



# PREPARING FOR EMERGENCIES

## How to prepare for Emergencies



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## WHAT YOU NEED TO KNOW

This leaflet is provided by the Cambridgeshire and Peterborough Local Resilience Forum (CPLRF) to help you cope during an emergency. It contains useful emergency contact numbers and advice on what to do in an emergency.

Local resilience forums (LRFs) are multi-agency partnerships made up of representatives from local public services, including the emergency services, local authorities, the NHS, the Environment Agency and others. LRFs are supported by organisations, such as the Highways Agency and public utility companies. They have a responsibility to co-operate and to share relevant information with the LRF. The geographical area the forums cover is based on police areas.

LRFs also work with other partners in the military and voluntary sectors who provide a valuable contribution to LRF work in emergency preparedness.

The LRFs aim to plan and prepare for localised incidents and catastrophic emergencies. They work to identify potential risks and produce emergency plans to either prevent or mitigate the impact of any incident on their local communities.

Most emergencies are dealt with by the police, fire and ambulance services as a normal part of their work. Sometimes major emergencies happen which affect a large area and/or a great number of people.

These incidents need a co-ordinated response from various agencies, such as local authorities, police, fire and rescue, NHS services and the Environment Agency.

If there is a major emergency affecting wide areas the emergency services will attend to the most vulnerable first. Being prepared and knowing what to do in an emergency can limit the impact of the emergency on you and your family, the community and help the recovery process.

Emergencies can be caused by a sudden and unexpected event, or a disruptive situation can develop, such as raising flood water, several days of severe weather, or a prolonged power cut.



## What to do in an emergency

- In an emergency dial 999 to report the emergency
- If the building is on fire — Get Out and Stay Out
- If not “Go In, Stay In, Tune In”
- Follow the advice of the emergency services
- If the emergency services ask you to evacuate the area for your safety, please co-operate. They will advise you on where to go, and your local Council will provide temporary accommodation and arrange transport if necessary.

## Go in, Stay in, Tune in

In most major incidents you will be advised to shelter Go In, stay there until the emergency services say it is safe to move Stay In and listen to local radio stations for more information Tune In.

Go indoors, close doors and windows.

Stay indoors until you know more about the situation and the appropriate action you need to take to protect yourself further. The action you should take will be different depending on the incident; you could put yourself at more risk by not waiting for further instructions.

Tune in to local radio and television to find out more about what is happening.

## General

- If safe to do so, check on vulnerable neighbours
- Make sure pets are secure and safe
- Only make necessary phone calls (remember a cordless phone will not work during a power cut), as phone networks can get overloaded during emergencies.

## Planning ahead - What you can do

- Fit a fire alarm and check it regularly
- Know where and how to turn off water, gas and electricity supplies at home
- Get the household involved, plan and practice together how to get out of the building quickly and safely if there is a fire
- Teach children how to dial 999 to report an emergency, and what to do in an emergency
- Keep a list of important contacts (see section on Useful Contacts) some are listed with space for you to add your own numbers.
- Talk to your neighbours and get in touch with your local community groups and find out what emergency planning is going on in your area. Your local Parish / Town Council are good places to start.

## Emergency Pack

You and your family might need to leave your home at short notice in an evacuation. You will be given directions to the nearest emergency rest centre e.g. school, leisure centre or village hall etc.

You should put together or be ready to pack an emergency pack with some useful items. You can include items such as:

- First aid kit
- Torch and batteries / wind-up torch
- Portable radio and batteries / wind-up radio
- Waterproof bag for important documents
- Prescription medication
- Basic toiletries, nappies etc
- Bottled water and tinned food
- Warm clothes
- Mobile phone / PC tablet etc and charger
- Note pad and pens
- Important documents e.g. building & contents insurance.



Before you leave, remember to turn off the gas and electricity at the mains and lock your house securely, closing all windows.

## Flooding

Do you know if you live in a flood risk area? If not, find out now if you are at risk. You should take steps to protect it and know how to prepare your property well in advance to reduce the risk of flood water getting inside. Draw up a flood plan checklist that spells out what actions you can take to if you get a warning that your property could be flooded. Don't wait until it happens, you may not have time.

For more information on flooding and the measures you can take to protect your family and property from flooding visit: [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk) and sign up to Floodline: 08459 881188 to receive automated flood warnings in your area.

## Severe Weather

- If possible store some basic supplies.
- Keep pets indoors (bring outdoor pets in).
- Close doors and windows and close curtains to protect against broken windows.
- Secure outdoor belongings such as bikes, garden furniture etc, or if possible bring them indoors.
- If the gas, water or electric stop working let the relevant service know.
- Warn vulnerable people in your community. Help them prepare.

## Community Preparedness

A major emergency can affect the whole community and tie up the emergency services for some time. The emergency services will attend to the people with the greatest need first. If you can help each other it will make life easier for your community while you wait for help. If the parish, or even just your village or hamlet puts together a Community Emergency Plan, it will help if there is an emergency.

For further information please contact your local authority Emergency Planning Officer. Refer to contact details within this booklet.

## Preparing your business for a major emergency

Research shows that most small and medium-sized businesses will not recover after a major emergency such as a fire or flooding. We encourage all businesses and voluntary organisations to prepare business continuity management plans.

These will help your business survive a major incident and resume business as soon as possible. Having a plan will also prepare you to help your staff and customers, and continue to provide your services or products to the public.

For further information please contact your local authority Emergency Planning Officer. Refer to contact details within this booklet.

## Coping with cold weather

Heat well, try to keep a temperature of 18 - 21°C in the main rooms. Your bedroom should be kept above 18°C overnight. You may also want to use a hot water bottle or electric blanket (but not both!).

Dress warm - You should always remember to wrap up warm and put on a good coat, scarf and gloves when you leave the house. You lose a lot of heat through your head so remember to wear a hat or headscarf. Also to stay warm in-doors wear several layers of thin clothes, to trap the heat, and slippers.

Eat well - Food is a vital source of warmth, so try to have regular hot meals and drinks throughout the day and remember to eat plenty of fruit and vegetables. In the winter months this will help ward off any illnesses.

Keep moving - Moving around is good for your health and generates extra body heat, so any exercise will help keep you warm. No matter what time of year it is you should try to do some light exercise each day.

Stop smoking - By stopping smoking you will boost your health for the winter, reduce your chances of a heart attack and improve your body's circulation.

Your health - People are more likely to fall ill with cold or flu in winter. Those who are more fragile or vulnerable such as older people, very young or people with existing health issues are more likely to have problems such as heart attacks, stroke, and pneumonia. It is important to take care of yourself, your family, and keep an eye on your neighbours when the weather turns cold.

Keep safe and look out for neighbours - If you have an older neighbour or relative, keep an eye out for them in the winter and make sure they are safe and well.

## Coping in a Heatwave

High temperatures can be dangerous, especially for the elderly, the very young and people with chronic or long-term medical conditions. Follow these tips below, to help cope during a heatwave.

- Enjoy the weather but try to stay cool.
- Don't go outside between 11am and 3pm as this is the hottest part of the day.
- Spend time in the shade and avoid strenuous activity.
- Help others: check up on neighbours, relatives and friends who may be less able to look after themselves (e.g. if they have mobility problems).
- Drink water or fruit juice regularly.
- Avoid tea, coffee and alcohol, and if you do drink alcohol make sure you have lots of water or other non-alcoholic drinks as well.
- Keep rooms cool by using shade or reflective material external to the glass, or if that is not possible, by closing light-coloured curtains (metallic blinds and dark curtains can make the room hotter).
- Keep the windows closed while the room is cooler than it is outside and, if it's safe, open windows at night when the air is cooler.

People with heart problems, breathing difficulties or serious illnesses may find their symptoms become worse in hot weather, so make sure you have enough medicines in stock and take extra care to keep cool.



## Useful emergency contacts

Emergencies (Police, Fire, Ambulance)	999
Cambridgeshire Police (non emergency)	101
Cambridgeshire Fire & Rescue (non emergency)	01480 444 500
East of England Ambulance Service	0845 6013733
Cambridgeshire County Council	0345 0455200
Cambridge City Council	01223 457000
East Cambridgeshire District Council	01353 665555
Fenland District Council	01354 654321
Huntingdonshire District Council	01480 388388
Peterborough City Council	01733 747474
South Cambridgeshire District Council	03450 450 500
Environment Agency Flood Line	0845 988 1188
Environment Agency Incident Line (e.g. pollution)	0800 807060
NHS 111 (medical helpline for less urgent than dialling 999)	111
National Grid - report a gas leak	0800 111 999
UK Power Networks - report a loss of electricity	0800 31 63 105
Anglian Water - report a loss of water supply	08457 145145
Anglian Water - report a water leak	0800 771881
Cambridge Water - report an emergency	01223 706050
British Telecom — report telephone line faults	0800 800 151
Your Contacts	
Doctor	
Telephone provider (other)	
Plumber	
Electrician	
Vet	
School	
Bank / Building Society	
Insurance Company	
Work	
Family / friends / neighbours	



## Some useful websites

Cambridgeshire Police	<a href="http://www.cambs.police.uk">www.cambs.police.uk</a>
Cambridgeshire Fire & Rescue	<a href="http://www.cambsfire.gov.uk">www.cambsfire.gov.uk</a>
East of England Ambulance Service	<a href="http://www.eastamb.nhs.uk">www.eastamb.nhs.uk</a>
Cambridgeshire County Council	<a href="http://www.cambridgeshire.gov.uk">www.cambridgeshire.gov.uk</a>
Cambridge City Council	<a href="http://www.cambridge.gov.uk">www.cambridge.gov.uk</a>
East Cambridgeshire District Council	<a href="http://www.eastcambs.gov.uk">www.eastcambs.gov.uk</a>
Fenland District Council	<a href="http://www.fenland.gov.uk">www.fenland.gov.uk</a>
Huntingdonshire District Council	<a href="http://www.huntingdonshire.gov.uk">www.huntingdonshire.gov.uk</a>
Peterborough City Council	<a href="http://www.peterborough.gov.uk">www.peterborough.gov.uk</a>
South Cambridgeshire District Council	<a href="http://www.scambs.gov.uk">www.scambs.gov.uk</a>
Environment Agency	<a href="http://www.environment-agency.gov.uk">www.environment-agency.gov.uk</a>
Met Office	<a href="http://www.metoffice.gov.uk">www.metoffice.gov.uk</a>
Anglian Water	<a href="http://www.anglianwater.co.uk">www.anglianwater.co.uk</a>
Cambridge Water	<a href="http://www.cambridge-water.co.uk">www.cambridge-water.co.uk</a>
Cabinet Office — Community Resilience	<a href="https://www.gov.uk/guidance/resilience-in-society-infrastructure-communities-and-businesses">https://www.gov.uk/guidance/resilience-in-society-infrastructure-communities-and-businesses</a>
Cambridgeshire and Peterborough Clinical Commissioning Group	<a href="http://www.cambridgeshireandpeterboroughccg.nhs.uk">www.cambridgeshireandpeterboroughccg.nhs.uk</a>