



Preparing For Emergencies...



Why should you prepare for emergencies?

Emergencies happen...

There will be times when you may be affected by an emergency but your life is not in immediate danger. During this time you need to know how to help yourself and those around you.

This booklet is designed to help you, your family, your community or your business prepare for, respond to, and recover from, the impacts of events that disrupt our daily lives.



What should you do in an emergency?

You should...

- Call 999 if there is a threat to life
- 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
- Try to reassure others around you

Who are '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, health board, voluntary agencies 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 stay away from doors and windows.

Stay in: stay inside for as long as it is safe to do so.

Tune in: tune in to your local radio, TV and internet news channels. Local emergency responders will use these to give you information about the situation. A wind-up radio will mean you don't have to replace batteries in the event of a power cut.





How can you find out more about the risks where you live?

Emergencies can take many different forms...

From road accidents and house fires affecting a small number of people, through to widespread loss of electricity supply, flooding or an explosion which can affect many thousands of people. We should prepare for the impacts of all emergencies. Part of this is about understanding the different risks we face and their likely consequences.

Risks affecting you in and around your home

We can all identify risks in and around our home and family. We should be aware of the risk of fire in the home, using power tools or storing household chemicals. In addition, your property may be in an area that is at risk from flooding. You can find out if you are in an 'at risk area' and get advice on what to do by contacting the Floodline on 0345 988 1188.

Risks affecting your local area

Local emergency responders meet regularly as a 'Local Resilience Forum'. This group, from the South Wales Police Area, coordinates the planning for emergencies affecting your local area. They assess the risks that could affect your local area and publish a Community Risk Register.

To view the local risk register go to www.swlrf.co.uk

Fill in the table below with some risks affecting your home or area and describe actions to take:

Risk	Action
E.g. severe weather	Monitor weather forecast, radio, TV.

What sort of emergencies can you prepare for?

Emergencies we know are going to happen...

We often get prior warning that some emergencies are going to happen and can take action to prepare ourselves for them.

For example;

- preparing for severe weather by monitoring weather forecasts, flood warnings
- listening out for information about outbreaks of disease before they spread more widely
- keeping up to date with information about industrial disputes

Natural hazards, such as floods and other severe weather, regularly affect the UK. It is important to be aware that as well as causing damage to buildings and transport networks, they can also lead to widespread loss of gas, electricity, water and telecommunications, sometimes in areas far from where the incident has taken place.

Strikes and other industrial action can cause interruptions to utility supplies and food or fuel deliveries. Widespread outbreaks of diseases in humans or animals can also lead to significant disruptions to daily life.

Emergencies we don't know are going to happen...

Some incidents are impossible to predict and happen without warning. It is therefore vital to make sure you are as prepared as you can be for the impacts of these emergencies.

Incidents such as;

- industrial accidents
- interruptions in the supply of fuel and energy
- the unintentional releases of dangerous materials into the atmosphere
- major explosions and fires

The UK will continue to be the target for malicious threats of all kinds, ranging from organised crime and cyber attacks through to Chemical, Biological, Radiological, Nuclear or Explosive incidents (CBRNE). These incidents may be focused on a small area but could lead to impacts across a large area such as disruption to the supply of energy, fuel, telecommunications and transport networks.





“If you see that drains or drainage channels are blocked, speak to your Local Council or Natural Resources Wales”.

What can you do to prevent an emergency?

As well as preparing to reduce the impacts of emergencies when they happen, in some circumstances, there are actions you can take to reduce the likelihood of some emergencies occurring at all.

What can you do to help prevent accidental fires in your home?

Fire safety checks are available **FREE** from South Wales Fire and Rescue Services whose contact numbers (not 999) can be found in your local telephone directory. Alternatively, www.direct.gov.uk/firekills provides useful information on how to book an assessment and information more generally on how to prevent a fire in the home. You can get a fire safety check via an automated **FREephone** number **0800 169 1234** or you can **text 88365** to book a fire safety check.

What can you do to help prevent flooding in your local area?

If you see that drains or drainage channels are blocked, speak to your Local Council or Natural Resources Wales who will advise you on what you can do.

What can you do to help prevent a terrorist attack?

Keep alert and be vigilant – look out for suspicious behaviour, vehicles or packages. Terrorists could attack at any time. They like public places, especially where people gather or travel. Call 999 if you think there is an immediate danger or call the Police Anti-Terrorism Hotline on **0800 789 321** to report suspicious behaviour.

Remember if you **suspect it, report it.**

What can you do to prepare for an emergency?

An emergency can happen at any time and in any place....

You may be at home, out at work, or even on holiday. While the range and scale of incidents that can affect the UK is large, their impacts are often broadly similar. In the longer term, those affected may have difficulty accessing important documents such as insurance and banking details, and may need support from statutory services, for example, if you are made homeless. However, there are some very simple steps you can take to make yourself and your family better prepared to deal with emergencies.

Preparing for any emergency:

- Find out how to TUNE IN to your local radio, TV and internet news services
- Plan how your family will stay in contact in an emergency – remember your phone might not be working
- Be prepared to turn off electrical appliances – if there is a power cut and several appliances restart at once when power is restored, they may overload the system
- Gather essential items which you might need in an emergency such as essential medicines
- Speak to your neighbours and friends and see if you can help them or they can help you prepare for emergencies

“Speak to your neighbours and friends and see if you can help them or they can help you prepare for emergencies”.





What can you do to prepare for an emergency?

Preparing for having to stay in your home:

- Prepare a household emergency plan. (A template plan is available at the back of this booklet to get you started)
- Know where you can find torches and blankets, should there be a loss of electricity supply
- Keep a wind-up radio in your home so you can stay tuned in to information about the emergency
- Maintain a stock of ready-to-eat (e.g. tinned) food and drinking water for your family in case you cannot leave your home for several days

- Consider buying a landline handset that draws its power from the phone line (i.e. one that only needs to be plugged into the phone socket) – these will often work when there is no mains power

What if you are at work when an emergency happens?

- Employers have a responsibility for the safety and security of their staff. All businesses should have arrangements in place to deal with the impacts of emergencies. Make sure you understand what you need to do in an emergency at work
- Think about your journey to and from work. How would you get home if your normal route was disrupted? What alternative arrangements would you need to make for childcare and other commitments?
- If you own or run a business and would like advice on emergency planning or business continuity contact your local council's emergency planning department

What about your children at school?

- If your children are at school when an emergency happens, it may be safest for them to remain there
- All schools have plans to cope with local emergencies such as fire and flood, teachers and support staff do all they can to look after the pupils in their care
- You may wish to ask your child's school for details of their plans to deal with an emergency. You will then be able to incorporate these into your own family preparations
- Be prepared to tune in to your local radio station for advice and for arrangements your local council has made to let parents know when to collect their children from school

How can you help out in an emergency?

Knowing some basic first aid skills could help you deal with an emergency...

Your relatives or friends could be the ones to benefit from your skills.

Here are a few points to remember whenever someone is in need of first aid:

- Keep calm and look for any dangers to yourself or the injured person

- Find out what happened
- How many casualties are there?
- Is there anyone around who can help?
- Call 999 as soon as you can

When there is more than one injured person, go to the quietest one first. They may be unconscious and need immediate attention.

Learning first aid is easy, courses can be arranged via local Voluntary Agencies such as the British Red Cross that can be held locally and would serve your community or business.

For further information on first aid courses go to www.redcross.org.uk

What can your community do to prepare for emergencies?

You may want to speak to the emergency planning team in your local council to find out how to create a **Community Emergency Plan**. This is where volunteers from your local can put in place emergency arrangements to support the work of local emergency responders during an emergency in your community. (A template plan is available at the back of this booklet to get you started).

Prominent local organisations, such as faith communities, may already have resilience structures in place. Many communities help each other in times of need and previous experience has shown that those who have spent time planning and preparing

for this are better able to cope with national and local emergencies, and also recover more quickly.

To find out more about how to create a Community Emergency Plan, see the Preparing for Emergencies web pages at

www.direct.gov.uk/preparingforemergencies or contact your Council's emergency planning department.

Neighbourliness

Volunteering time can make a big difference to those who are struggling during emergencies. You could make a difference by helping to keep pavements clear to prevent slips or falls in the snow or ice or checking to see if elderly neighbours are warm, well and have enough food. People with practical skills, for example, a tree surgeon, can be useful in clearing debris after severe weather. This information can be held within the community emergency plan.



HEDDLU

POLICE

What are local emergency responders doing to prepare for emergencies?

Every year, many exercises are held involving local emergency responders and all agencies responsible for preparing for emergencies. These exercises practice the response to a range of emergencies, by testing plans and preparedness.

The emergency services and other responders, such as your local authority and health board are well equipped to deal with emergencies of all kinds, whether they are in your home, at work, or affecting transport networks.

Excellent training and cutting edge equipment means that the UK's emergency responders are among the best in the world. Emergency plans exist in all areas of the UK.

HOUSEHOLD EMERGENCY PLAN

This template will help you and
your family prepare for an emergency.

EMERGENCY CONTACT NUMBERS

Keep this list handy and make extra copies if needed. Keep a copy by your home phone and store them in your mobile phones.

Emergency Services	999	Local Council	
NHS Direct	0845 4647	Doctors	
Floodline	0345 988 1188	Dentist	
Non-emergency Police enquiries	101	Hospital	
Gas Leaks	0800 111 999	House Insurer	
Power cuts	0800 052 0400	Car Insurer	
Work		School	
Work		School	
Dŵr Cymru Welsh Water - Water services and emergencies (24 hours a day, 7 days a week)			0800 052 0130
Dŵr Cymru Welsh Water - Sewerage services and emergencies (24 hours a day, 7 days a week)			0800 085 3968
Dŵr Cymru Welsh Water - Reporting a water leak (24 hours a day, 7 days a week)			0800 281 432
Dŵr Cymru Welsh Water - Check a visiting officers Identity Card details (24 hours a day, 7 days a week)			0800 281 141
Dŵr Cymru Welsh Water - Text Relay for customers with hearing and speech difficulties -		Telephone: Textphone:	18002 & number you want to call 18001 & number you want to call

Where will we meet? If you are evacuated or cannot get home or contact each other pick two places where you could meet. One close by, the other slightly further away in case the emergency is more widespread.	
Nearby place:	
Outside the immediate area:	
What if we cannot get there? Choose a friend you can contact to say you are safe	
Name:	Address:
Home Phone:	Mobile Phone:
Where can we stay? If you have to evacuate could you stay with friends or family. Have two different places.	
Name:	Address:
Home Phone:	Mobile Phone:
Name:	Address:
Home Phone:	Mobile Phone:
Where and how do we turn off the following? Only do this if you have time to do so.	
Water:	
Gas:	
Electricity:	
Will a neighbour need help?	
Name:	Address:
Home Phone:	Mobile Phone:

EMERGENCY BAG: You should try to put together an emergency bag. An emergency bag holds vital information and items that may be useful in an emergency. The bag should be small enough to carry and be stored in a safe and secure place where family members can find it. The bag should be checked regularly and possibly include:

Copy of this emergency plan

Details of regular prescription items for your family

Paper copy of useful telephone numbers

Mobile phone charger

Important documents (e.g. passport, insurance certificates etc)

National Health Service numbers (your doctor's receptionist can tell you these)

Important computer information stored on a disk or USB

Toiletries

First Aid Kit

Bottles of water, snacks

Wind up or battery powered radio including spare batteries

Wind up or battery torch with spare batteries

Notebook and pen / pencil

Essential keys (e.g. house / car / work)

Special items e.g. glasses / contact lenses, items for babies, children, the elderly and disabled

Cash / debit / credit cards

COMMUNITY EMERGENCY PLAN

This template will help your
community prepare for an emergency.

COMMUNITY EMERGENCY PLAN

COMMUNITY AREA:			
Plan Lead:			
Address:			
Deputy Flood Plan Lead:			
Address:			
COMMUNITY CONTACTS			
Name	Address	Telephone	Email

BEFORE AN INCIDENT

Preventing an incident

It is important that the community group monitor the local area. If you witness any problems report them.

Emergency Services:	999
Natural Resources Wales hotline:	0800 80 70 60
Non-emergency number:	101

DURING AN INCIDENT

Community Actions

HEALTH & SAFETY

- At all times: Assess the situation and the Health & Safety risks
- Do not carry out an action if it is not safe to do so
- All in group **MUST** protect themselves by not entering flood water or engaging in any activity which may cause harm
- Wear high visibility clothing if available
- Call 999 if anyone is trapped or in danger and wait for instructions from the emergency services

Warning

1) Alert all members of community group that the plan has been initiated	Plan lead or Deputy
2) Begin using your own Household Emergency Plan	All group members
3) If flooding occurs record flooding observations and call Local Authority and Natural Resources Wales.	Elected member
4) Inform your neighbours and offer assistance if safe to do so	All group members
5) Contact Emergency Services	All group members
6) Prepare for community evacuation	All group members
7) Be a point of contact between group and the emergency services	Plan lead or Deputy

Script to phone responding agencies;

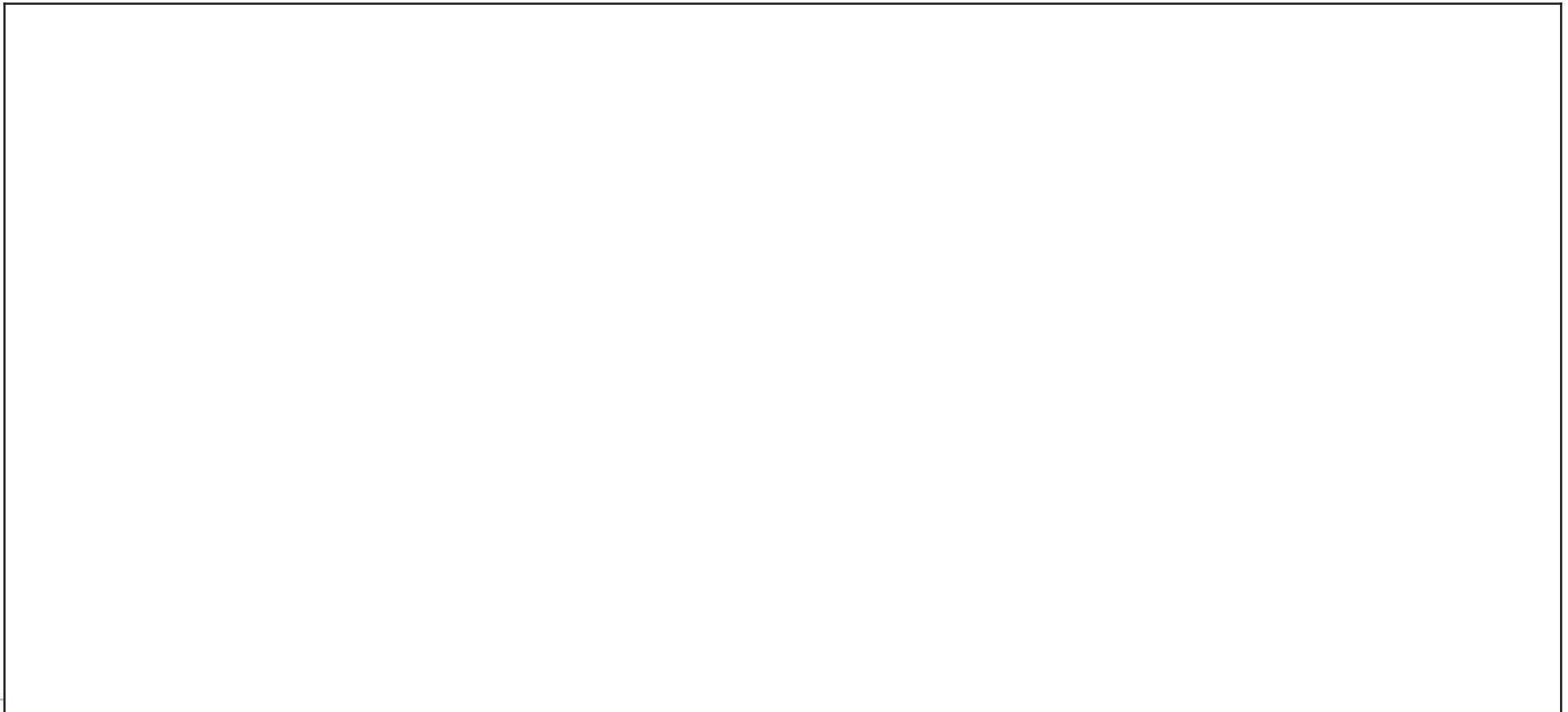
This script should be used by one individual within the community. The aim of the script is to provide the responding agencies with useful information in the event of an incident and to reduce the number of calls agencies receive.

Provide your contact details and your likely location.

Information to present	
QUESTIONS	NOTES
Local information:	
Nature of Incident	
Cause for concern (Chemicals, hazards etc)	
Location of vulnerable residents	
Actions taken so far	

AFTER AN INCIDENT

Once the incident is over the plan lead should record their experience of the incident in the box below.

A large, empty rectangular box with a thin black border, intended for recording the experience of the incident. It occupies the lower half of the slide.

Useful links for further information

Websites

[Met Office](#)

[Natural Resources Wales](#)

[Cabinet Office](#)

[BBC news/weather](#)

Include your Council's website here:

Your local radio stations

e.g.

Heart

Capital

BBC Wales

Social media

Twitter:

South Wales Fire Rescue Service [@SWFireandRescue](#)

South Wales Police [@swpolice](#)

Natural Resources Wales [@NatResWales](#)

Dwr Cymru/Welsh Water [@DwrCymru](#)

Cardiff Bus [@Cardiffbus](#)

Met Office [@metofficeUK](#)

Include your Council's twitter here: