplace or the local industrial site near where you live. These steps can help you to react quickly and effectively to an emergency.

## “Get Ready” for an emergency.....

**Before you read on, find out how ready you and your family are by taking the following test.**

- 1 Do you have a household emergency plan?  Yes  No
- 2 Have you discussed your plan with family and friends?  Yes  No
- 3 Do you know the emergency plan for your children’s school/nursery/college?  
 Yes  No
- 4 Do you know the emergency plan for your place of work?  Yes  No
- 5 Do you know if your local community has an emergency plan?  Yes  No
- 6 Have you completed a personal emergency contact list?  Yes  No
- 7 Have you prepared a check list for your emergency “grab bag”, or packed it ready to go?  Yes  No
- 8 Do you have ICE contact(s) in your phone, wallet or purse?  Yes  No
- 9 Do you have an emergency friend - someone unlikely to be affected by the same emergency?  Yes  No
- 10 Do you have a wind up or battery-operated portable FM/AM radio?  Yes  No
- 11 Do you have alternative, agreed meeting points?  Yes  No
- 12 Do you have working smoke and carbon monoxide alarms in your home?  
 Yes  No
- 13 Do you have adequate contents and buildings insurance?  Yes  No
- 14 Do you have copies of your most important documents stored somewhere other than at home?  Yes  No
- 15 Do you have a written list of your valuables, plus photographs or DVD/video?  
 Yes  No
- 16 Have you undertaken a basic first aid course?  Yes  No
- 17 Have you checked if your property is in a flood risk area?  Yes  No
- 18 Have you thought about arrangements for pets if you need to leave your home?  
 Yes  No
- 19 Have you identified possible exit routes from every room in your home?  
 Yes  No
- 20 Are members of your family or household, that may require priority or special services registered with the utility companies?  Yes  No

**If you answered YES to 12 or more questions** - your preparations are going well, congratulations! Just make sure you keep all your plans and information up to date.

**Scored between 8 and 12** - it’s great that you’ve started work on your emergency preparations - however there’s a lot more you can do.

**Less than 8** - you’ve not made enough preparations. Perhaps because you don’t like thinking about the subject. Remember, the more prepared you are - the better you will cope in an emergency.



## Household emergency plan

One of the most important things you can do to prepare for an emergency is to spend a few minutes putting together a household emergency plan and making sure all your family know about it.

There are many types of emergencies that could disrupt your daily life, some of which can leave you isolated from immediate help. Emergencies can come in many forms but could include:

- Severe Weather - snow, ice, flooding, heatwave, high winds.
- Infectious Diseases such as pandemic influenza or norovirus.
- Animal Diseases such as foot & mouth or avian flu.
- Transport accidents such as train or plane crashes.
- Industrial incidents - perhaps from a chemical factory, a fuel storage depot or even a fireworks store.

Having a household plan can help you deal quickly and effectively in a stressful situation. Involving your family in writing the plan can help them be prepared too. It doesn't need to be complicated, but you should consider what is around you: where you live, work or visit, including schools, shops etc. For example, do you live near a river, airport or factory? Ask yourself and your family the question, 'what if?'; then find the answers.

Think about emergency friends, important contacts and how people would know your needs in an emergency. You can fill in your own plan on page 23.



# Emergency “grab bag”

In an emergency situation you may need to move quickly, so it’s important to have a few necessities to hand. Ideally, prepare a small easy-to-carry bag with essentials and store it in an accessible place ready to go. At the very least, have an up-to-date check list for things to put into your emergency “grab bag”. The bag contents will vary depending on your needs but may include:

## Emergency items

- Essential/prescribed medication, plus asthma and respiratory aids
- Hearing aids & batteries
- Spectacles/contact lenses
- Useful phone numbers
- Mobile phone and charger
- House and car keys
- Money & credit cards
- First aid kit
- Basic toiletries e.g. toothbrush and toothpaste, sanitary towels.

Other essential items can vary according to your needs and the weather, but may include:

## Supplies for babies and small children

- Food, formula and drink
- Change of clothing
- Nappies
- Toys, books and activities

## Food and water

- Bottled drinking water
- Special food needs
- Canned or dried food
- Can opener

## Clothing & Equipment

- Wind and rainproof clothing
- Strong shoes for outdoors
- Waterproof torch and spare batteries (check regularly)
- Radio and spare batteries (check regularly)

(perhaps you could consider getting wind-up torches and radios)

## Other items to consider

- Copies of insurance documents
- Anti-bacterial hand wipes/gel
- Blankets and sleeping bags
- Sun hats and sunscreen
- Toilet paper
- Rubbish bags
- Thermos flasks
- Pet supplies

\* This is a guide - review your family needs. Write other items here:

- 
- 
- 
-

## What would I save?

Apart from family members, what else in your home would you not want to lose?  
This could be:

- Documents including insurance, birth and marriage certificates or passports.
- Photographs.
- A piece of furniture.
- A favourite toy or baby blanket.

By considering now what you would not like to lose, you can take prompt action to save or preserve it. You could:

- copy documents and photographs and ask someone to look after them.
- prepare to put furniture etc. upstairs or up high to prevent water damage.
- consider purchasing a fireproof/waterproof container for those special items.

**REMEMBER: No item of property is worth losing a life over**

## 'In Case of Emergency'

Find an 'ICE' partner, ICE stands for 'In Case of an Emergency'.

This is a quick and easy way for the emergency services to find the contact details of your next of kin if you are injured and unable to tell them who to contact.

This simple idea of storing the word ICE in your mobile phone address book before the name and number of the person you would want to be contacted, could be invaluable.

### Make sure that:

- The person whose name and number you are using has agreed to be your ICE partner.
- Your ICE partner has a list of people they should contact on your behalf and knows any important medical information.
- If your ICE contact is deaf - type ICETEXT - then the name of your contact before saving the number.
- If you want more than one ICE partner, simply save them as ICE1, ICE2 etc.



## Be a good neighbour

In many emergencies some members of the community may be more vulnerable than others, so it is good to know your neighbours.

For example, the elderly, very young or disabled are more vulnerable to extreme heat and cold.

You should always ensure you and your family are safe first. However, helping your friends and neighbours is also important and can save lives.

Just checking that someone is well, providing extra blankets, collecting supplies for them or even having a chat may make the world of difference.



## Community resilience

Community resilience is about communities and individuals using local resources and expertise to help themselves in an emergency, in a way that complements the response of the emergency services and authorities.

### Why is community resilience important?

- Emergencies happen, preparing yourself and your family will make it easier to recover from the impacts of an emergency.
- Being aware of the risks you might face, and who in your community might need your help, could make your community better prepared to cope with an emergency.
- Local emergency responders will always have to prioritise those in greatest need during an emergency, especially where life is in danger. During these times, you need to know how to help yourself and those around you.

By building on existing local relationships and networks, using local knowledge and preparing for risks, communities will be better able to cope during and after an emergency.

Many communities already spontaneously help one another in times of need, but experience has shown that those who have spent time planning and preparing for this are better able to cope and recover more quickly.

Local Authorities have been encouraging communities to develop a Community Emergency Plan. Contact your local council to find out if your community has a plan or if you are interested in supporting a plan.

Even if your local community does not have a plan, you may be able to assist, by joining one of a number of voluntary organisations that assist in the response to emergencies.



### Top tips to help you prepare for an emergency

## Have “emergency friends”

One of the easiest ways of preparing for emergencies is to identify ‘emergency friends’.

Emergency friends should be people you trust who can help you in an emergency.

- Emergency friends could arrange to help each other if one of their homes or members of family have been affected by an emergency. Examples of how you may help each other out include:
- Swap house keys. You never know when you might lock yourself out or need pets feeding if you get stranded away from home.
- Provide each other with a place to stay if you have been evacuated from your home or if it’s been affected by flood, fire or utility failure.
- Arrange to look after each other’s children or to pick them up from school if you have an emergency at work or in the family.
- If you are suffering from an infectious disease, like flu, the NHS might ask you to send someone to collect your medication for you.
- Keep copies of your most important documents or pictures safe for each other.
- Be an emergency point of contact for family members who may be separated in an emergency.

Make sure all your family knows who your emergency friends are and make a note of them in the Household Emergency Plan form in this booklet. Sit down and have a chat with each other so you identify all the ways you can help one another.

## Community alarm services

Many councils provide community alarm services to support independent living in your own home.

Such services can range from a pendant alarm, to the installation of specialist equipment with sensors linked to a 24hr monitoring centre, to detect potential emergencies such as a fall, wandering, fire, flooding or gas leak.

**Contact your local council for more information.**

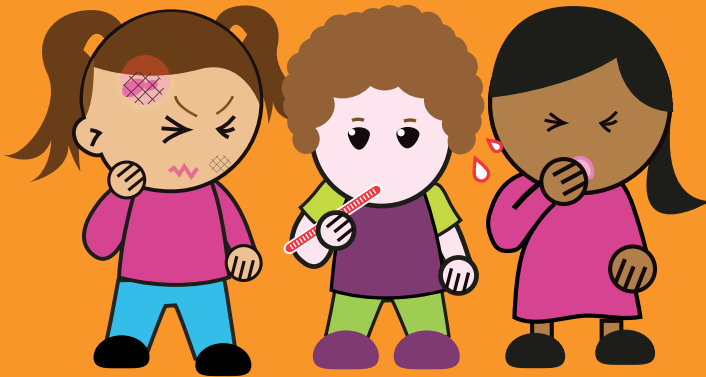


## Health Advice



Gloucestershire **NHS**  
Health Community

Illness or injury?  
Not sure where to turn?



Get Advice

**A** **PP** ASAP Glos NHS  
**S** **EARCH** [www.asapglos.nhs.uk](http://www.asapglos.nhs.uk)  
**A** **SK** NHS 111  
**P** **HARMACY** Pop In

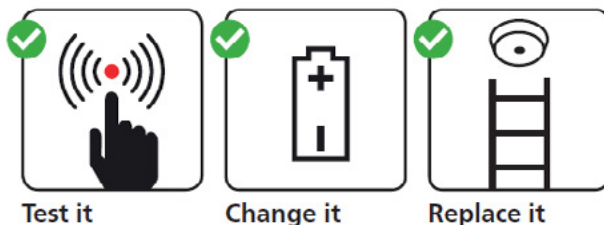
## Coping with an emergency

You are responsible for preparing and protecting your property so it's vital you take steps to insure and protect your home and possessions. Look at your local council's website for information on their emergency plans and find out what they and other emergency responders do for the whole community.

The following sections give good advice about what you should do before, during and after an emergency to help you cope with it better.

### Fire

- Reduce fire hazards in your home- contact your local fire service for more information or to book a free home Safe and Well visit contact 0800 1804140
- Fit and maintain smoke alarms- at least one on every floor (test your smoke alarms at least monthly).



- Plan an escape route - make sure everyone in your house knows the plans. Practise it and turn it in to a game for children.
- Do not overload electricity sockets.
- If there is a fire, get out, stay out and call 999 and follow the advice of the Fire Service.
- If you are moving or trapped in smoke, stay close to the floor where the air is cleaner.
- Make a bedtime check – close doors, unplug electrical devices and keep keys where you can find them.
- Never re-enter your home until the Fire and Rescue Service has made it safe.



**For a FREE Safe and Well Check  
Please call us on 0800 1804140**

[www.glosfire.gov.uk](http://www.glosfire.gov.uk)

[@Glosfire](https://twitter.com/Glosfire)

[Gloucestershire  
COUNCIL](https://www.gloucestershire.gov.uk)

## Building evacuation

If the emergency services tell you to evacuate your home you should do so. Refusing to leave on their advice will put you, your household and those trying to help you at risk.

Local authority resources may be limited and you should try to stay with an emergency friend. If you are stranded, however, the council will provide basic accommodation (in a rest centre). If you are evacuated this may be for some time (ranging from a few hours to several months), so you should bring the relevant items identified in the emergency “grab bag” list.

Remember to take with you any essential / prescribed medication and asthma/ respiratory aids.

If you have pets you should have a plan for where they can stay in the event that you are evacuated from your home. There will only be very basic facilities for pets in the rest centre.

The people who run rest centres are trained to give you support and advice. They will help you through the stress of an evacuation and prepare you for what to do afterwards.

## Severe weather

There is a lot you can do to reduce the effect and potential cost of damage caused by severe weather. If you are concerned about severe weather affecting your area then you should check local and national weather forecasts on local television, radio or on the Met Office website [www.metoffice.gov.uk](http://www.metoffice.gov.uk).



# Flooding

One in six properties in the UK are at risk of flooding.

There are a number of things you can do in advance to prepare for flooding and minimise its effects.

## Preparing for a flood:

- Ensure that you know your property’s risk to flooding and what type.
- To assess your risk from river flooding visit: [www.gov.uk/check-flood-risk](http://www.gov.uk/check-flood-risk) or call 0345 988 1188.
- If you are at risk you may be able to register for the Environment Agency’s free flood warnings service, via the website [www.gov.uk/sign-up-for-flood-warnings](http://www.gov.uk/sign-up-for-flood-warnings) or by telephone 0345 988 1188.
- Get to know the flood warning codes and what they mean as shown in the picture below.
- Check your buildings and contents insurance policy to confirm you are covered for flooding and to check you haven’t underestimated the value of your home contents.
- Know how to turn off your gas, electricity and water supplies. If you have any doubts you should ask your supplier for advice. Putting stickers on the taps and switches you need to turn off during a flood makes it easier to remember and quicker to do.
- Think about what you will do with pets, cars, furniture, electrical equipment and garden furniture should you be affected by flooding. You can download a template to produce a personal flood plan from [www.gov.uk/personal-flood-plan](http://www.gov.uk/personal-flood-plan)
- If your home is prone to flooding, consider buying flood protection equipment in advance. The National Flood Forum has information on protecting your property at [www.floodforum.org.uk](http://www.floodforum.org.uk).
- If you have been flooded before you may understand how difficult recovery can be and want to make changes to limit damage and get back to normal more quickly if you were flooded again. There is lots of useful information on resilient repair on the flood repairable project website <https://floodrepairable.wordpress.com>

## Flood warnings - know what to do?



**FLOOD  
ALERT**

**PREPARE**

- Prepare a bag that includes medicines and insurance documents
- Visit [flood-warning-information.service.gov.uk](http://flood-warning-information.service.gov.uk)



**FLOOD  
WARNING**

**ACT**

- Turn off gas, water and electricity
- Move things upstairs or to safety
- Move family, pets and car to safety



**SEVERE  
FLOOD  
WARNING**

**SURVIVE**

- Call 999 if in immediate danger
- Follow advice from emergency services
- Keep yourself and your family safe

## Responding during a flood:

- Tune in to your local radio station or call Floodline to get the latest information.
- Check social media and web pages if possible.
- Report property flooding or river blockages to the Environment Agency incident hotline on 0800 80 70 60.
- If safe to do so, turn off gas, electricity and water supplies before flood water enters your home.
- If your home has been flooded you are advised to move your family and pets upstairs, or to a high place with a means of escape - remember to take your emergency "grab bag" with you.
- Do not touch sources of electricity when standing in flood water.
- Never drive through flood water. Eighty per cent of flood deaths occur in vehicles.
- If there is raw sewage in your property you should not enter your property at all and you should seek alternative accommodation until it has been cleansed.
- If a flood is likely, put plugs in sinks and baths and weigh them down.

## After a flood:

- Find out if it is safe to return to your property by monitoring the media and local authority website - check falling river levels via Floodline and the Environment Agency's website.
- Ring your insurance company as soon as possible and follow their advice. If you can access your property, take photographs for evidence.
- To protect against contamination always wear waterproof outerwear, Wellingtons and gloves.
- Be aware of the potential risks to health from flooding. Guidance is available via [www.gov.uk/government/collections/flooding-health-guidance-and-advice](http://www.gov.uk/government/collections/flooding-health-guidance-and-advice)
- Get your electricity supply checked before switching back on and have your gas or oil central heating checked by a qualified electrician.
- Your local council may help with the collection of flood-damaged household items.

**Check the Environment Agency's and your local council's websites for more advice on what to do before, during and after a flood.**



# Heavy snow and extreme cold

## Preparing for severe winters

### Home Preparations:

- Ensure you have enough insulation around your water tank(s), loft and external water pipes.
- Check you have de-icer, salt/grit and the necessary tools to keep your home safe and clear of snow.

### Walking considerations:

- If you are going outside, wear several layers to avoid losing heat and cover your head. Keep moving your arms and legs to help the blood circulate.
- Wear practical footwear that is warm and has good grip for the conditions.
- Consider using a walking stick to aid balance.

### Travel considerations:

- Consider whether you really need to make the journey.
- If you are travelling when snow or ice is forecast, make sure that you and your car are fully prepared for the trip and that:
  - You have warm clothes, food, water, fully charged mobile phone, torch, spade and possibly a reflective jacket.
  - Tell somebody when you expect to arrive and the route you plan to take.
  - Make sure there is enough screenwash in the windscreen washers, and have some spare to top up if needed.
- Try to wait for the roads to be treated/gritted before travelling - note it may be that only the major roads are treated.
- If you must drive, check the Highway Code for advice on driving on ice and snow. The main points are:
  - Slow down. Allow extra room - it can take 10 times as long to stop in these conditions.
  - If you start to skid, ease gently off the accelerator and avoid braking. If braking is necessary pump the brakes, don't slam them on.
  - If you get stuck, stay with your car and tie something brightly coloured to the aerial.

### Other snow considerations:

- Keeping the paths around your property clear of snow.
- Knock down any icicles that form to prevent them falling onto someone.
- Check to see if your gutters are being affected by the weight of snow.
- Put salt or grit on paths and driveways.



## High winds

### Preparing for high winds

- Secure or store loose objects outside that could blow into windows.
- Close and fasten doors and windows securely.
- Park vehicles in a garage or well away from trees, buildings, walls and fences.

### During high winds

- Stay indoors as much as possible - do NOT go outside to repair damage whilst the storm is in progress.
- Find shelter in a substantial, permanent, enclosed building.
- Slow down if driving on exposed routes, such as over bridges, and find alternative routes if possible. Take particular care of side winds if driving a high-sided vehicle or if you are towing another vehicle or container.
- Do NOT touch electrical or phone cables that have been blown down or are still hanging.

## Hot weather

During extended periods of hot weather, people and animals are at risk from the effects of heat. To reduce the risks then the following should be considered:

- Apply high-factor sun-screen regularly during the day.
- Try to keep your house cool; closing blinds and curtains can help.
- At night, keep your sleeping area well ventilated.
- Take cool (not cold) showers or baths or sprinkle yourself with water throughout the day.
- Wear lightweight, loose, light-coloured clothing and a wide-brimmed hat.
- Drink plenty of cold fluids, but not alcohol or caffeine, which dehydrate the body.
- If driving, keep your vehicle ventilated to avoid drowsiness. Take regular breaks and have plenty of water in the vehicle.
- Try to avoid going out during the hottest part of the day (11.00am - 3.00pm).
- Avoid being in the sun for long periods of time.
- The elderly and very young are most at risk. If you have elderly neighbours check on them daily.
- Avoid excessive physical activity (it can cause heat stroke or heat exhaustion), or do it in the cooler ends of the day.
- Ensure that babies, children, elderly people or animals are not left alone in stationary cars.
- Be alert and call the health services if someone is unwell or further help is needed.

## Infectious diseases

There are a number of infectious diseases that may lead to localised, national or even international outbreaks if they are not rapidly controlled. Some of these diseases include Pandemic Influenza, sickness and diarrhoea, Measles and Tuberculosis.

Many diseases are not common due to previous vaccination programmes but there is a risk that they may return or a new disease may develop. As a result everyone needs to be prepared to listen to medical advice and take the appropriate action.

You can reduce the risk of catching or spreading any infectious disease by:

- Covering your nose and mouth when coughing or sneezing - use a tissue.
- Disposing of dirty tissues promptly and carefully - bag and bin them.
- Maintaining good basic hygiene, for example washing your hands frequently with soap and water to reduce the spread of the virus from your hands to your face or to other people.
- Cleaning hard surfaces (e.g. kitchen worktops, door handles) frequently, using a normal cleaning product.

**If you are worried about any illness then, unless otherwise directed, you should contact your GP or NHS 111 or go to the NHS Choices website at [www.nhs.uk](http://www.nhs.uk)**

## Loss of power

Disruptions to power supplies may be rare, and are often linked to severe weather events. These simple steps will help you to stay safe and as comfortable as possible throughout any disruption.

- Check if your neighbours have also lost services; knowing if others are affected will make a difference to what you should do.
- If you have a pre-pay meter, check you still have credit.
- Contact your distributor to report the fault and ask for information.
- If you lose power for a prolonged period, take precautions to stay safe:
  - Avoid the use of candles. Keep a torch and batteries handy.
  - Make sure your home is well insulated. A well insulated house can stay warm for 12 hours or longer.
- Register with your utility providers if you consider yourself to be vulnerable (page 21)

## Electricity failure

If you have electricity failure and only you have lost power then:

- Check your trip switch (a circuit breaker fuse system - it will be near your electricity meter). If the trip switch is still on, call your distributor's emergency line for your area.
- If the trip switch is off, switch it back on.
- If it switches back off, one of your appliances may be faulty so unplug all appliances and reset the trip.
- If only part of your supply has failed and the trip won't reset, there may be a fault with your wiring so contact a registered electrician.

If electricity is lost for a prolonged period over a wide area, being prepared can make a difficult situation easier.

- Have at least one standard landline phone in the house as cordless phones will not work in a power cut.
- Do not open fridges for any longer than is necessary - they will normally stay cold for many hours.

# Gas

## Stay safe when you smell gas

If you smell gas, call Wales & West Utilities freephone 0800 111 999. You can call the gas emergency number at any time, day or night, 365 days a year.

An engineer will be with you as soon as possible, to make your property safe. Whilst you're waiting for an engineer, you can do the following:

- Stay calm – the engineers are experts at dealing with gas leaks quickly and with very little fuss
- Switch off – turn off all of your gas appliances and if possible switch off the gas meter (unless the meter is in the cellar or basement, in which case don't go in)
- Ventilate – open all your windows and doors
- Don't touch – make sure you don't use any electrical appliances or switch lights on or off
- Put it out – don't smoke or use naked flames
- Leave – If there's a smell of gas in the cellar or basement, please wait outside or with a neighbour

## Carbon Monoxide

Carbon monoxide (CO) is a colourless, odourless, tasteless and poisonous gas, that is released when any fossil fuel - such as gas, oil, wood, petrol and coal doesn't burn properly. It can be released into a home if an appliance is faulty, or because a flue, chimney or vent is blocked. Breathing it in can make you unwell, and it can kill.

### Signs of CO include:

- Gas appliances burning with a yellow or orange flame, rather than a blue flame
- More condensation inside your windows
- Pilot lights frequently blowing out
- Soot or yellow and brown staining on or around your appliances

### Possible symptoms of CO poisoning:

- Flu like symptoms (without the fever)
- Chest or stomach pains
- Feeling or being sick
- Feeling tired or drowsy
- Problems with your vision
- Giddiness or headaches

### If you suspect CO poisoning call 0800 111 999 immediately and:

- Switch off any gas appliances
- Open your doors and windows
- Wait outside or with a neighbour

## In a medical emergency, don't delay, call 999.

### To stay safe from the risks of CO poisoning:

- Make sure all fuel burning appliances are serviced once a year by an engineer who is registered with Gas Safe
- Get your chimneys swept and make sure flues are clear
- Install a CO alarm. These cost around £15 and you can buy them from your local DIY store, supermarket or even from your gas supplier.



## Loss of water supply

In the event of an incident which adversely affects the supply of water, the water companies will distribute alternative water supplies, usually in the form of bottled water or through water tanks.

The focus of the water company will be on providing drinking water. Water companies are legally required to supply 10 Litres per head per day in the event of a supply interruption or water quality event. This rises to 20 Litres per head per day after 5 days. The higher volume is to enable flushing of waste to protect health in a prolonged incident.

Priority will be given to vulnerable customers and establishments, for example, hospitals, prisons and nursing homes where possible. Water companies have plans in place detailing how this would be carried out.

You should register with your water company if you or a member of your household has a special requirement, they will have information giving details of eligibility and how to apply.

## Priority Services Register

Many utility companies have a Priority Services Register, which eligible customers can join to access extra assistance, particularly during a supply emergency.

If the utility companies don't know about such customers, they may take longer to get essential supplies to them in an emergency.

You can usually register on each utilities' Priority Services Register if you are:

- Of pensionable age
- Chronically sick
- Registered disabled
- Have other specific needs such as sight loss, hearing loss or a mental health condition
- Living with children under 5.

If you are eligible, you will need to contact each of your utility suppliers separately e.g. electricity, gas and water to join their Priority Services Register.

**Contact your utility providers or look at their website to find out more.**

## Security incident

Whilst it is important that we all go about our daily business normally, it's also sensible to remain alert to danger and to report any suspicious activity you see or hear.

Always report suspicious activities, you may have vital information. If you hear, see or come across anything that may be linked with terrorist activity, please tell the Police. They want to hear from you.

### To report suspicious activity:

- Call 999, in an emergency, or for non-emergency calls ring 101
- Call the anti-terrorist hotline on 0800 789 321
- Crimestoppers - a national organisation independent of the Police.  
You can talk confidentiality on 0800 555 111



### Remember, terrorists need...

- A place to live: are you suspicious about any tenants or guests?
- To Plan: have you seen anyone pay an unusual amount of attention to security measures at any location?
- Money: individuals may set up bogus bank accounts, copy credit cards, return goods for large cash refunds.
- Equipment: if you are a retailer, do you have any cause to be suspicious about anything being bought?

## Be Alert, Not Alarmed.

### Actions in the event of a security incident taking place:

If there is a security incident including a bomb alert near you, follow the instructions of the emergency services. In most cases when there is a security alert including a bomb warning:

- If it is safe to do so, leave the area - RUN
- If you cannot run – HIDE (stay quiet and turn mobile mobile phones to silent)
- If you are able to, report what is happening by ringing the emergency services - TELL
- Make sure that you know the security plans at your place of work and what to do in an emergency.

If there is an **explosion** near you then unless you have been advised not to by the emergency services, in most cases you should:

- Move away from the immediate source of danger.
- Wait for the emergency services to arrive and examine you; if you go home unchecked you could contaminate others.
- If you see the explosion, stay in a safe place and tell the police what you saw.

If the incident/explosion involves a **chemical, biological, radiological or nuclear** agent then the emergency services are equipped to respond to such incidents. They are able to decontaminate large numbers of people quickly if necessary. It is important that this takes place where the incident happened so that other people and areas, including homes, are not contaminated. If necessary, you would also be assessed by health service providers.

# Household emergency plan

Where will we meet if we can't get into, or stay in our home?

Who will collect children from school if we are unable to get there?

<b>Name:</b>	<b>Contact number:</b>
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Neighbours we will check on

<b>Name:</b>	<b>Contact number:</b>
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Where we turn off

Gas

Electricity

Water

Who will we stay with if we are evacuated?

<b>Name:</b>	<b>Contact number:</b>
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**Who can be our emergency friend to get medicine and supplies if we have to stay at home?**

**Name:**

**Contact number:**

**Who will look after our pets if we are unable to?**

**Name:**

**Contact number:**

### **Local Radio Station Frequencies**

**BBC Radio Gloucestershire  
Heart FM**

**95 Fm, 95.8 Fm, 104.7 Fm  
102.4 Fm, 103.0 Fm**

### **Emergency Contact List**

**Name**

**Number**

Work

Doctor

School(s)

Water supplier

Electricity supplier

Gas supplier

Telephone / Internet providers

Home insurance company

Home breakdown services

Emergency friend



# Further information

Organisation	Phone Number	Website
<b>Emergency Services</b>	<b>999</b>	
Police (non emergency)	101	<a href="http://www.gloucestershire.police.uk">www.gloucestershire.police.uk</a>
Fire & Rescue Service (non emergency)	01452 888777	<a href="http://www.glosfire.gov.uk">www.glosfire.gov.uk</a>
Safe and Well Checks (Fire & Rescue Service)	0800 1804140	<a href="http://www.glosfire.gov.uk/your_safety.html">www.glosfire.gov.uk/your_safety.html</a>
NHS 111 When medical help required but not a 999 emergency	111 (24hr)	<a href="http://www.nhs.uk">www.nhs.uk</a>
<b>Environment Agency</b>		
General Enquiries	03708 506 506 (Mon- Fri 8am-6pm)	<a href="http://www.environment-agency.gov.uk">www.environment-agency.gov.uk</a>
Incident Hotline	0800 80 70 60 (24hr)	
Floodline	0345 988 1188 (24hr)	
<b>Local Authorities</b>		
Cheltenham Borough Council	01242 262626	<a href="http://www.cheltenham.gov.uk">www.cheltenham.gov.uk</a>
Cotswold District Council	01285 623000	<a href="http://www.cotswold.gov.uk">www.cotswold.gov.uk</a>
Forest of Dean District Council	01594 810000 (24hr)	<a href="http://www.fdean.gov.uk">www.fdean.gov.uk</a>
Gloucester City Council	01452 396396  01452 396220 (Emergencies <u>only</u> out of hours)	<a href="http://www.gloucester.gov.uk">www.gloucester.gov.uk</a>
Gloucestershire County Council	01452 425000	<a href="http://www.gloucestershire.gov.uk">www.gloucestershire.gov.uk</a>
Gloucestershire Highways Team	08000 514 514 (24hr)	<a href="http://www.gloucestershire.gov.uk/transport">www.gloucestershire.gov.uk/transport</a>
Stroud District Council	01453 766321  01453 222104 (Emergencies <u>only</u> out of hours)	<a href="http://www.stroud.gov.uk">www.stroud.gov.uk</a>
Tewkesbury Borough Council	01684 295010 01684 293445 (Emergencies <u>only</u> out of hours)	<a href="http://www.tewkesbury.gov.uk">www.tewkesbury.gov.uk</a>

Organisation	Phone Number	Website
<b>Water / Sewerage Companies</b>		
Severn Trent Water	0800 783 4444(24hr)	www.stwater.co.uk
Thames Water	0800 316 9800 (24hr)	www.thameswater.co.uk
Bristol Water NB Water supplier only- contact Wessex Water for sewerage issues).	0345 702 3797 (24hr)	www.bristolwater.co.uk
Wessex Water	0345 600 4 600 (24hr)	www.wessexwater.co.uk
Dŵr Cymru (Welsh Water)	0800 052 0130 (24hr) Water emergencies 0800 085 3968 (24hr) Sewerage emergencies	www.dwrcymru.com
<b>Gas Distribution Networks</b>		
Gas Emergency Number	0800 111 999 (24hr)	www.wvutilities.co.uk
<b>Electricity Distributors</b>		
Power cuts	105 (regardless of distributor or supplier)	www.powercut105.com
Western Power Distribution	105	www.westernpower.co.uk
Scottish and Southern Electricity	105	www.ssepd.co.uk/PowerCuts/
<b>Other Organisations</b>		
Local Resilience Forum		www.glosprepared.co.uk
Public Health England		https://www.gov.uk/government/organisations/public-health-england
Met Office		www.metoffice.gov.uk
Local Village/ Community Agent		www.villageagents.org.uk
Anti-terrorist Hotline	0800 789 321	
Crimestoppers	0800 555 111	https://crimestoppers-uk.org/
Gloucestershire Rural Community Council	01452 528491	www.grcc.org.uk
Healthwatch Gloucestershire	0800 652 5193	www.healthwatchgloucestershire.co.uk





Public Health  
England

