



# WHAT TO DO IN AN EMERGENCY

- If a life is at risk, dial 999 and alert the Police/Fire/Ambulance/Coastguard
- If the building is on fire – **get out and stay out**
- If not, consider the – **Go In, Stay In, Tune In rule** (see below)
- If flooding, follow advice from EA\*/TDC\*/Police
- If safe to do so, pass on warning to neighbours and check on any vulnerable people near you
- Limit phone calls - it keeps lines free. **Someone may be trying to contact you!**

## GO IN, STAY IN, TUNE IN



### GO IN

1. Go indoors, close windows, doors and ventilation systems.

### STAY IN

2. Stay indoors until you know more about the situation and the appropriate action you need to take to protect yourself. You could put yourself or others at more risk by not waiting for further instructions.

### TUNE IN

3. Tune into and monitor local radio, television and official social media pages for any updates.

## FLOODING

FLOODLINE : 03459 88 11 88

- 1 Listen** to and act on any advice from emergency services.
- 2 Put people before property.** Move your family and pets away from immediate danger but ensure you have a means of escape.
- 3 Gather essential items** and put these out of the way of flood water to keep them dry (see 'Prepare a Grab Bag').
- 4 Listen to local radio** for updates or call the EA\* Floodline 03459 88 11 88.
- 5 Put plugs in sinks and baths** and weigh them down with a heavy object, such as a pillow case or plastic bag filled with garden soil, to avoid backing up through drains. A similar object should be placed into the toilet.
- 6 If safe to do so, turn off utilities** (gas, water and electricity) when flood water is about to enter your home. **DO NOT** touch sources of electricity when standing in flood water.
- 7 Don't drive or walk** through flood water, it could be contaminated or conceal hazards.

## STORMS

### BE READY

- Store some emergency provisions (see 'Prepare a Grab Bag')
- Secure outdoor items and bring as much as possible indoors, including pets
- Close windows, clear window sills and pull curtains to protect against flying glass
- Warn vulnerable people in your community and help them prepare—be a good neighbour
- Unplug aerials, computers, televisions and telephones from their main sockets

The Met Office provide weather warnings for the following:



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

## RECOVERY

When it all calms down, if utilities have been cut off or affected, contact the relevant service (see reverse). **DO NOT** dispose of any damaged property or possessions before taking photographs and consulting your insurance company.

Sandbags do not provide protection during flooding. Water can enter houses through many routes. Your local/district council does not provide sandbags to protect individual properties. Residents should check their property's flood risk and, if appropriate, use purpose-made flood protection products. Details are available from the National Flood Forum's 'Blue Pages': [www.bluepages.org.uk](http://www.bluepages.org.uk). For further information see: [www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk)

### IF A LIFE IS AT RISK DIAL 999

DO WHAT THE EMERGENCY SERVICES TELL YOU – THEY ARE THE EXPERTS  
IF YOU ARE NOT DIRECTLY INVOLVED, KEEP AWAY FROM THE SCENE

- \* Key to abbreviations:
- TDC: Tendring District Council
  - EA: Environment Agency

# EMERGENCY CONTACT INFORMATION

- Police/Fire/Ambulance/Coastguard
- Police Non-Emergency Line
- NHS Non-Emergency Line
- TDC\* Careline
- UK Power Networks
- Affinity Water
- Anglian Water (Waste)
- EA\* Floodline
- Doctor
- Vet

999
101
111
01255 222022
105
0800 376 5325
03457 145 145
03459 88 11 88

## IMPORTANT INFORMATION

(banking sort code and account number, insurance details)


- \* Key to abbreviations:
- TDC: Tendring District Council
  - EA: Environment Agency

## NEXT OF KIN DETAILS


## MY MEDICINES


# USEFUL WEBSITES

- Environment Agency: [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)
- Check My Flood Risk: [www.checkmyfloodrisk.co.uk](http://www.checkmyfloodrisk.co.uk)
- UK Power Networks: [www.ukpowernetworks.co.uk](http://www.ukpowernetworks.co.uk)
- Tendring District Council: [www.tendringdc.gov.uk](http://www.tendringdc.gov.uk)
- Essex County Council: [www.essex.gov.uk](http://www.essex.gov.uk)
- Harwich Town Council: [www.harwichtowncouncil.co.uk](http://www.harwichtowncouncil.co.uk)
- Ambulance Services: [www.eastamb.nhs.uk](http://www.eastamb.nhs.uk)
- National Health Service: [www.nhs.uk](http://www.nhs.uk)
- Police Service: [www.essex.police.uk](http://www.essex.police.uk)
- Anglian Water: [www.anglianwater.co.uk](http://www.anglianwater.co.uk)
- Essex County Fire and Rescue: [www.essex-fire.gov.uk](http://www.essex-fire.gov.uk)
- Met Office: [www.metoffice.gov.uk](http://www.metoffice.gov.uk)

# POWER CUTS

Power cut? Contact UK Power Networks 24 hours a day

- Text **Power** and your postcode to **80876**
- Call **0800 31 63 105** or simply **105** (free from a landline or mobile phone)
- Tweet @UKPowerNetworks

Need extra support during a power cut?

UK Power Networks operates a free Priority Service Register for customers who need support. Benefits include a priority number and tailored support if needed such as home visits, hot meals, advice and keeping your friends and relatives updated.

To register call **0800 169 9970** or visit [www.ukpowernetworks.co.uk/priority](http://www.ukpowernetworks.co.uk/priority)



## PREPARE A GRAB BAG

- Torch and batteries/wind-up torch
- Portable radio and batteries/wind-up radio
- Notebook and pens/pencils with a list of:
  - Useful telephone numbers
  - Medication
  - Insurance policy numbers
  - Banking details (sort code and account number)
  - Identification numbers (passports etc.)
- A spare phone charger
- If needed, something to occupy children
- Bottled water and something to nibble on (sweets, biscuits)
- A spare set of glasses and/or contact lenses
- Toiletries
- Pet food and supplies
- A spare set of keys

THE LITTLE THINGS THAT MAKE A BIG DIFFERENCE  
IT'S A GOOD IDEA TO KEEP THE FOLLOWING ITEMS IN A  
'GRAB BAG' IN YOUR HOME



**DON'T FORGET YOUR MOBILE PHONE, MEDICATION AND YOUR PETS! - THEY'RE PART OF THE FAMILY TOO!**

The information on this card is correct at the time of printing (March 2017)



STAY SAFE

# SELF-HELP EMERGENCY GUIDELINES

Produced by Harwich Town Council

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