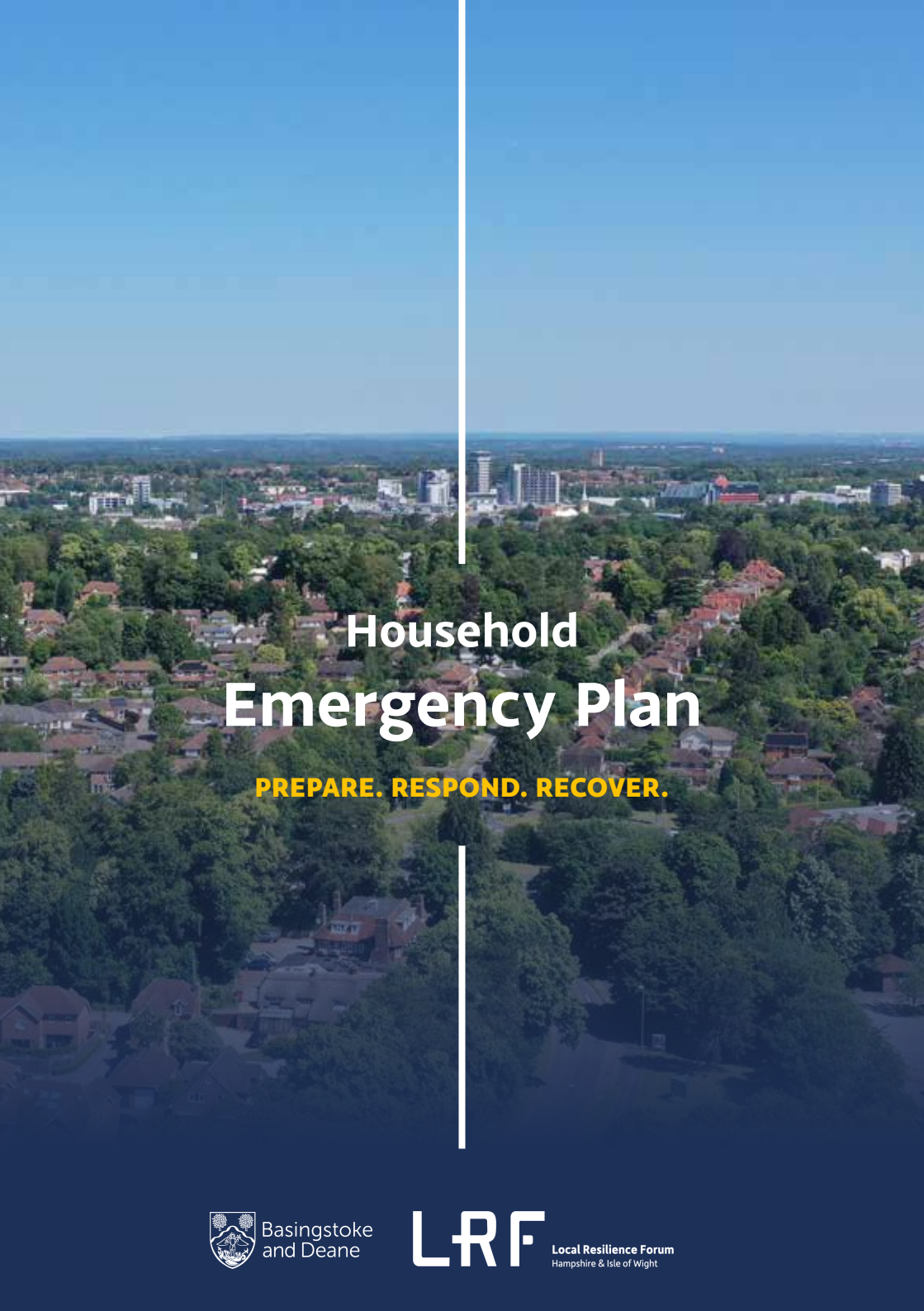


An aerial photograph of Basingstoke and Deane, showing a mix of residential houses, green trees, and commercial buildings in the distance under a clear blue sky. Two vertical white lines divide the image into three sections.

Household Emergency Plan

PREPARE. RESPOND. RECOVER.



Basingstoke
and Deane



Local Resilience Forum
Hampshire & Isle of Wight

Introduction

This leaflet supports you and your household to prepare for different emergencies.

Emergencies such as floods, fires and gas leaks may require you to leave your home at short notice. Other incidents such as a loss of water, gas or electricity may leave you without essential services for hours, days or weeks at a time. Or you may be unable to leave your home to get food, water or essential medication for an unknown period of time.

Emergencies can affect anybody with little or no notice, so it's important to know what to do if one happens.

By completing this leaflet and taking simple steps to prepare, you will be more resilient and ready for an emergency.

Please go through the leaflet and fill in the relevant sections. Discuss it with members of your household so that everyone knows what to do.

Keep this document in a safe, easy to find place, so that you can access it quickly if you need to.

For more information, visit hiowprepared.org.uk 

Before

There are lots of ways that you can prepare before an emergency happens. The following section shares some simple steps you can take.

Sign up for warnings and alerts



For weather warnings

Sign up to the Met Office
service.govdelivery.com/accounts/UKMETOFFICE/subscriber/new 



For flood warnings

Get flood warnings
www.gov.uk/get-flood-warnings 

Sign up to the Priority Services Register

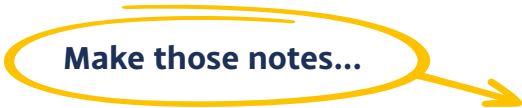
The Priority Services Register (PSR) is a free UK wide service which provides extra advice and support, including when there's an interruption to your electricity, gas or water supply.

See if you're eligible to join by visiting:
thepsr.co.uk 

Your home

In the event of an emergency, you may be advised to turn off your utilities (gas, electricity and water).

Fill out the section below so you remember how to turn off the utilities, and where you need to turn them off. If you are unsure, ask an electrician or plumber, or trusted friend for help.



Gas	
Electric	
Water	
Heating oil	

Pets

Consider pre-arranging with trusted friends or family who could care for your pet in an emergency.



Important telephone numbers

In an emergency, you may need to phone agencies for assistance. The following section has the emergency and non-emergency numbers that you may need.

Useful!

Non-emergency numbers:

Police: 101

NHS: 111

Power cuts: 105

Gas Emergency: 0800 111 999

Floodline: 0345 988 1188

Emergency number:

If someone's life is in danger - call 999

You may also want to contact other organisations not listed above. In an emergency you don't want to be searching for contact numbers.

Fill out the contact information below so that you can quickly reach the people you need to. You should also save these numbers in your phone, but if you can't use your phone in an emergency having them written down really helps.

Important!

Doctors' surgery	
School/nursery	
Childminder	
Home insurance (and make a note of the policy number)	
Car insurance (and make a note of the policy number)	
Employer	
Local authority	
Gas provider	
Electricity provider	
Water provider	
Plumber	
Electrician	
Vet	
Other	

You might also want to list family and friends' numbers here in case you can't access your phone in an emergency.



Grab bag

Whether you need to stay in your home or leave, it's useful to have an emergency bag, also known as a grab bag.

Keep this bag in an easy to reach place and let your household know where it is.

Things to have in the bag all the time:

- ☐ Wind up torch (or torch and spare batteries)
- ☐ Bottled water
- ☐ Non-perishable food / snacks
- ☐ Spare glasses / hearing aid batteries
- ☐ Spare car and house keys
- ☐ Spare phone / other chargers / small battery pack
- ☐ Spare Pet supplies (like a lead and some food)
- ☐ A written list of key contacts and information (e.g. passport numbers, insurance information, medication details)

Meeting place

If you need to leave your home suddenly, you may want to have an agreed place to meet friends/family.

Discuss with your household where you would go if you had to leave your home: e.g. to a friend's house or a specific hotel.

Work through the lists for yourself

You may consider adding to your bag:

- ☐ First aid kit
- ☐ Spare clothes
- ☐ Blankets
- ☐ Toiletries
- ☐ Hand sanitiser
- ☐ Baby formula / nappies / nappy wipes
- ☐ Children's entertainment
- ☐ Wind up radio (or battery powered)

Evacuation checklist (you can get these just before you leave) make sure you have them in an accessible place:

- ☐ Any medicines you / others with you need to take regularly
- ☐ Phone
- ☐ Keys
- ☐ Credit/debit card / ID
- ☐ Warm clothes and appropriate footwear
- ☐ Cash
- ☐ Mobile phone charger
- ☐ Pets and Pet supplies (lead, food, carrying basket)

During

If you need to evacuate

- ✓ Turn off your utilities (if you can).
- ✓ Collect your grab bag (and the things to grab as you evacuate).
- ✓ Contact your friends and family to let them know where you are going.
- ✓ When you have reached a safe location, let your friends and family know you're safe.

If you need to stay indoors

- ✓ Go in, Stay in, Tune in.
- ✓ Tune into local news via your radio, television or social media accounts.

Follow the advice given by blue-light agencies (police, fire, ambulance) and your local authority.

In an emergency, there will be people in your community who may need some additional support (such as the elderly, those with English as a second language, or those with disabilities or temporary impairments). If safe to do so – check on neighbours, family and friends.

After

After an emergency

- ✓ If you have evacuated, ensure it's safe before you return home.
- ✓ Check with someone qualified before turning on your utilities (electricity, gas, water).
- ✓ Take photos of any damage before you start to tidy and clean up (this is important for insurance).
- ✓ Report any damage or problems to the relevant authorities or providers.
- ✓ Check in with family, friends and neighbours.
- ✓ Learn from the incident. Consider/write down a list of the key actions you needed to take based on what you experienced, so that you are better prepared in case it happens again in the future.

If someone's life is in danger - call 999

After an emergency

After an emergency it's important to check on your physical and emotional wellbeing:

If you feel unwell or are injured, contact your GP or call 111.

Useful!

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.

Victim support provides a free 24/7 confidential support line on 0800 168 9111 or via their website in live chat.

Summary

Emergencies can affect anybody with little or no notice, so it's important to know what to do if one happens. By completing this document, you have taken the first step to developing your household resilience.

Support your friends, family and neighbours by sharing what you've learnt in this document. Encourage them to write their own Household Emergency Plan and to discuss emergency plans with their friends and family.



Now make your own notes

Next steps

If you are interested in supporting your wider community, work with your community to develop a Community Emergency Plan.

Visit hiowprepared.org.uk/communities  for more information.

This document has been
created by Hampshire
and Isle of Wight Local
Resilience Forum.

For more information on local
risks, emergencies, and how
to prepare.

Visit HIOWprepared.org.uk



Basingstoke
and Deane



Local Resilience Forum
Hampshire & Isle of Wight

**Hampshire and Isle of Wight
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