

Household Emergency Plan

Why should I make an emergency plan?

Emergencies can impact anyone, sometimes with no notice. With good preparedness, you can mitigate the impact it has on your household whilst reducing the support you may require. It can also enable you to support the community. An emergency plan ensures you have the correct information available when it is most needed.

Where should I keep my emergency plan?

Your emergency plan needs to be stored in an easily accessible place. This could be near your front door or in your car. If possible, consider laminating the document to prevent it's potential to be damaged or affected by wear and tear.

What incidents could I face?

Some emergencies may require you to evacuate your home temporarily. Flooding, fires, gas explosions and bomb threats could require an evacuation. Other incidents may cause services to be unattainable in your own home (such as utility outages) or they could impact your ability to travel (adverse weather conditions such as snow).

Some incidents may happen suddenly, with no warning or preparation. Others may be predicted and take place over a period of time. Being prepared in advance will give you the ability to best respond regardless of warning.

Where can I get more information?

If an emergency occurs or you want to know how to improve your preparedness, there are several ways you can access further information:

Social media pages

Following these accounts will help to keep you informed of live information regarding incidents taking place:

- | | |
|--------------------------------------|------------------|
| • Surrey Police | @SurreyPolice |
| • Surrey Fire and Rescue Service | @SurreyFRS |
| • Surrey County Council | @SurreyCouncil |
| • Surrey County Council News | @SurreyNews |
| • Reigate & Banstead Borough Council | @ReigateBanstead |
| • SES Water | @SESWater |
| • Thames Water | @ThamesWater |

Websites

These websites can give you guidance on accessing information before and during an incident. They may also link you to other relevant agencies for advice and support:

- surreycc.gov.uk/community
- nationalfloodforum.org.uk
- reigate-banstead.gov.uk/emergency-planning
- thameswater.co.uk/help/emergencies/flooding

Radio stations

During an incident, radio stations are a great way to gain up to date information on what is going on:

- BBC Radio Surrey - 104.0 FM



MAKE A PLAN > PREPARE A KIT > BE INFORMED

Fill in this template to ensure you are ready!

What are the potential emergencies?

Discuss with your household what potential emergencies and dangers you could face. What actions can you take in advance and what actions would you take in response?

Example risk	Action(s) to mitigate and prepare
Housefire	Regularly check smoke detectors and ensure no fire hazards. Seek latest advice and information from fire and rescue service social media feeds and website.
Severe weather or storm	Store inside or tie down garden furniture and any other loose objects. Carry out annual garden and tree maintenance. Make sure cars are not parked under trees. Consider alternative travel or working from home arrangements. Seek latest advice and information from the Met Office website.
Flooding	Consider which items could be moved upstairs. If you reside in a flood prone area, consider having flood barrier boards installed. Move cars away from floodwater and on to high land. Purchase or source* sandbags. Seek advice and information on flooding via the websites listed on page 1. *Reigate & Banstead Borough Council will provide filled sandbags to protect properties at risk of flooding free of charge. A maximum of 10 sandbags can be provided per property.
Evacuation	Know the quickest route out of your neighbourhood.
Stay indoors scenario	Have sufficient long-life food and essential medications stored.
Household accident or emergency	Ensure other household member(s), including children, know how to seek emergency assistance, such as calling 999 or calling on a close neighbour, and how they can immediately assist, such as knowledge of the recovery position.
Your risk	Action(s) to mitigate and prepare



Emergency action plan speed sheet

When an incident occurs, follow these steps for an effective household response. Also think about which steps are bespoke to you.

Action		Done
Notify key emergency services about the incident that has taken place and whether there is risk to life.		
Identify a safe location for you and your household. This may be at home or at one of the designated emergency meeting places listed below.		
If required to evacuate, and if possible, ensure all key utility points are turned off.		
Water	Location:	
Electric	Location:	
Gas	Location:	
Once utility points are turned off, you and your household (including pets) should collect your grab bag (see page 5) and evacuate your property ensuring friends and family are aware of where you are going. If you have time, pack a bag for the evacuation - you may be required to evacuate for longer than you expect!		
Contact your insurance provider so they can provide the support that you are entitled to in your policy. This may include temporary accommodation.		
If you require further information, contact responding agencies, review news outlets, social media or listen to the radio.		
Undertake any further actions required. Ensure family and friends are aware of these actions if they are affecting your location or response plan.		
Your action		

Emergency meeting places

During an emergency, your household may not necessarily all be together. It is recommended you identify certain locations for you and your household to meet if you needed to reunite. If your household has functional needs, additional disability requirements or pets, you will need to consider this when choosing a location.

Type of meeting place	Location
In your neighbourhood Dependent upon the area required to evacuate, this could be somewhere near your house where you will meet if you have to leave your home urgently. This could be a big tree, the end of your garden, a neighbour's house etc.	
Outside your neighbourhood This is a location where you and your household can meet within your local area if something was to occur, and you were not able to get back to your home. This could be a local shop, community centre, place of worship or a family friend's home.	
Outside your town or city If you are unable to access the above two locations due to the emergency, you should identify a location further away to meet at. This could be a relative or family friend's house. Make sure your household know both the location and how they would travel there.	

Household members

Use this space to list the members of your household and their contact details. This could help you reconnect with others if you don't have your mobile or the battery has run out.

Household member	Email address(es)	Contact number(s)



Supporting your community

With an emergency plan in place, your household may be better prepared to evacuate in an incident than those living around you. You may be able to assist elderly or vulnerable people who need additional support. Furthermore, you may have relatives or family friends living in the close area that may rely on your support. List their details here:

Name	Address	Email address(es)	Contact number(s)

Emergency grab bag

Have you considered having a pre-made emergency grab bag? This should contain all the necessary items you need during an incident. Keeping this in a safe place means you can access the key contents quickly. A list of potential items for your grab bag are:

Grab bag items

- ☐ Household emergency plan (including key contacts)
- ☐ Phone charger (portable and wall)
- ☐ Battery or wind-up radio
- ☐ Torch
- ☐ Spare batteries
- ☐ Notebook, pen, pencil
- ☐ Spare keys for house and car
- ☐ Spare glasses or contact lenses
- ☐ Medication
- ☐ Money
- ☐ Bottled water
- ☐ Items for young children e.g. nappies, baby milk, comforter

Anything else you may need?

- ☐
- ☐
- ☐
- ☐
- ☐
- ☐
- ☐
- ☐
- ☐
- ☐

Emergency contact form

Service	Contact details	Responsibilities
Environment Agency	<p>Switchboard: 03708 506 506</p> <p>24hr Incident Line: 0800 80 70 60</p> <p>24hr Floodline: 0345 988 1188</p> <p>gov.uk/environment-agency</p> <p>gov.uk/check-flooding</p> <p>check-for-flooding.service.gov.uk</p>	<ul style="list-style-type: none"> • Lead flood responder in major flooding incidents • General flooding advice • Report a flood • Floodline: Check the current alert and warning status, and sign up for notifications • Deployment of temporary defences • Maintenance of structures on main rivers
Blue light emergency services	<p>Emergency: 999 or 112</p> <p>Non-emergency: 101</p> <p>NHS: 111</p>	<ul style="list-style-type: none"> • 101 is a non-emergency number when you want to contact the police, but it's not an emergency, e.g. if your car has been stolen, your property has been damaged, your home has been broken into or you want to find out further information related to an incident in the community • 111 is a non-emergency number for the NHS only. It should only be used when you need immediate medical advice and guidance, NOT for a life-threatening situation
SES Water	<p>01737 772000</p> <p>www.seswater.co.uk</p>	<ul style="list-style-type: none"> • Water supply • Leaks • Find a plumber
Thames Water	<p>0800 316 9800</p> <p>www.thameswater.co.uk</p>	<ul style="list-style-type: none"> • Sewage • Flooded sewers • Sewer cleaning
UK Power Networks	<p>0800 316 3105</p> <p>ukpowernetworks.co.uk</p> <p>80876: text "Power" followed by your postcode to sign up for text alerts.</p>	<ul style="list-style-type: none"> • Run the supply network <p>During a power cut, call UK Power Networks - do not contact your energy supplier e.g. SSE, EDF, Virgin etc. as they supply your energy and do not run the network</p>



Emergency contact form continued

Service	Contact details	Responsibilities
Surrey County Council	0300 200 1008 (office hours)	<ul style="list-style-type: none"> • Lead flood government authority • Surface and ground water flooding management • Highways management • Animal disease • Rights of way • Health and social care • Trading standards information
Reigate & Banstead Borough Council	01737 276000 Out of Hours: 0151 221 2938	<ul style="list-style-type: none"> • Rest centres • Housing • Assisting with transportation • Government grant schemes • Public open spaces • Environmental health • Building control

Extra support:

If you or someone you know needs extra support, perhaps because of their health, disability, age, or if they're going through a difficult time in their life, call each of the household's utility providers and ask if the household is eligible to sign up to the free 'Priority Services Register'.

By signing up to this free service, the household can receive help from the utility providers in an emergency.

Other Key Contact Details:

Service	Provider	Contact details	Ref number
Gas			
Water			
Electric			
Mobile phone			
Internet			
Landline			
Home insurance			
Car insurance			
Health insurance			

Service	Contact details
Doctor's surgery	
School or nursery	
Employer	
Alternative transportation	
Cattery or kennels	

For more information, please visit:
www.reigate-banstead.gov.uk/emergency-planning
 Or call: **01737 276000**