



# WHAT TO DO IN AN EMERGENCY

- If an emergency occurs **dial 999** and alert the Police/Fire/Ambulance/Coastguard as appropriate
- If the building is on fire - **Get Out and Stay Out**
- If not consider the - **Go In, Stay In, Tune In** rule (see below)
- If possible and safe, pass on warnings to neighbours and check on the vulnerable people living near you
- Limit phone calls - it keeps lines free. **Someone may be trying to contact you!**

## GO IN, STAY IN, TUNE IN

In most emergencies you will be advised to shelter.

### Go In

**1.** Go indoors, close doors and windows and shut down ventilation systems if it is safe to do so. Unless there is an obvious risk to the property this will give you good short-term protection against most hazards.

### Stay In

**2.** 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

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



## FLOODING

- Floodline: 03459 881188

### Simple steps to stay safe during a flood.

Listen to and act on the advice of the emergency services and follow these simple steps:

- 1.** Put people before property. Move your family and pets upstairs, but ensure you have a means of escape.
- 2.** Gather essential items (like drinking water, insurance documents, blankets, a torch, first aid kit, essential medication and food) and put them out of the way of flood water to keep dry.
- 3.** Listen to local radio for updates or call Floodline on 03459 881188.
- 4.** Put plugs in sinks and baths. Weigh them down with a heavy object such as a pillowcase or plastic bag filled with garden soil, to avoid backing up through drains. A similar object should be placed into the toilet.
- 5.** Turn off gas, electricity and water supplies when flood water is about to enter your home, if safe to do so. **DO NOT** touch sources of electricity when standing in flood water.

Sandbags do not provide protection during flooding; water can get into houses through many routes, not just doorways. Suffolk local authorities do not provide sandbags to protect individual properties, but use these limited resources in bulk to raise and repair defences or divert water away from groups of properties. Household should check their property's flood risk and, if appropriate, use purpose-made flood protection products. Details are available from the National Flood Forum's 'Blue Pages': [www.bluepages.org.uk](http://www.bluepages.org.uk)

**Flood water can rise quickly, stay calm and reassure those around you. Call 999 if you are in danger.**

For more information visit [www.gov.uk/government/organisations/environment-agency](http://www.gov.uk/government/organisations/environment-agency) where you can find:

- guidance for people to protect their property
- more practical advice on what to do before, during and after a flood
- and a guide on what each of the flood warning codes mean and what action to take.

For further information see [www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk)



## STORMS

### Be ready





- Store some emergency provisions
- Secure outdoor items and bring as much as possible indoors, including pets
- Close windows, clear window sills and pull curtains to protect against flying glass
- Warn vulnerable people in your community and help them prepare
- Unplug aerials, computers and telephones from their mains sockets.

### Go In, Stay In, Tune In

#### When it all calms down:

If gas, electricity or water is cut off, tell the relevant service.

[www2.nationalgrid.com/uk](http://www2.nationalgrid.com/uk)  
[www.ukpowernetnetworks.co.uk](http://www.ukpowernetnetworks.co.uk)  
[www.anglianwater.co.uk](http://www.anglianwater.co.uk)  
[www.eswater.co.uk](http://www.eswater.co.uk)

 @nationalgriduk  
 @UKPowerNetworks  
 @AnglianWater  
 @eswater\_care

If you can do so without risking your personal safety, rope off or protect any damaged areas to prevent injuries, e.g. from falling masonry, broken glass or electricity cables.

More detailed information and advice in these and other incidents such as nuclear, animal diseases and industrial accidents is given on the Suffolk Resilience Forum website at [www.suffolkresilience.com](http://www.suffolkresilience.com)

## IN AN EMERGENCY DIAL 999.

DO WHAT THE EMERGENCY SERVICES TELL YOU - THEY ARE THE EXPERTS.  
IF YOU ARE NOT DIRECTLY INVOLVED KEEP AWAY FROM THE SCENE AND LEAVE IT TO THE EMERGENCY SERVICES.

# EMERGENCY CONTACT NUMBERS...

SOS

Name	Number
<b>Emergency Services</b>	<b>999</b>
Suffolk Police (Non-Emergency)	101
Suffolk Fire & Rescue Service (Non-Emergency)	01473 260588
Suffolk Emergency Helpline (Only active during emergencies)	03456 032814
NHS (Non-Emergency)	111
Environment Agency (EA) Floodline	03459 881188
Suffolk County Council	03456 066067
Gas	0800 111999
Electricity	0800 316 3105
Anglian Water	03457 145145
Essex & Suffolk Water	03457 820999
Your Doctor	
Telephone provider	
Insurance Company	
Plumber	
Electrician	
Vet	
School	
In Case of Emergency (ICE)	
Next of Kin	
Local Authority: During Office Hours	
Local Authority: Out of Hours	

## GENERAL PRECAUTIONS...

There are a number of things you can do to reduce the impact of an emergency on yourself and your family:

Agree a meeting place in case you get separated.

Keep the following items in an "emergency box" in your home (upstairs, if possible):

- A torch and batteries\* or wind up torch or lantern
- Candles and matches (in a safe container)
- A portable radio and batteries\* or wind up radio
- Basic plug-in telephone
- Drinks: cans or bottled water
- Notebook and pens/pencils
- Something to occupy the children.

\* (Remember to check the batteries every now and then!)

Make sure medicines, toiletries and spare contact lenses etc. are easily available to put in the box when necessary.



## YOUR COMMUNITY...

If your community is prepared for emergencies, the effects of any incident can be more easily managed and your community can be more involved in any response and recovery.

**For more information on preparing a community emergency plan contact Suffolk Joint Emergency Planning Unit on 01473 265321 or visit [www.getpreparednow.co.uk](http://www.getpreparednow.co.uk)**

@SuffolkPrepared

## USEFUL WEBSITES...

[www.suffolkresilience.com](http://www.suffolkresilience.com) (For emergency preparedness information)

[www.suffolk.police.uk](http://www.suffolk.police.uk) @SuffolkPolice

[www.suffolk.gov.uk/emergency-and-safety/fire-and-rescue-service](http://www.suffolk.gov.uk/emergency-and-safety/fire-and-rescue-service) (Suffolk Fire & Rescue Service) @SuffolkFire

[www.eastamb.nhs.uk](http://www.eastamb.nhs.uk) (Ambulance services) @EastEnglandAmb

[www.suffolk.gov.uk](http://www.suffolk.gov.uk) (Suffolk County Council)

[www.babergh.gov.uk](http://www.babergh.gov.uk) (Babergh District Council)

[www.ipswich.gov.uk](http://www.ipswich.gov.uk) (Ipswich Borough Council)

[www.midsuffolk.gov.uk](http://www.midsuffolk.gov.uk) (Mid Suffolk District Council)

[www.suffolkcoastal.gov.uk](http://www.suffolkcoastal.gov.uk) (Suffolk Coastal District Council)

[www.waveney.gov.uk](http://www.waveney.gov.uk) (Waveney District Council)

[www.westsuffolk.gov.uk](http://www.westsuffolk.gov.uk)

(St Edmundsbury Borough Council and Forest Heath District Council)

[www.westsuffolkccg.nhs.uk](http://www.westsuffolkccg.nhs.uk) (West Suffolk Clinical Commissioning Group)

[www.ipswichandeastsuffolkccg.nhs.uk](http://www.ipswichandeastsuffolkccg.nhs.uk)

(Ipswich and East Suffolk Clinical Commissioning Group)

[www.greatyarmouthandwaveneyccg.nhs.uk](http://www.greatyarmouthandwaveneyccg.nhs.uk)

(Great Yarmouth & Waveney Clinical Commissioning Group)

[www.gov.uk/government/policies/improving-the-uks-ability-to-absorb-respond-to-and-recover-from-emergencies](http://www.gov.uk/government/policies/improving-the-uks-ability-to-absorb-respond-to-and-recover-from-emergencies) (Central Government Resilience Website)

[www.gov.uk/government/organisations/maritime-and-coastguard-agency](http://www.gov.uk/government/organisations/maritime-and-coastguard-agency) (Coastguard)

[www.gov.uk/government/organisations/environment-agency](http://www.gov.uk/government/organisations/environment-agency)

[www.bluepages.org.uk](http://www.bluepages.org.uk) (Directory of Flood Protection Products)

