

LET'S GET READY FOR AN EMERGENCY



HUMBER

Local Resilience Forum



INFORMATION FOR LOCAL RESIDENTS

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Some things in life we can plan for, like weddings and birthdays, but life isn't always that predictable.

The chances of getting caught up in an emergency are small, but it's still a good idea to think about what you would do if you were involved. Emergencies can be events that happen quickly and are over in a few hours, or they can develop and continue over the course of several days, months, or sometimes even longer and can really disrupt our daily lives. We can't usually stop them from happening, but we can plan ahead to minimise the impact.

This guide outlines some simple and effective steps you can take to prepare for an emergency and the disruption they cause. A few minutes thinking about it now could make a big difference in keeping you and your family safe.

Find out more about risks in your local area at humberlrf.gov.uk/our-risks

More information on how to prepare for an emergency and what to consider can be found at prepare.campaign.gov.uk



Call 999 if you or someone else is in immediate danger.

BE INFORMED – ALERTS AND WARNINGS

There are lots of different alerts and warnings available to help keep you informed and safe. Some are sent automatically, while others you can choose to sign up for. These alerts can let you know about possible risks in your area, giving you a bit more time to prepare or respond if something happens.

UK GOVERNMENT EMERGENCY ALERTS

Emergency Alerts is a service from the UK Government designed to warn you if there's serious, immediate danger nearby. This could be things like severe flooding, fires, or extreme weather.

Don't worry – they don't need your phone number or personal details to reach you, Alerts are sent straight to your mobile phone or tablet based on where you are at the time, and you don't need to have location services switched on to receive them, your device will make a loud siren-like sound, even if it's on silent.

WHAT HAPPENS WHEN YOU GET AN ALERT

When you get an alert, stop what you are doing and follow the instructions of the alert. If you are driving, find somewhere safe and legal to stop before reading the message. If there is nowhere safe and legal to stop and no one is in the vehicle to read it for you, you can listen to news on live radio to find out about the emergency.

If you need to opt a device out of the emergency alerts system visit gov.uk/alerts/opting-out

OTHER ALERTS AND WARNING SYSTEMS YOU CAN SIGN UP TO:

Flood Warnings - Get flood warnings by text, phone or email - gov.uk/get-flood-warnings

Weather Warnings - Subscribe to email alerts, warnings and newsletters - metoffice.gov.uk/about-us/news-and-media/media-centre/subscribe-to-email-alerts

Adverse Hot and Cold weather health warnings - Weather-Health Alerting System - gov.uk/guidance/weather-health-alerting-system

Air quality - Subscribe to mailing list and bulletins - DEFRA UK Air <https://uk-air.defra.gov.uk/subscribe>

My Community Alert - mycommunityalert.co.uk



THINK ABOUT FIRE SAFETY

SMOKE ALARMS

The easiest way to protect your home and family from fire is with working smoke alarms.

Fit a smoke alarm to each level of your home and test it once a week - ask family or friends for help if necessary. More information can be found at [fireengland.uk/fire-safety/how-choose-fit-and-test-smoke-alarms](https://www.fireengland.uk/fire-safety/how-choose-fit-and-test-smoke-alarms) or by scanning the QR code.



REGISTER APPLIANCES

If you buy appliances like dishwashers, washing machines, tumble dryers, fridges, or freezers, it's a good idea to register them with the manufacturer. This means they can quickly get in touch with you if they discover a fault and need to recall the product to keep you safe.

More info at [registermyappliance.org.uk](https://www.registermyappliance.org.uk)

BEDTIME CHECKS

You're at a higher risk from a fire while you're asleep, so it's a good idea to give your home a quick safety check before heading to bed. Try to:

- 🔥 **Close your inside doors at night** – this helps slow down a fire and stops it from spreading.
- 🔥 **Turn off heaters and use fireguards** if you have them.
- 🔥 **Blow out candles and make sure cigarettes are fully out.**
- 🔥 **Turn off and unplug electrical appliances** unless they're meant to stay on, like your freezer.
- 🔥 **Keep exits clear** so you can get out quickly in an emergency.
- 🔥 **Make sure your cooker is completely switched off.**
- 🔥 **Leave door and window keys** somewhere everyone can easily find them.
- 🔥 **Avoid running the washing machine overnight.**



ESCAPE PLAN

It's really important to plan how you'd get out of your home in a fire, and to make sure everyone in your household knows what to do. Your safest escape route is usually the way you normally enter and leave your home – but it's a good idea to think of a backup route too, just in case your main exit is blocked.

- 🔥 Keep door and window keys somewhere everyone can easily find them.
- 🔥 Make sure exits are always clear so you can get out quickly if you need to.
- 🔥 Avoid using lifts or balconies during a fire, as they may not be safe.

IF YOU LIVE IN A BLOCK OF FLATS

- 🔥 Check that communal corridors and stairways are free from anything that could catch fire, like boxes or rubbish.
- 🔥 Make sure doors to stairways aren't locked, so escape routes stay open.
- 🔥 Count how many doors you pass on the way to the stairs – this helps you find your way even if the smoke makes it hard to see.
- 🔥 Have working smoke alarms in your own home, even if the block already has a warning system.

Don't tackle fires yourself, keep calm, call 999 and get everyone out as soon as possible. If there's smoke, keep low where the air is clearer and remember before you open any doors check if the handle is hot. If it is, don't open it – fire could be on the other side.

Start your free, online home fire safety check at [ohfsc.co.uk](https://www.ohfsc.co.uk)

THINK ABOUT FLOODING

Flooding can damage your home and belongings – it can cost you thousands of pounds, disrupt your daily life, and cause a great deal of emotional stress.

By taking some simple steps to prepare in advance, and knowing what to do if a flood does happen, you can greatly reduce these impacts and protect yourself, your home, and your peace of mind.

Check if you are in a flood risk area and sign up to any warnings -

🔗 [gov.uk/check-long-term-flood-risk](https://www.gov.uk/check-long-term-flood-risk) or call Floodline and ask for flood warnings to be sent to a friend or relative on your behalf (telephone: ☎ 0345 988 1188, textphone: ☎ 0345 602 6340).

PREPARE FOR FLOODING, KEY THINGS TO CONSIDER:

- 💧 Making a personal *flood plan* for you and those around you.
- 💧 Packing a 'grab bag' of essentials in advance.
- 💧 Store important documents in resealable water-tight plastic bags to help protect them from water damage.
- 💧 Know how to turn utilities off, water, gas and electric.

Before a flood happens, there are changes you can make to your home that can help reduce the damage if flooding occurs. Some of these improvements do come with a cost, but if you're already planning work on your property, it can be a great chance to build in a few flood resilient upgrades at the same time. Read more about how to prepare your property for flooding

🔗 [gov.uk/guidance/adapting-your-home-or-business-to-the-risk-of-flooding](https://www.gov.uk/guidance/adapting-your-home-or-business-to-the-risk-of-flooding).

You can find guidance from the Environment Agency by visiting

🔗 [gov.uk/prepare-for-flooding/get-insurance](https://www.gov.uk/prepare-for-flooding/get-insurance).

THINK ABOUT POWER CUTS

The UK's electricity system is generally very reliable. Most power cuts are local and don't last long, but it's still possible, though uncommon for larger or longer outages to happen. In some situations, power cuts could last for several days and affect whole regions, or even, in very rare cases, the entire country.

During a power cut, lots of everyday essentials may stop working. Gas boilers and hobs, heat pumps, and even your home internet rely on electricity, so they won't work without power. Your mobile phone signal may also be affected if the local mast is down. In some cases, even your mains water supply could be disrupted.

KEY THINGS TO CONSIDER:

- ⚡ Keep a power bank or wind up torch with spare batteries. Avoid using candles or your phone's torch.
- ⚡ Store bottled water and non perishable food (plus baby formula or pet food if needed).
- ⚡ Find your power/load block letter at 🔗 [powercut105.com](https://www.powercut105.com) in case of scheduled emergency power cuts.
- ⚡ Keep a battery or wind up radio for updates, and note useful radio frequencies.
- ⚡ Check with your landline provider if your phone will work during a power cut – they may offer a free backup battery.
- ⚡ If you use personal alarms, telecare devices, or medical sensors, ask your provider how they operate without power.
- ⚡ Check in on any vulnerable neighbours and, if you can, offer spare blankets, warm clothing, food, or other essentials.

TIP:

Sign up for your energy supplier's Priority Services Register if you need extra support

🔗 [thepsr.co.uk](https://www.thepsr.co.uk).

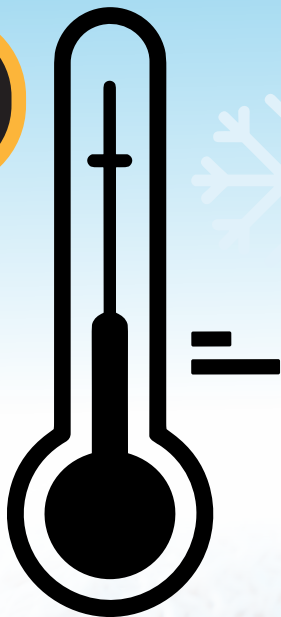
THINK ABOUT COLD WEATHER AND WINTER STORMS

Winter can be a great time of year but sometimes wintry conditions can disrupt our daily lives, taking a few simple steps to prepare for winter and some useful contact information can help.

One of the best ways of keeping well during winter is to stay warm.

TO KEEP WARM AT HOME DURING THE DAY TRY TO:

- ❄ Keep your windows closed, particularly at night and reduce draughts wherever possible.
- ❄ Do what you can to stay active, indoors.
- ❄ Wear several layers of thin clothing rather than one thick layer.
- ❄ Heat your main living room to around 18-21°C (64-70°F) and the rest of the house to at least 16°C (61°F).



OTHER KEY THINGS TO CONSIDER:

- ❄ Wearing shoes with good grip to avoid slips and falls on slippery or icy surfaces when out and about.
- ❄ During winter storms make sure garden furniture, trampolines etc and stored safely or tided down in windy conditions.
- ❄ Get your heating and cooking appliances checked by a Gas Safe engineer before winter.
- ❄ Install a carbon monoxide alarm, faulty appliances carry higher risks in winter.
- ❄ Plan ahead and check that you have enough medication and food in case it is harder than usual to leave the house.
- ❄ Get vaccinated if you can to help reduce risk from respiratory illnesses during the winter. Contact your pharmacist or GP for more details.



TIP:

If you are finding it difficult financially to heat your home you can seek financial support. There are also support measures in place to help with the cost of living, especially for those on low incomes.

📍 [gov.uk/cost-of-living](https://www.gov.uk/cost-of-living)

THINK ABOUT PETS

If you are a pet owner it's a good idea to think ahead about your pet's welfare in an emergency and how you or someone else would care for them.

HERE ARE A FEW SITUATIONS TO THINK ABOUT:

- 🐾 You were stuck away from home for a couple of nights?
- 🐾 You were advised to leave your house because it wasn't safe to stay there – where would you and your pets go?
- 🐾 Your home was without power or water for a couple of days – could you still look after your pet?

If your home lost power or water for a few days

- 🐾 Would you still be able to care for your pet comfortably?
- 🐾 Do you have spare food, water, and any medication your pet needs?

Talk these ideas through with family or friends so everyone knows the plan. As a pet owner, knowing you've prepared for these situations can give you peace of mind and help keep your pet safe and cared for, no matter what happens.



MAKE A PET GRAB BAG



If you ever had to leave your home quickly in an emergency, having a ready to go pet grab bag can make things much less stressful. It's simply a bag or box filled with the essentials your pet might need at short notice.

You can also use this list to create your own personalised checklist of things you'd grab in a hurry.



Every pet and household is different, but your grab bag might include:

- 🐾 An identification tag with your current contact details.
- 🐾 A secure pet carrier, lead, harness or travel crate for every pet in your household.
- 🐾 Pet food (dry or tinned), bottled water, a tin opener and food bowls
- 🐾 Any medications your pet needs.
- 🐾 Vaccination records.
- 🐾 Your pet's microchip number.
- 🐾 Notes on medical needs or feeding routines.
- 🐾 Emergency contact details for your vet.
- 🐾 A recent photo of your pet (useful if you become separated).
- 🐾 Cat litter and a tray, plus waste bags or other hygiene items.
- 🐾 A small first aid kit.
- 🐾 A favourite toy, blanket or bed – anything that helps your pet feel safe, if it's easy to carry.



CHECK YOUR INSURANCE



Having the right insurance is essential in almost any emergency, make sure your home and belongings are properly covered. If you own your home, you'll need buildings insurance; if you rent, check your landlord has landlord insurance and ask your insurer about tenant's contents cover.

Always read the small print so you know exactly what your policy includes – for example, will it pay for temporary accommodation if you have to leave your home? Make sure the amount you're covered for is accurate so you don't end up under insured.

If anything is unclear, speak to your insurer, or contact an insurance broker who can explain things and help you compare quotes.

Keep your insurance documents somewhere safe, and save the important details in your mobile phone if you can.

If you ever need to make a claim, you may need proof of what you own – so take photos of valuables, keep receipts, and back up any electronic records.

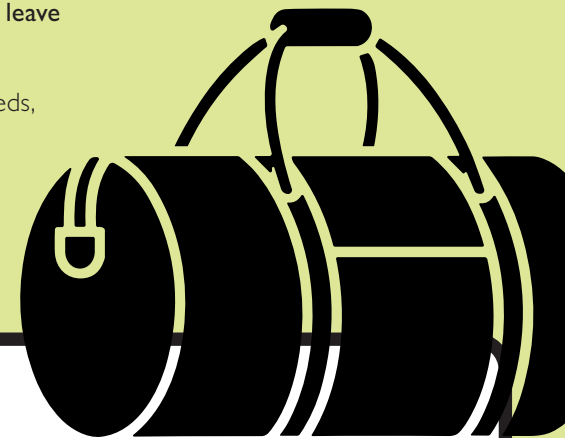
MAKE A GRAB BAG/EMERGENCY KIT



It's a good idea to keep a small 'grab bag' of essentials ready in case you ever need to leave your home quickly in an emergency.

What you pack will depend on your own needs, so think about what's most important for you and your household.

You can store these items in a small, easy to carry bag, or simply make a checklist of what you'd grab in a hurry.



CONSIDER:

- ✓ Copies of key documents (such as passport, birth certificates and insurance details).
- ✓ A USB memory stick with key documents, sentimental photos etc.
- ✓ Medication, prescriptions and a first aid kit.
- ✓ A radio and torch with batteries or a wind up torch/radio.
- ✓ Toiletries, wet wipes and/or antibacterial hand gel.
- ✓ Any special items for babies, children etc.
- ✓ Spare glasses/contact lenses.
- ✓ Spare set of keys (home/car/office).
- ✓ Food and drink that does not require electricity or heat to prepare it.
- ✓ Notebook and pencil/pen.
- ✓ Mobile phone/charger/power bank.
- ✓ Small amount of cash.
- ✓ Change of clothes, blankets and sensible footwear.
- ✓ If you have pets, suitable carriers for small animals, a water bowl, bedding, pet medication and a supply of food.
- ✓ Include this booklet with your completed household plan.
- ✓ Add emergency contacts or medical information to your mobile phone (often called 'ICE' or 'Medical ID' on smartphones) so that emergency services can access this information without having to unlock your phone with a passcode.



KEEP A SMALL CAR EMERGENCY KIT



It's useful to keep a few essentials in your car, especially for long journeys:

- Warm clothes and blankets (for everyone travelling)
- A torch (with spare batteries) or wind up torch
- Boots
- First aid kit
- Jump leads
- A small shovel
- Road atlas
- Sunglasses



Before setting off, also take:

- Food and a hot or cold drink (depending on the season)
- Any medication needed by anyone travelling.



HELPING OTHERS SAFELY DURING AN EMERGENCY

If an emergency happens in your area and you want to help, wait for official requests for support. These may come from local community groups, your council, or sometimes national organisations.

! Keep up to date by checking trusted local sources, such as local radio, TV, your emergency services' website, or their official social media channels, for clear guidance on what's needed.

Don't go to the scene of an emergency to help.

Emergencies are unpredictable, and turning up in person can put you and the emergency services at risk. If the emergency is somewhere else in the country, local services will already be stretched, and extra people arriving can make the situation harder to manage.

Learn some basic first aid skills, check online to find free workshops.

TALK TO OTHERS

Children

It's important to talk to children about what to do in an emergency so they feel prepared, not frightened. Explain things calmly and practise together when everyone is relaxed.

- Teach them how and when to call the emergency services (999 in the UK).
- The StayWise website has simple, child friendly resources to help them learn about emergencies in a safe and reassuring way – [staywise.co.uk](https://www.staywise.co.uk)

- Help them memorise their home address and, if possible, a parent or guardian's mobile number.
- Practise these often so they remember them confidently.

Talking about these things in a positive, supportive way helps children feel more secure and ready to act if they ever need to.



Local Community/Neighbours

Talk about the advice in this leaflet with friends, family, neighbours, and colleagues. Sharing information helps everyone feel more prepared, and you can support others to take simple steps if they're able to.

Consider swapping contact details with neighbours and setting up an instant messaging group or a small, private online network for your street or building. These groups can be a great way to share updates and offer support during an emergency.

Check whether any neighbours might need extra help. They may have medical needs, be new to the area, struggle with technology, or not speak or read English well. Chat with them about what support is available and how you might help.

Make a plan to check in on neighbours if something happens – especially during a power cut. Even a quick knock on the door or a message can make a big difference.

Consider printing a copy of this booklet out for those without internet access or request a hard copy from lr@eastriding.gov.uk



COMPLETE A HOUSEHOLD EMERGENCY PLAN

In an emergency, having the right details to hand can save time and reduce stress.

Think about keeping a simple household emergency plan that includes:

-  Important phone numbers (family, neighbours, work, school, GP, insurer).
-  Who has spare keys or alarm codes for your home.
-  Where you would go if you couldn't stay at home or couldn't get back there.
-  What you'd do if key services were disrupted (no water, gas, or electricity).
-  Any medical needs, medication lists, or support requirements for you or others in your household.
-  Contact details for your insurance provider.
-  Pet care arrangements if you can't get home.

Your household emergency plan should reflect your own circumstances. Completing it together with family, friends, or neighbours is a great way to make sure everyone knows what to do.

The template to the right is included to complete.

HOUSEHOLD EMERGENCY PLAN

MEETING POINT

In certain situations, you may need to leave your home for your own safety. Decide where you will meet others - this could be a community hub if you have one nearby. Always follow advice from emergency services about when it is safe to return home.

Agreed meeting point	
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IMPORTANT CONTACT NUMBERS FOR SERVICES YOU MIGHT NEED

Emergency services	999
NHS non-emergency number	111
Police non-urgent	101
To report a power cut	105 in England
Yorkshire Water	0345 1 24 24 24
Anglian Water	03457 145 145
Severn Trent Water (Emergencies)	0800 783 4444
Gas Emergency Service and Gas Escapes	0800 111 999
GP	

HOUSEHOLD EMERGENCY PLAN

WHO ELSE MIGHT YOU NEED TO CONTACT IN AN EMERGENCY?

For example, family - those within your household as well as other family members, schools or childcare, your employers, carers or clinical teams

Name	Mobile number(s)	Landline number

HOUSEHOLD EMERGENCY PLAN

OTHERS YOU MIGHT WANT TO CHECK IN ON

If you are in the position where you are able to offer help to your community (and it is safe to do so), you could start by checking on others such as your neighbours. Make a record of their details here:

Name	Mobile number(s)	Landline number

LIST OF CURRENT MEDICATION

Medication name	Dose	How often	Who takes it

RADIO STATIONS

Here you should make a note of the frequencies of any radio stations you use to get local or national news.

Radio station (e.g. BBC radio 2)	Frequency (e.g. 88-91 FM)

INSURANCE DETAILS

Insurance company names, phone numbers and policy numbers

HOUSEHOLD EMERGENCY PLAN

UTILITIES

If you have time and it is safe to do so, you might need to turn off the mains water, gas or electric to your home during an emergency. Familiarise yourself with where these are located.

WARNING: You can turn the water and electricity back on yourself but **NOT THE GAS**. This must be done by a qualified engineer.



Utility shut off	Location
Water stop cock	
Gas isolation valve	
Electricity isolation switch	

Grab bag location

Who can look after our pets? Contact numbers

If we have to leave home we will do these things, if there is time:



Take mobile phone and charger.



Take prescribed medication.



Take some spare clothes.



Take cash and credit cards.



Lock all doors and windows.



If we leave by car, take bottled water, a duvet or blankets and tune into the local radio for emergency advice and instructions.



Turn off electricity, gas and water supplies.