

# HOUSEHOLD EMERGENCY PLAN

## HOW TO PROTECT:

- YOURSELF
- YOUR FAMILY
- YOUR PETS



Northamptonshire  
County Council  
Flood Toolkit

# Five steps to prepare your family for an emergency:

1. Know your risks
2. Make your plan
3. Make your kits
4. Be ready
5. Get talking

**NAME OF FAMILY:**

.....

**DATE:** .....



## Step 1. Know your risks

It's important to plan ahead so that during an emergency everyone knows what to do. Discuss as a family what dangers you face, agree what you would do and how you would contact each other. This booklet is designed for you to write down the important information which will make a huge difference with how you will cope in an emergency. Further information can be found at: [www.northamptonshire.gov.uk/emergencies](http://www.northamptonshire.gov.uk/emergencies).

What action will you take in different emergencies? Enter details in the plan below.  
E.g. flooding, fire, severe weather.

DANGER	ACTION
e.g. Flooding	Move to a place of safety, go upstairs. Stay where you are unless you are in imminent danger. Dial 999 if you are in danger



## How can you prepare for flooding?

- Find out if you live or work in an area at risk of flooding.  
[www.gov.uk/check-flood-risk](http://www.gov.uk/check-flood-risk)  
[www.floodtoolkit.com/risk/](http://www.floodtoolkit.com/risk/)
- Sign up with the Environment Agency (EA) FREE Floodline Warning service.  
EA Floodline: 0345 988 1188  
[www.gov.uk/sign-up-for-flood-warnings](http://www.gov.uk/sign-up-for-flood-warnings)
- Download and complete a personal flood plan.  
[www.gov.uk/government/publications/personal-flood-plan](http://www.gov.uk/government/publications/personal-flood-plan)
- Buy and install flood products in advance. For an independent directory of flood products visit [www.bluepages.org.uk](http://www.bluepages.org.uk).
- Look at the Flood Toolkit and the National Flood Forum's website for more advice:  
[www.floodtoolkit.com](http://www.floodtoolkit.com)  
[www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk)



## Other Steps you could take?

- Install and regularly check smoke detectors and carbon monoxide detectors
- Decide which items need to be moved upstairs in the event of a flood e.g. important documents, sentimental items
- Know the quickest route out of your home and neighbourhood – have you got two escape routes from your home?
- Put emergency phone numbers into your mobile phone
- Teach children how and when to call the Emergency Services (999)
- Have enough non-perishable food in your house for three days
- Have a first aid kit and make sure everyone in the house knows where it is
- Check the insurance cover for your house and contents is up to date
- Make sure your child's school has your current contact information
- Know where keys to doors and windows are kept
- Make sure your car is winter ready and you have a car emergency kit. Go to [www.northamptonshire.gov.uk/emergencies](http://www.northamptonshire.gov.uk/emergencies) for kit checklist
- Back up photographs and important information onto a USB
- Consider the needs of pets or other animals
- Will your neighbours need help?



## Step 2. Make your plan

### Where will we meet?

Pick two places where you could meet if you cannot get home or contact each other. One close by, the other slightly further away in case the emergency is more widespread.

<b><u>NEARBY PLACE:</u></b>
<b><u>OUTSIDE THE IMMEDIATE AREA:</u></b>

### What if we cannot get there or cannot contact each other?

Choose a friend you can contact to say you are safe.

<b><u>NAME:</u></b>	
<b><u>ADDRESS:</u></b>	
<b><u>HOME PHONE:</u></b>	<b><u>MOBILE PHONE:</u></b>

### Where can we stay?

If you have to evacuate could you stay with friends or family. Have two different places.

<b><u>NAME:</u></b>	<b><u>NAME:</u></b>
<b><u>ADDRESS:</u></b>	<b><u>ADDRESS:</u></b>
<b><u>HOME PHONE:</u></b>	<b><u>HOME PHONE:</u></b>
<b><u>MOBILE PHONE:</u></b>	<b><u>MOBILE PHONE:</u></b>

**Where and how do we turn off the following?**

Only do this if it is safe and you have time to do so.

<b>WATER:</b>	
<b>GAS:</b>	
<b>ELECTRICITY:</b>	

**Will any neighbours need our help?**

<b>NAME:</b>  <b>ADDRESS:</b>  <b>HOME PHONE:</b>  <b>MOBILE PHONE:</b>	<b>NAME:</b>  <b>ADDRESS:</b>  <b>HOME PHONE:</b>  <b>MOBILE PHONE:</b>
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## Looking after your pets

<b><u>NAME OF PET:</u></b>  <b><u>TYPE OF PET:</u></b>  <b><u>DATE OF BIRTH:</u></b>  <b><u>MICROCHIP NUMBER:</u></b>  <b><u>ANY OTHER INFO:</u></b>	<b><u>NAME OF PET:</u></b>  <b><u>TYPE OF PET:</u></b>  <b><u>DATE OF BIRTH:</u></b>  <b><u>MICROCHIP NUMBER:</u></b>  <b><u>ANY OTHER INFO:</u></b>
<b><u>VET:</u></b>  <b><u>CONTACT NUMBER:</u></b>  <b><u>ADDRESS:</u></b>	



## Important Information

NAME:	TELEPHONE:
DOCTOR:	
DENTIST:	
BUILDING INSURANCE:	
CONTENTS INSURANCE:	
CAR INSURANCE:	

- Emergency Services: 999
- Northants Police Non-Emergency: 101
- NHS Non-Emergency: 111
- Environment Agency Floodline: 0345 988 1188
- Gas Leaks: 0800 111 999
- Power cuts: 105
- Water Leaks: 08457 145 145
  
- Highways England Information Line: 0300 123 5000
- Police counter-terrorism hotline: 0800 789 321
- Crime Stoppers: 0800 555 111

**Keep this list handy and make extra copies if needed. Keep a copy by your home phone and store the phone numbers in your mobile.**





## Step 3. Make your kits

### Home Emergency Kit

You may need to survive on your own after an emergency. This means having enough food, water and other supplies to last for at least three days. Local officials and relief workers will be on the scene after an emergency, but cannot reach everyone immediately. In addition, basic services such as electricity, gas, water, sewage treatment and telephones may be cut off for days, or longer.

TICK	RECOMMENDED ITEMS TO INCLUDE IN A HOME EMERGENCY KIT
	Bottled water (4 litres of water per person per day)
	Non-perishable food
	Battery-powered or wind up radio
	Torch
	Spare batteries
	First aid kit
	Whistle to signal for help
	Dust mask (to help filter contaminated air)
	Plastic sheeting (duct tape to shelter)
	Wet wipes, bin bags and plastic ties for personal sanitation
	Wrench or pliers to turn off utilities
	Can opener
	Local maps
	Mobile phones with chargers
	Grab Bag (see below)

### Grab Bag

You should also try to put together an emergency bag that you can quickly “grab” when evacuating your home. An emergency bag holds vital information and items that may be useful in an emergency. The bag should be small enough to carry and be stored in a safe and secure place where family members can find it.

TICK	RECOMMENDED ITEMS TO INCLUDE IN A GRAB BAG
	Prescription medicines details
	Toiletries
	Identity documents (passport, driving licence)
	First Aid kit
	Radio (battery or wind up)
	Torch (battery or wind up)
	Spare batteries
	Notebook, pen/pencil
	Spare glasses/contact lenses
	Mobile phone charger and other chargers as necessary
	Emergency Plan with contact list
	Insurance details
	Spare keys for house/car
	Special items for babies/children
	Items for your pets
	Important computer information backed up on a USB
	What else? (Chocolate is always useful!)



## Personal Information Cards

These wallet size cards have been designed to cut out and keep on each member of the family so that they are able to have information to hand in case of emergency...

**IN CASE OF EMERGENCY**

Name .....

NHS Number: .....

Date of Birth: .....

Important Medical Information:  
.....  
.....

Where is my family meeting place?  
.....

Who is my family contact to say that I am safe?  
Name: .....

Address: .....

Home Phone: .....

Mobile Phone: .....

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Name .....

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NHS Number: .....

Date of Birth: .....

Important Medical Information:  
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.....

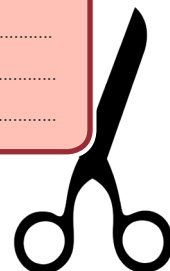
Where is my family meeting place?  
.....

Who is my family contact to say that I am safe?  
Name: .....

Address: .....

Home Phone: .....

Mobile Phone: .....



Where are the two places I can go?

Name 1: .....

Address: .....

Home Phone: .....

Mobile Phone: .....

Name 2: .....

Address: .....

Home Phone: .....

Mobile Phone: .....

NAME	NUMBER
Doctors	
Dentist	
Schools	
Emergency Services	999
Non Emergency	101
NHS Non Emergency	111

Where are the two places I can go?

Name 1: .....

Address: .....

Home Phone: .....

Mobile Phone: .....

Name 2: .....

Address: .....

Home Phone: .....

Mobile Phone: .....

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NAME	NUMBER
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## Step 4. Be Ready

The first decision might be whether you evacuate or stay where you are and this depends on your circumstances and the nature of the emergency. You should plan for both possibilities. Use common sense and available information, including what you are learning here, to determine if there is any immediate danger. Local authorities may not immediately be able to provide information on what is happening and what you should do. However, you should watch local TV, listen to local radio or check the Internet often for information or official instruction as it becomes available.

### Generally - If the danger is outside – Go In, Stay In, Tune In

- Close all windows and doors.
- Stay there until you are contacted by the emergency services or are told that the emergency is over.
- Listen to local radio or TV news for updates. (BBC Radio Northampton 103.6FM and 104.2FM, Heart FM 96.6FM)
- It may not be safe to collect children from school. Schools have their own emergency plans so pupils will be cared for.

### If the danger is inside, Get Out, Stay Out and Call the Emergency Services 999

- If it is safe to do so secure your home and collect your Grab Bag.



## Evacuating Your Home

In some cases you may be advised to evacuate your home. Local Reception Centres will be provided where you will be safe, sheltered and looked after by trained volunteers. If you choose to make your own arrangements, such as staying with friends, please let someone know that you are safe.

**DON'T FORGET TO TAKE YOUR GRAB BAG!**

**ALWAYS FOLLOW INSTRUCTIONS FROM THE EMERGENCY SERVICES**

**If you have time, secure your premises before you leave.  
Do not return home until you are told it is safe to do so.**



## 999 - the right number at the right time?

It's the right number in an emergency – so ask yourself – is there a risk to life?

- Before you dial 999, think about which service you need to call. Don't worry if you're not sure – the emergency operator will help you.
- Try to find out as much as you can about the location of the emergency. This will help the operator to pin-point the place.
- Listen carefully and be patient. You'll be put through to the control room operator for the service you need. They'll ask some questions, so don't put down the phone until they say.
- If you can, wait in a safe place until the emergency service arrives. Then you can show them to the incident and you'll save vital time.

**If it is not an emergency use call Northamptonshire Police on 101.**

Our website has much more information about how to evacuate your property, what to do in an emergency, who to trust, what to do about pets and wildlife and where to go afterwards for support and help. Your health and recovery after an emergency can be just as challenging.

Go to [www.northamptonshire.gov.uk/emergencies](http://www.northamptonshire.gov.uk/emergencies) for further advice and information.



## Do you have I.C.E. in your phone?

It means 'In Case of Emergency' – so you put a friend or family phone number into your mobile phone and call it ICE. If you're in a situation where you are unable to make a call, the emergency services can use your phone to contact someone who knows you, by looking for I.C.E.



## Step 5. Get Talking

Now is the time to talk with others and discuss your emergencies plans. How could you work together in an emergency?

You could set up a Community Resilience and Response Group (CRRG) and create a Community Emergency and Flood Plan.

Why not practice carrying out your plans?

Our website has much more information about how to evacuate your property, what to do in an emergency, who to trust, what to do about pets and wildlife and where to go afterwards for support and help. Your health and recovery after an emergency can be just as challenging.

Go to [www.northamptonshire.gov.uk/emergencies](http://www.northamptonshire.gov.uk/emergencies) for further advice and information.



## Are you ready In Case of Emergency...

- Have you agreed where you will meet your family/friends?
- Have you got a friend to contact to say that you are safe?
- Have you got two places where you could stay in case of an emergency?
- Do you know how to turn off your utilities?
- Have sufficient food and water in your house for three days?
- Have you made you “Grab Bag” and completed the tear out page?
- Have you looked after you pets and neighbours?
- Have you put I.C.E. in your mobile phone?
- Have you talked to your children about using 999 correctly?
- Have you completed all your personal information and useful contacts numbers and also completed the personal information cards?

## REMEMBER!

### In Case of Emergency... Steps to Safety

If the emergency is happening now:

If the danger is outside:

**GO IN, STAY IN, TUNE IN**

If the danger is inside:

**GET OUT, STAY OUT and call the Emergency Services 999**

**Always follow instructions from the Emergency Services**

**DISCLAIMER:**

This Household Emergency Plan template has been produced by Northamptonshire County Council to assist households in preparing for an emergency incident at home. The County Council will not be held responsible for any damage, loss or injury to persons or property as a result of using this template.



This document has been developed in partnership with the Northamptonshire Local Resilience Forum.

[www.northamptonshire.gov.uk/emergencies](http://www.northamptonshire.gov.uk/emergencies)

[emergencyplanning1@northamptonshire.gov.uk](mailto:emergencyplanning1@northamptonshire.gov.uk)



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Northamptonshire  
County Council

**LRF**

Northamptonshire  
Local Resilience Forum