



# Household Emergency Action Plan

Household Resilience

prepare

respond

recover

If you think your  
life or the life of  
another is in danger  
always call 999

# Household Emergency Action Plan

Emergencies can affect anybody with little or no notice

Being prepared can help reduce the effects on people's lives, reduce the need for support from others and enable you to support the vulnerable members of your street and community.

Emergencies such as floods, fires, gas explosions and bomb threats may require you to leave your home for short periods of time. Other incidents such as disruption to essential services that we all rely upon (such as water, electricity, telecoms and travel networks) or being stranded due to adverse weather or illness are not always an emergency but can affect our everyday lives.

If you are involved in an incident and believe you may be in danger always dial 999 and request the appropriate emergency assistance.

If however you are not in danger but may be affected indirectly, you may be advised to :

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

Complete the following sections where required and keep your plan in a safe and accessible place in your home.

## Section 1

To obtain further information...

Radio station	Frequency	Website address
BBC Radio Solent	96.1 and 103.8 FM	<a href="http://www.bbc.co.uk/solent">www.bbc.co.uk/solent</a>
Heart FM	96.7 and 97.5 FM	<a href="http://www.heart.co.uk/southcoast">www.heart.co.uk/southcoast</a>
Breeze FM	107.8 FM	<a href="http://www.southampton.thebreeze.com">www.southampton.thebreeze.com</a>

The following websites will give updated information and guidance in times of emergency and links to other relevant agencies for advice and support

[www.hampshireprepared.co.uk](http://www.hampshireprepared.co.uk)

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

The following social media pages will help to keep you informed about current situations during emergencies

Hampshire Constabulary  
Hampshire Fire and Rescue Service  
Hampshire County Council  
Southampton City Council



Twitter

@hantspolice  
@Hants\_fire  
@hantsconnect  
@SouthamptonCC

## Section 2

### Non-emergency telephone numbers

Non-emergency telephone numbers		Your non-emergency telephone numbers	
Hampshire Fire and Rescue Service	023 8064 4000	Doctors surgery	
Hampshire Constabulary	101	School/nursery	
Maritime and Coastguard Agency	023 9255 2100	Childminder	
NHS 111	111	Home insurance	
Floodline	0845 988 1188	Car insurance	
Actionline:	0800 519 1919	Local authority	
Southampton City Council:		Employer	
Switchboard	023 8083 3000	Flood action group	
Out of hours	023 8023 3344	Gas provider	
		Electricity provider	
		Water/wastewater company	



For text relay, add 18001 in front of the last two phone numbers.

# Household contact details

Use this section to list the members of your household and their contact numbers.

Contact name	Mobile number	Landline number

If you are evacuated as a household or are unable to contact each other, where will you meet or relocate to? Use the space below to list appropriate places of refuge, for example friends or family.

# Creating an emergency box

It is recommended that you have an emergency box or bag to hand or available in case of emergency evacuation or being stranded in your home. It would be useful if the box contained the following items:

- Medicines and prescriptions
- Toiletries
- Identity documents (passports/drivers licence)
- First aid kit
- Radio (battery or wind-up)
- Torch (battery or wind-up)
- Spare batteries
- Notebook, pen/pencil
- Change of clothes, blankets
- Baby food and accessories
- Bottled water
- Non-perishable food/snacks
- Spare keys for house and car
- Insurance documents or details
- Money
- Glasses/contact lenses
- Mobile phone and charger
- Candles/matches
- Pet food and accessories
- Children's toys/activities

If required to evacuate your home, before leaving consider the need to turn off the following:

Utility	Location of your isolation/turn-off point	Tick when done
Gas		<input type="checkbox"/>
Electric		<input type="checkbox"/>
Water		<input type="checkbox"/>
Heating oil		<input type="checkbox"/>

### Section 3

Can you support others in your community or nearby residents?

If during times of emergency you are able to provide support or help to others in your street or community (e.g. the elderly, young and vulnerable) use the space below to list contact details of neighbours or community members that *agree to share* their contact details with you.

Name	Address	Mobile number	Landline number



## Section 4

### Emergency action check list

This section contains a check list which should be followed in the event of an incident or emergency where you are required to use the content of your plan.

Skip	Action to be taken	Tick
1	Call emergency services if not already alerted (if life is in danger)	<input type="checkbox"/>
2	Ensure you are not in any danger in your current location and if required move to a safe place	<input type="checkbox"/>
3	Are you being advised to or do you need to evacuate your property? If so, advise a family member or friend where you are going to and how you can be contacted.	<input type="checkbox"/>
4	Consider contacting neighbours or others who may be affected by the situation. Refer to <b>section 3</b> .	<input type="checkbox"/>
5	Carry out any required action. If having to evacuate, consult your pre-planned actions and assemble the required items from emergency box/bag. If remaining in your home obtain information from the sources listed in this plan and notify people on your list to confirm that you are safe. Advise an unaffected friend/ neighbour of your actions.	<input type="checkbox"/>

# Hampshire and Isle of Wight Local Resilience Forum

The Hampshire and Isle of Wight Local Resilience Forum comprises of local emergency service responders (police, fire, ambulance), local authorities, and associated businesses, organisations and voluntary sector representatives, working together with the objective of reducing risk in the local area.

## Current members of the Hampshire and Isle of Wight Local Resilience Forum

Hampshire Fire and Rescue Service  
Hampshire Constabulary  
Hampshire County Council  
Southampton City Council  
Portsmouth City Council  
Isle of Wight Council  
SHIP Primary Care Trust  
Environment Agency  
South Central Ambulance Service NHS Trust  
Maritime and Coastguard Agency  
Hampshire District Authorities  
Voluntary Organisations  
Utility and transportation providers (Category 2 responders)



## Are you prepared?

Additional notes / information



Supported by  
Southampton City Council  
Hampshire and the Isle of Wight Local Resilience Forum

