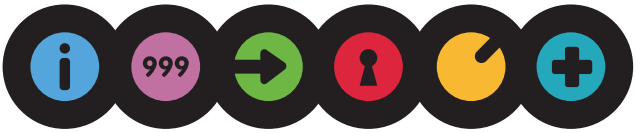
Kent Resilience Forum



PREPARING FOR EMERGENCIES IN KENT AND MEDWAY

What should I do in an emergency?

A HANDBOOK THAT COULD SAVE YOUR LIFE

October 2014

So what's the emergency?

'It'll never happen to me.'

That's what everyone thinks. Until it does.

No matter how careful you are, there are some things you can't control. And any one of them could hit you and your family hard, damage your home severely, or seriously harm your business.

Yet it's not hard to make sure you're properly prepared for an emergency. This booklet will tell you how - and at the back you can create your own household emergency plan.

What kind of things are we talking about? Take a look at the event headings in the contents page opposite. They all occur more often than we'd like to think. But with the help of this booklet, you'll be ready.

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Flood

Be prepared

One in six UK properties is at risk from flooding. Here's how to be ready for it.

- Assess your risk from river flooding by visiting www.environment-agency.gov.uk/ or calling the Agency's Floodline on **0845 988 1188**.
- If you're at risk, register by phone or online for the Agency's free flood warning service. Keep the Floodline number and quick dial code handy for quick updates.
- Know the flood warning codes and what they mean - see www.environment-agency.gov.uk/.
- Check your insurance to confirm you're covered, and for the right amount.
- Know how to turn off your gas, electricity and water. If in doubt, consult your supplier.
- Put stickers on taps and switches you need to turn off, so it's easier to remember - and quicker.
- Think about pets, cars, furniture, electrical equipment and garden furniture. Download a household flood plan template from environment-agency.gov.uk/.
- Prepare an emergency 'grab bag' (see page 18) to carry basic essentials with you.
- If you're at risk, buy flood protection equipment in advance. See www.floodforum.org.uk.

If flooding happens

- Tune in to your local radio station or call Floodline for updates.
- Report property flooding or river blockages to the Environment Agency on **0800 80 70 60**.
- If safe to do so, turn off gas, electricity and water mains before water enters your home.
- Put plugs in sinks and baths and weigh them down.
- Move your family and pets to a higher position with a means of escape. Remember to take your emergency 'grab bag' (see page 18).
- Don't touch sources of electricity when standing in water.
- Never drive through flood water. Eighty per cent of flood deaths occur in vehicles.
- If there's raw sewage in your property, keep out. See if you can stay elsewhere (see page 19) until it's been cleansed.

After a flood

- Find out if it's safe to return to your property by checking the media and local authority website.
- Check falling river levels via Floodline and the Environment Agency website.
- Contact your insurance company as soon as possible and follow their advice.
- If you can get in to your property, take photographs for evidence.
- Protect against contamination - always wear waterproof outerwear, wellingtons and gloves.
- Have your electricity supply checked before switching back on.
- Have your gas or oil central heating checked by a qualified person.
- Your local council may provide help for clearing flood damaged household items and protecting against further flooding (i.e. sandbags).

For further, detailed advice on what to do before, during and after a flood, check the Environment Agency website.

Fire

Be prepared

- Reduce fire hazards. Contact Kent Fire and Rescue Service on **0800 9237000** or visit www.kent.fire-uk.org for free home fire safety advice.
- Fit and maintain smoke alarms - at least one on every floor (check the batteries every week).
- Plan an escape route should fire break out at night (most fire deaths occur while people are sleeping).
- Consider storing important documents in a fire-proof safe.
- Don't overload electricity sockets.
- Never leave cooking or candles unattended.

If fire breaks out

- Get out.
- Stay out.
- DO NOT use a lift.
- Diall **999** and follow the advice of the Fire Service.
- If you're moving or trapped in smoke, stay close to the floor where the air is cleaner
- Never re-enter your home until the Fire and Rescue Service has made it safe.

High winds

Be prepared

- Secure or store loose objects outside that could blow into windows.
- Close and fasten doors and windows securely.
- Park vehicles in a garage or well away from trees, buildings, walls and fences.

During high winds

- Stay indoors as much as possible - **don't** go outside to repair damage during a storm.
- Find shelter in a substantial, permanent, enclosed building.
- Slow down if driving on exposed routes, such as across bridges.
- Find alternative, less exposed routes if possible.
- Take particular care of side winds if driving a high-sided vehicle or if you're towing another vehicle or container.
- Don't touch electrical or phone cables that have blown down or are hanging loose.

Heavy snow and extreme cold

Be prepared

- Make sure you've enough insulation around your water tank(s), loft and external water pipes.
- Check you have de-icer, salt/grit and the necessary tools to keep your home safe and clear of snow.
- Keep your heating to the right temperature e.g. 18°C/65°F bedroom and 21°C/70°F dayroom.
- Keep in touch with the latest forecast at www.metoffice.gov.uk
  For information about cold weather alerts contact the Met Office Cold-Weather Alert Service http://www.metoffice.gov.uk/public/weather/cold-weather-alert/#?tab=coldWeatherAlert

When cold weather happens

Walking outdoors

- Wear several layers to avoid losing heat.
- Cover your head.
- Keep moving your arms and legs to help the blood circulate.
- Wear practical footwear that's warm and has a good grip.
- Consider using a walking stick to help your balance.

Travelling

- Consider whether you really need to make the journey.
- If snow or ice is forecast, make sure you and your car are fully prepared for the trip:
  - Take warm clothes, food, water, fully charged mobile phone, torch, spade and possibly a reflective jacket.
  - Tell somebody when you expect to arrive and the route you plan to take.
  - Make sure there's enough screenwash in the washers, and carry some spare for top-ups.
  - Try to wait for roads to be treated/gritted before setting off (remember, not all roads will be treated).

- Check the Highway Code for advice on driving on ice and snow. The main points are:
  - Slow down. Allow extra room - it can take 10 times as long to stop in these conditions.
  - If you start to skid, ease gently off the accelerator and avoid braking.
  - If braking is necessary pump the brakes, don't slam them on.
  - If you get stuck, stay with your car and tie something brightly coloured to the aerial.

In and around your home

- Keeping the paths around your property clear of snow.
- Knock down any icicles to prevent them falling on passers-by.
- Check if your gutters are being affected by the weight of snow.
- Put salt or grit on paths and driveways.
- Consider getting together with neighbours to clear footpaths and community areas.
- Check for winter health advice and information at NHS Choices (www.nhs.uk)

-

Summer heatwaves

When the temperature's high

During long periods of hot weather people and animals are at risk from the effects of high temperatures. Here are some ways to reduce the risk:

- Apply high-factor sun-screen regularly during the day.
- Try to keep your house cool. Closing blinds and curtains can help.
- Keep your bedrooms well ventilated.
- Take cool (not cold) showers or baths or sprinkle yourself with water throughout the day.
- Wear lightweight, loose, light-coloured clothing and a wide-brimmed hat.
- Drink plenty of cold fluids, but not alcohol or caffeine, which dehydrate the body.
- If you're driving, keep your vehicle ventilated to avoid drowsiness.
- Take regular breaks and keep plenty of water in the vehicle.
- Try to avoid going out during the hottest part of the day (11.00am - 3.00pm).
- Avoid being in the sun for long periods.
- Check on elderly neighbours daily. The elderly and very young are most at risk.
- Avoid excessive physical activity (it can cause heat stroke or heat exhaustion).
- Restrict physical activity to the cooler periods at the start and end of the day.
- Make sure that babies, children, elderly people or animals are not left alone in stationary cars.
- Be alert and call the health services if someone is unwell or further help is needed.
- Keep in touch with the lastest forecast at www.metoffice.gov.uk For information about heatwave alerts contact the Met Office Heat-Health Watch http://www.metoffice.gov.uk/public/weather/heat-health/#?tab=heatHealth

Infectious diseases

Be prepared

Infectious diseases such as pandemic influenza, and animal diseases such as foot and mouth or avian flu, can be serious health hazards.

You can reduce the risks by observing good basic hygiene.

- Cover your nose and mouth with a tissue when coughing or sneezing.
- Dispose of dirty tissues promptly and carefully - bag and bin them.
- Wash your hands frequently with soap and water.
- Clean hard surfaces such as worktops, door handles and handrails frequently.
- Make sure you and your family are up to date with recommended vaccinations.

If you're worried about infectious disease

- Contact your GP, or
- Contact the NHS by dialling111, or
- Visit the NHS Choices website www.nhs.uk.

For further advice and guidance from the Director of Public Health in Kent visit www.kent.gov.uk, from the Director of Public Health in Medway visit www.medway.gov.uk, and from Public Health England visit www.gov.uk/government/organisations/public-health-england.

Loss of power and water

Failures in power and water supplies are rare, and are often linked to severe weather events. These simple steps will help you to stay safe and as comfortable as possible throughout any disruption.

ELECTRICITY FAILURE

Be prepared

- Make sure your home is well insulated. It could stay warm for 12 hours or more in a power cut.
- Keep at least one standard landline phone - cordless phones won't work in a power cut.
- Don't open fridges any longer than necessary. They'll normally stay cold for many hours.
- Register with your utility provider if you think you're vulnerable.

If you suffer a power cut

- Check if your neighbours have lost services too. If others are affected it makes a difference to what you should do.
- If it's a general power cut, contact your supplier to report the fault and ask for information.
- If your neighbours still have electricity and only you have lost power then:
  - If you have a pre-pay meter, check you still have credit.
  - Check your trip switch (a circuit breaker fuse system - it will be near your electricity meter). If the trip switch is still on, call your supplier's emergency line for your area.
  - If the trip switch is off, switch it back on.
  - If it switches back off, one appliance may be faulty. Unplug them all and reset the trip.
  - If only part of your supply has failed and the trip won't reset, there may be a fault with your wiring, so contact a registered electrician.
- If you lose power for a prolonged period, take precautions to stay safe:
  - Be wary using candles, naked flames and portable heating. Never leave lit candles in unoccupied rooms or with unsupervised children or animals.

GAS FAILURE

Be prepared

- Always have a source of alternative heating available.

If your gas fails

If you smell gas inside or outside your home:

- Call the free 24-hour national gas emergency line **0800 111 999**

You'll be asked a series of questions to identify the right safety advice for you, such as:

- Don't turn electrical switches on or off.
- Open doors and windows.
- Avoid using naked flames.

An engineer will be sent to make your property safe. Southern Gas Networks aims to attend all uncontrolled escapes within one hour and all controlled escapes within two hours. If the gas is lost for a long period, Southern Gas Networks will send you details about the incident (e.g. update on the situation, when they can safely restore supplies, alternative heating and cooking provisions etc). In these circumstances:

- Conserve existing heat in your home by using just one or two adjacent rooms. Isolate them by closing doors and/or hanging blankets over doorways. The kitchen and an adjoining room are usually good choices.
- If you're told you could be without power for several days, consider moving in with an emergency friend (*see Page 19*).

WATER SUPPLY FAILURE

Be prepared

When safe drinking water is unavailable, it's more than an inconvenience – it's a health hazard. You can make things easier by looking ahead.

- Make sure you have an emergency water supply. Everyone's needs differ, but the Food Standards Agency advises that the average adult should take in 1.5 to 2 litres of water in a typical day (6-8 250ml glasses).
- If you can't get out to collect water make sure you have an emergency friend (*see Page 19*) who can do it for you.

If your water supply fails

- If your whole area has lost its water, your supplier has to provide alternative sources. This could be bottled water, stand-pipes or tankers. Ring your supplier's emergency line for information.

Security incidents

Be alert

While it's important to go about your daily business normally, it's sensible to be alert to anyone who might be endangering the public.

- Always report anyone acting suspiciously. Your information may be vital.
- If you come across anything that might be linked with terrorist activity, tell the police - they want to hear from you.
- Take note of odd or unusual behaviour by tenants or guests at a property - terrorists need somewhere to live.
- Take note of any unusual security measures at a home or business premises.
- Be aware of terrorists' scams to finance their activities: e.g. bogus bank accounts, copied credit cards, returning goods for large cash refunds.
- If you're a retailer, note anything suspicious about equipment purchases.
- Make sure you know the security plans at your workplace, and what to do in an emergency.
- To report suspicious activity:
  - Dial 999 in an emergency.
  - Dial Kent Police on 101 for non-emergencies.
  - Dial the anti-terrorist hotline on 0800 789 321.
  - Contact Crimestoppers - a national organisation independent of the police. You can talk confidentially on **0800 555 111**.

If there's a security incident

Follow the instructions of the emergency services. In most cases, including bomb warnings:

- **Go in** to a safe building.
- **Stay in** until you're advised to do otherwise.
- **Tune in** to local radio or TV for more information.

If there's an explosion nearby

Unless you've been advised otherwise by the emergency services, in most cases you should:

- Move away from the immediate source of danger.
- Wait for the emergency services to arrive and examine you (if you leave unchecked you could contaminate others).
- If you've seen the explosion, stay in a safe place and tell the police what you saw.
- If the incident or explosion involves a chemical, biological, radiological or nuclear agent:
  - the emergency services will quickly decontaminate you on the spot if necessary (this involves showering and temporary clothing), so that other people and areas, including homes, are not contaminated.
  - you may also be assessed by health service experts.

If your building is evacuated

- If the emergency services tell you to evacuate your home you should do so. Refusing to leave will put you, your household and those trying to help you at risk.
- Local authority resources may be limited, so you should try to stay with an emergency friend (*see page 19*).
- If you're stranded, the council will provide basic accommodation at a rest centre.
- Evacuation may be for some time, from a few hours to several months, so be sure to bring your emergency 'grab bag' (*see page 18*).
- If you have pets, plan where they can stay, as there'll only be basic facilities at the rest centre.
- Rest centre staff are trained to give you support and advice. They'll help you through the stress of an evacuation and prepare you for what to do afterwards.

General Information

Tips and hints for all emergencies

- Keep calm. Reassure others. Think before acting.
- Help yourself before helping others.
- Check for injuries.
- If people are injured or in danger:
  - dial **999**, report the situation, follow the advice you're given.
  - stay informed via local radio and TV.

If you're not directly involved but think you could be at risk, remove yourself and others from danger.

- GO IN to a building not threatened by the emergency.
- STAY IN until you're advised to do otherwise.
- TUNE IN to local TV or radio for more information.

MAKE A HOUSEHOLD EMERGENCY PLAN

It'll only take a few minutes, but it could be a lifesaver.

Look at the types of emergency listed in this booklet. Any of them could disrupt your life and leave you isolated from immediate help.

But a household emergency plan can help you deal quickly and effectively with a stressful situation. Get your whole family involved in writing the plan, so they're prepared too. To compose your plan, ask yourselves a list of key questions, and record the answers.

Here's an example of what your plan could cover

- Where will we meet if we can't get into, or stay in our home?
- Who'll collect the children from school if we can't get there?
- Which neighbours should we check on?
- How do we turn off the gas, water and electricity?
- Who can we stay with if we're evacuated?
- Who can be an 'Emergency Friend' *(see page 19)*, ready to collect medicine and supplies and act for us if we can't get out?

- What essential items should we have ready in an emergency 'grab bag'?
- Who'll look after our pets if we can't?
- Do we know how to tune to local radio stations?
- What items would we not want to lose? e.g.
  - Documents including insurance, birth and marriage certificates or passports.
  - Photographs.
  - Furniture.
  - A favourite toy or baby blanket.
- How can we protect these items?
  - Lodging copies of documents with friends?
  - Moving things upstairs?
  - Storing items in waterproof or fireproof containers?

Fill in your own household emergency plan on page 28, and keep it handy for reference.

Remember - *no item of property is worth risking your life for.*

Pack an emergency 'grab bag'

In an emergency you may need to move quickly, so it's important to have necessities at hand. Ideally, you should pack an easy-to-carry bag with essentials and store it in an accessible place. At the very least, you should make an up-to-date list of things to put into your 'grab bag'. The contents will vary depending on your needs but may include:

- Essential/prescribed medication, plus asthma and respiratory aids
- Hearing aids
- Spectacles, contact lenses
- Useful phone numbers
- Mobile phone, charger
- House and car keys
- Money, credit cards
- First aid kit
- Basic toiletries e.g. toothbrush, toothpaste, sanitary towels
  - Baby and small children supplies
  - Food, formula, drink
  - Change of clothing
  - Nappies
  - Toys, books, activities
  - Food and water
  - Bottled drinking water
  - Special food needs, canned or dried food
  - Can opener
- Clothing & Equipment
  - Wind and rainproof clothing
  - Strong outdoors shoes
  - Waterproof torch, spare batteries (check regularly) ***Consider a wind-up model.***
  - Radio, spare batteries (check regularly) ***Consider a wind-up model.***
- Copies of insurance documents
- Anti-bacterial hand wipes/gel
- Blankets, sleeping bags
- Sun hats, sunscreen
- Toilet paper
- Rubbish bags
- Thermos flasks
- Pet supplies

Be a good neighbour

In an emergency some people are more vulnerable than others - the elderly, very young or disabled, for instance.

Always consider your family and yourself first. But it's also important to help your friends and neighbours where you can. Just checking that they're well, providing extra blankets, collecting supplies or even having a chat could make a world of difference.

Have 'emergency friends'

An easy way to prepare for emergencies is to identify 'emergency friends'.

Emergency friends are people you trust who can provide help when you really need it. You should identify at least one emergency friend who lives nearby and a second one who lives further away.

Here's how emergency friends can help you.

- Holding a spare house key. You never know when you might lock yourself out, or your pets need feeding if you're stranded away from home.
- Providing a place to stay if you're evacuated or your home's affected by flood, fire or utility failure.

- Looking after your children or picking them up from school.
- Collecting medication If you're suffering from an infectious disease such as flu.
- Safeguarding copies of important documents or pictures.
- Acting as a contact point for family members who may be separated in an emergency.

Make sure all your family knows who your emergency friends are, and note them in your household emergency plan.

Don't forget - *you* can be someone's emergency friend, too. Have a chat to identify all the ways you can help each other.

Who should emergency services contact if you're injured?

Pick an 'ICE' - 'In Case of an Emergency' - partner and store their contact info in your mobile phone address book. Just enter the word ICE before their name and number.

This means the emergency services can quickly and easily find someone to contact if you're injured and can't communicate. They simply search for ICE on your mobile.

Make sure that:

- the person whose name and number you are using has agreed to be your ICE partner.
- your ICE partner knows who to contact on your behalf, plus any important medical information.
- if your ICE contact is deaf, you type ICETEXT then their name before saving the number.
- if you want more than one ICE partner, simply save them as ICE1, ICE2 etc.
- if you haven't got a mobile, you keep your ICE partner's contact info on paper in your wallet or purse.

Emergency information schemes

It can be vital to have medical and personal information accessible in an emergency. There are various ways of doing this. Here's a couple:

- Talisman bracelets - available from retailers.
- Message in a Bottle - contact your local Lions Club for information http://lions105ea.com/specialist_officer/miab.html.

HEALTH ADVICE

Get trained

A simple first aid course can give you basic skills that could help save a life. For local courses see St. John Ambulance www.sja.org.uk/sja/ or British Red Cross www.redcrossfirstaidtraining.co.uk/

U**nwell or injured? Choose the right NHS service for the right treatment.**

- Chest pain; serious blood loss; serious breathing difficulties; serious injury.
  - Dial **999**.
- Cuts; sprains; minor burns, suspected fractures of arm, shoulder, lower leg.
  - Go to your local NHS Minor Injuries Unit, Walk in Centre or Urgent Care Centre. Or phone the new, free, helpline NHS 111. Just dial 111.
- Feverish children; feeling unwell; injury over 24 hours old.
  - Contact your GP practice. Or phone NHS 111.
- Minor infections; sore throats; colds.
  - Ask for advice from a pharmacist. Many local pharmacies are open late into the evening and on Sundays. There is always pharmacy cover on bank holidays, including Christmas Day.
- Need medical help fast but it's not an emergency?
  - Phone NHS 111. For details of services, a symptom checker, and lots of health advice and ideas, visit www.nhs.uk

'Health help now' is a new app to help people in Kent and Medway find the service that can help them best. Look out for details at www.kentprepared.org.uk

Think 'Phone before you go' - save A&E for when you really need it.

How ready are you?

Try this test to see how prepared you are for an emergency.

1. Do you have a household emergency plan? ☐ Yes ☐ No
2. Have you discussed your plan with family and friends? ☐ Yes ☐ No
3. Do you know the emergency plan for your children's school/nursery/college? ☐ Yes ☐ No
4. Do you know the emergency plan for your workplace? ☐ Yes ☐ No
5. Have you completed a personal emergency contact list? ☐ Yes ☐ No
6. Have you prepared a check list for an emergency 'grab bag', or packed it ready to go? ☐ Yes ☐ No
7. Do you have 'In Case of Emergency' (ICE) contact(s) in your phone, wallet or purse? ☐ Yes ☐ No
8. Do you have an emergency friend - unlikely to be affected by the same emergency - who can keep family and friends informed? ☐ Yes ☐ No
9. Do you have a wind-up or battery-operated portable FM/AM/DAB radio? ☐ Yes ☐ No
10. Do you have alternative, agreed meeting points? ☐ Yes ☐ No
11. Do you have working smoke alarms in your home? ☐ Yes ☐ No
12. Do you have adequate contents and buildings insurance? ☐ Yes ☐ No
13. Do you have copies of important documents stored somewhere other than at home? ☐ Yes ☐ No
14. Do you have a written list of your valuables, plus photographs or DVD/video? ☐ Yes ☐ No
15. Have you taken a basic first aid course? ☐ Yes ☐ No
16. Have you checked if you're in a flood risk area? ☐ Yes ☐ No
17. Have you thought about arrangements for pets if you need to leave your home? ☐ Yes ☐ No
18. Have you identified possible exit routes from every room in your home? ☐ Yes ☐ No

12 or more 'yesses'? Congratulations - your preparations are going well. Keep them up to date.

Between 8 and 12 'yesses'? You're making good progress, but there's a lot more you can do.

Fewer than 8 'yesses'? You seem under-prepared. Maybe you don't like thinking about the subject. Remember - the readier you are, the better you'll cope.

Local radio stations for Kent and Medway

Academy FM (Thanet)
community station
FM107.8 (Thanet, Kent)

Academy FM (Folkestone)
community station
FM105.9 (Folkestone, Kent)

AHBS
community station
FM107.1 (Ashford, Kent)

BBC Radio Kent
talk; news and sport; contemporary and oldies

FM96.7 (Maidstone, Kent)

FM97.6 (Folkestone)

FM104.2 (Dover)

AM774 (Canterbury)

AM1602 (Royal Tunbridge Wells, Kent)

also available on local DAB radio, in most parts of Kent. Listen to the latest news report from BBC Radio Kent on our audio pages

BRFM
community station
FM95.6 (Swale and Isle of Sheppey, Kent)

95.8 Capital FM
top 40 pop chart and R&B music available on local DAB radio in most parts of Kent. Listen live on our audio pages

Community Channel
public access radio
due to start on local DAB radio in most parts of Kent at a date to be confirmed

CSR
community station
FM97.4 (Canterbury, Kent)

Gold
oldies and classic hits
AM603 (Kent)
AM1242 (Maidstone, Kent and Medway)
Also available on local DAB radio in most parts of Kent. Listen live on our audio pages

Heart 103.1 & 102.8 (formerly known as Invicta FM)
contemporary
FM96.1 (Ashford, Kent)

FM97.0 (Dover & Folkestone)

FM95.9 (Thanet)

FM102.8 (Canterbury, Kent)

FM103.1 (Maidstone, Kent and Medway) also available on local DAB radio in most parts of Kent. Listen live on our audio pages.

KMFM
adult contemporary music and county news available on local DAB radio in most parts of Kent

KMFM 106
pop and contemporary music; news & talk
FM106.0 (Canterbury, Whitstable and Herne Bay, Kent)

KMFM for Ashford
pop and contemporary music; news & talk
FM107.6 (Ashford, Kent)

KMFM for Folkestone and Dover
contemporary and classic hit music
FM106.8 (Dover, Kent)
FM96.4 (Folkestone)

KMFM for Maidstone
music from the last forty years with news & local features
FM105.6 (Maidstone, Kent). Listen live on our audio pages

KMFM for Medway
contemporary and classic hit music
FM100.4 (Gillingham, Medway)
FM107.9 (Chatham and Rainham)

KMFM for Thanet
contemporary; news
FM107.2 (Thanet, Kent)

KMFM for West Kent
contemporary and classic hit music
FM96.2 (Tonbridge and Royal Tunbridge Wells, Kent)
101.6 (Sevenoaks)

Pop Up Radio
occasional service broadcasting during events & festivals available on local DAB radio in most parts of Kent

Radio Sunlight
community radio station
FM106.6 (Medway, Kent)

SFM
community radio station featuring Caesar the Geezer
FM106.9 (Sittingbourne, Kent)

TGR Sound
community licence returned to Ofcom (Bexley, Kent)

Xfm
new rock, alternative and indie available on local DAB radio in most parts of Kent. Listen live on our audio pages

Your emergency contact list

Work
Doctor
School(s)
Water supplier
Electricity supplier
Gas supplier
Telephone supplier
Home insurance company
Home breakdown services
Emergency friend
Floodline quick dial number
District Council

Quick reference emergency and information contacts

Emergency Services 999

- Non emergency police **101**
- NHS 111, Dial **111** www.nhs.uk
- Anti-Terrorism Hotline **0800 789 321**
- Environment Agency www.environment-agency.gov.uk/ General Enquiries **03708 506 506**
- Floodline **0345 988 1188** Incident Reporting **0800 80 70 60**
- Preparing for emergencies gov uk - www.gov.uk/local-planning-emergency-major-incident
- Kent Resilience Forum www.kentprepared.org.uk/
- Met Office www.metoffice.gov.uk

Your household emergency plan

Write your question here	Write your answer here
e.g Where will we meet if we can't get into the house?	*e.g. Outside the post office.*

We're working for you - and with you

This booklet is designed to provide clear, practical advice to help you prepare for and respond to an emergency.

It's published by members of the Kent Resilience Forum, which is made up of local emergency services, health agencies, local authorities, the military and the Environment Agency.

All responding agencies in Kent and Medway work hard to make sure they can act quickly and efficiently. Their priority is to protect life and property, and then to help communities recover as quickly as possible.

Whatever the situation, they'll work closely with the media to get information out to you swiftly, so you can assess any likely impact on yourself and your family. You can significantly reduce the risks by being properly prepared and ready to respond to events.

Notes

CANTERBURY CITY COUNCIL
DARTFORD BOROUGH COUNCIL
Gravesham Borough Council
Kent Police
Kent County Council kent.gov.uk
Kent Fire & Rescue Service
Folkestone Hythe & Romney Marsh Shepway District Council www.shepway.gov.uk
Medway COUNCIL
NHS
MAIDSTONE Borough Council
ASHFORD BOROUGH COUNCIL
Swale BOROUGH COUNCIL
TONBRIDGE & MALLING BOROUGH COUNCIL
Environment Agency
Sevenoaks DISTRICT COUNCIL
thanet district council
DOVER DISTRICT COUNCIL
Tunbridge Wells Borough Council
South East Coast Ambulance Service NHS Trust

Kent Resilience Forum

PREPARING FOR EMERGENCIES IN KENT AND MEDWAY