

# My Emergency Plan

Emergency incidents such as a fire, gas leak, flood from a burst water main or terrorist incident can happen without warning and have disastrous effects. However, emergencies can also be caused by escalating events such as severe weather or a pandemic.

There may be times when you are affected by an emergency but your life is not in immediate danger. By making a few basic preparations you will be better placed to help yourself and those around you to stay safe and resilient.

This document has been designed to help your household prepare for an emergency which can significantly disrupt your daily lives. It is important to consider potential dangers in and around your home.

Families and households can and do cope with emergencies by preparing in advance. During an emergency you may need to evacuate your home, for example, if there is a gas leak, fire or burst water main.

You can significantly reduce the risk to you, your household residents and your property by being informed and prepared.

## Before an Emergency – Priority Registration

If you need a little more support than most in an emergency where the utilities are affected or are reliant on a utility, then all of the utilities companies run a priority registration scheme. Priority registration does not mean that you will get your utilities back faster than anyone else but you will get additional support whilst they are off.

To register for these schemes please see the links:

### Electricity

Details about registering as a Priority User can be found on the UK Power Networks website, who provide electricity in Southwark:

[UKPN Priority Services Register](#)

### Water

Details about registering as a Priority User can be found on the Thames Water website, who provide water in Southwark.

Call **0800 009 3652** or send an email to

[ecs@thameswater.co.uk](mailto:ecs@thameswater.co.uk)

### Gas

Details about registering as a Priority User can be found on the SGN website, who provide gas in Southwark.

Call Careline on **0800 975 1818** or send an email to

[customer@sgn.goc.uk](mailto:customer@sgn.goc.uk)

## Planning for an Emergency

There are different ways in which you can plan for an emergency, here are some suggestions:

- Know where and how to turn off water, gas and electricity supplies in your home
- Know the emergency procedures for your children at school and/or at your workplace
- Know how your family will stay in contact in the event of an emergency
- Consider if any elderly or vulnerable neighbours might require your help
- Know how to tune in to your local radio station

# Are you prepared? Check list

Checklist:		
Q	Question	Tick or cross
1.	We all know how and when to call the emergency services	<input type="checkbox"/>
2.	We know some basic first aid	<input type="checkbox"/>
3.	Someone we trust nearby has a spare key to our home	<input type="checkbox"/>
4.	We know our neighbours and who might need some help in an emergency	<input type="checkbox"/>
5.	We have agreed a list of our friends who can help us in an emergency and we all have their contact details	<input type="checkbox"/>
6.	We have working smoke alarms in our home and we have agreed a night time fire escape route	<input type="checkbox"/>
7.	We have contents and building insurance and we have agreed how much cover we actually need	<input type="checkbox"/>
8.	We keep our most important documents and pictures in a safe place and we keep copies at a family member or friend's house	<input type="checkbox"/>
9.	We all know where our mains gas, water and electrical in-takes are, how to shut them off and reset the trip switch for the electrics	<input type="checkbox"/>
10.	We all know the location of the nearest: <ul style="list-style-type: none"> <li>• Accident &amp; Emergency</li> <li>• Police Station</li> <li>• NHS Walk in Centre</li> <li>• Late opening pharmacy</li> </ul>	<input type="checkbox"/>
11.	We know the fire and security procedures at our place of work and what the policies are for staff who cannot get to work or home from work	<input type="checkbox"/>
12.	We know the schools emergency procedures and how we will communicate with the school during an emergency	<input type="checkbox"/>
13.	We have discussed what we would do in the event of severe weather and flooding and have made some basic preparations to look after ourselves	<input type="checkbox"/>
14.	We have discussed what we would do if we have a supply problem with our gas, water or electrics and have made some basic preparations to look after ourselves	<input type="checkbox"/>
15.	We have discussed where we would go if we had to evacuate our home	<input type="checkbox"/>
16.	We have got an emergency grab bag in case we have to evacuate our home in a hurry	<input type="checkbox"/>

**You scored:**

0-5 - You are not prepared!!

**An emergency would affect you and your household far more than it would need to.**

6-11 - Just average

**You've got the basics in order but now its time to step it up a gear.**

12-16 - Keep calm and carry on

**You and your household are prepared for most eventualities.**

# Preparing your plan

Emergencies can happen with no warning and have disastrous effects. One of the most important things you can do to prepare for an emergency is to spend a few minutes creating a plan to help you deal with a stressful situation quickly and effectively.

## Prepare

- Carry out a risk assessment of your home and lifestyle.
- Is your home at risk from floods and fire?
- Can you survive without power or water for three days?
- Have you got alternative methods or routes to get to work?
- Do your family/who you live with know what to do in an emergency?
- Are your home and contents insured?
- Do you know how to turn off the gas, water and electricity to your home?
- Can you stay in touch with everyone you live with?

## Link up

In an emergency the mobile phone network may be overloaded with calls. It is advisable to have a plan with your family in order to stay in contact with each other. It is a good idea to choose two meeting points that you can go to if you are separated from your family and cannot access your home. Then if you cannot phone each other, you can meet up at the meeting points.

It is advisable to choose a friend or relative who lives in another part of London or outside of London who you can phone during an emergency. Ensure you have their number in your mobile phone contact list and written down somewhere safe, such as in your wallet.

You can leave a message with them to pass to the other people who live in your household.

Make sure you tune into the local radio station to receive updated information on the emergency.

## Accommodate

You may not be able to access your home in an emergency. Make sure you have an alternative place to stay by arranging with friends and family.

The Council may provide basic shelter for those affected by an emergency at an Emergency Rest Centre. The emergency services will be able to tell you where to find the nearest one to you.

## Necessary kit

- Make sure you have essential kit to survive in or out of your home.
- Keep a supply of tinned food and bottled water at home in case you need to stay indoors.
- Prepare a grab bag so that if you have to leave your home you have all the essentials that you need. Store the bag in a safe and secure place, where it can be taken during an emergency. Check the bag regularly.

What you might consider packing in a grab bag:

- |  |                              |
|--|------------------------------|
| • Emergency Plan                               | • A mobile phone & charger   |
| • A torch                                      | • A wind up or battery radio |
| • Medication                                   | • Car & house keys           |
| • Bottled water                                | • Medications                |
| • Money/bank card                              | • Appropriate clothing       |
| • Important documents<br>(copy or save online) | • Glasses                    |
| • First aid kit                                | • Hand Sanitiser             |
|  | • Power Bank                 |

# During an Emergency

If you find yourself in an emergency, there are a few key things you should do:

## Call 999 if there is a threat to life or danger present

- Follow the advice of local emergency responders
- Think before you act
- Never put yourself or others in unnecessary danger
- Try to get to a safe place if possible – this may not be your home
- Check for injuries – remember to help yourself before attempting to help others
- Remain calm and try to reassure others around you

## Local Emergency Responders

These are organisations that respond to emergencies in your local area. They include the fire, police and ambulance services, as well as your local authority, Primary Care Trust and other organisations.

## If you are not involved in the incident, but are close by or believe you may be in danger:



**Go in** – go inside and close doors and windows, and stay away from them. Do not go into a building that is on fire.



**Stay in** – stay inside for as long as it is safe to do so or until you know more information about the situation. You could put yourself at more risk by not waiting for further



instructions.

**Tune in** – tune in to your local radio, TV and internet news channels. Local emergency services will use these to give you information about the situation. A

wind-up radio will ensure that you do not have to replace batteries in the event of a power cut.

Radios are used to broadcast emergency warnings and information as it is one of the most accessible means of communication. Radio is also very reliable as it can still broadcast and be received during a power cut.

If the danger is inside, **get out**, stay out and call the emergency services.

If the danger is outside, **get in**

If the emergency services ask you to leave your home:

- Please follow their instructions, they will know more than you do about the level of danger present
- Switch off gas, water and electrical appliances
- Lock all doors and windows
- Make a provision for any pets

It is likely that the emergency services will probably ask you to go to a rest centre, if this happens, leave as quickly and calmly as possible. If you decide to go anywhere else, it is important to let them know so that you can be accounted for.

**You may also want to think about how you can work together in your own community to prepare for, respond to and recover from an emergency.**

When returning home after an emergency remember to listen to advice from emergency services or local authorities about any specific actions which you should follow.

# Staying Informed

Here are some useful contact numbers that may help you keep up to date with a situation:

Emergency Services	999
Police (non-emergency)	101
NHS (non-emergency)	111
Power Cut information	105
Southwark Council	020 7525 5000
Thames Water	0845 9200 800
National Grid Gas	0800 111 999
Environment Agency	0845 988 1188
Transport for London	020 7222 1234
Anti-Terrorist Hotline	0800 789 321
Met Office	0870 900 0100

Here are some useful Twitter handles that may help you keep up to date with a situation:

Organisation	Twitter handle
Metropolitan Police	@metpoliceuk
Southwark Police	@MPSSouthwark
London Ambulance Service	@Ldn_Ambulance
London Fire Brigade	@LondonFire
London Fire Brigade: Southwark	@LFBSouthwark
Southwark Council	@lb_southwark
Thames Water	@thameswater
National Grid	@nationalgriduk
Environment Agency	@EnvAgency
Transport for London	@TfL

Here are some useful radio stations that may help you keep up to date with a situation

Radio Station	Frequency
BBC London Radio	94.9 FM
LBC/LBC Rolling News	97.3 FM / 1152 AM

Here are some useful websites to check during an emergency:

[GOV UK Website](#)

[Southwark Council Website](#)

[TFL Website](#)

Organisations work together to produce one single message for the public and deliver it through a variety of media. They think carefully about what information different audiences will want and when, in an emergency.

A well informed public is better able to respond to an emergency and to minimise the impact of the emergency on the community. It is important that the information is seen and knowledge and is not meant to cause unnecessary alarm.

**Check on neighbours and vulnerable people in your community where it is safe to do so**

Early action on the ground can help reduce the initial impact of an emergency and help communities prepare for the longer term recovery.

The most resilient communities are those who develop their own plans decide on a unique method which they can follow in an emergency situation and which suits their individual community.