



**GWASANAETH CYNLLUNIO AT
ARGYFWNG RHANBARTHOL**
CYNGHORAU Gogledd Cymru
**NORTH WALES COUNCILS
REGIONAL EMERGENCY
PLANNING SERVICE**

Home Emergency Plan

'This plan template has been produced by North Wales Councils - Regional Emergency Planning Service (NWC-REPS) on behalf of:



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INTRODUCTION

Completing a Home Emergency Plan will help you and your family prepare for any possible emergency. This plan will enable you to record the potential dangers in and around your home and put in place a way of dealing with those dangers.

Putting together an Emergency Grab Bag is a great way to ensure that you and the members of your household are prepared should you have to leave home in a hurry. Your Emergency Grab Bag should hold items that would be essential if you had to leave your home quickly. It should contain copies of personal information and items which may help you or provide some comfort in an emergency.

DISCLAIMER

This template has been produced by the North Wales Councils Regional Emergency Planning Service on behalf of the councils in North Wales to assist households in preparing for an emergency at home and/or in the community. The Councils will not be held responsible for any damage, loss or injury to person/s or property as a result of use of this template.

For further advice on Home Emergency Planning please contact North Wales Councils Regional Emergency Planning Service at enquiries@nwc-reps.org.uk.

KEY MESSAGE

Go in: 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: 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: Tune in to local radio and television to find out more about what is happening. Local radio stations will broadcast messages advising people of the current situation and what actions they should take

Based on the risk that you believe could happen in your area, e.g. fire, severe weather, floods or other possible emergencies, start to think about what you would do if an emergency occurred.

WHAT ARE THE POTENTIAL DANGERS

Discuss the dangers you could face. These could include fire, severe weather, floods, industrial accidents, pandemics or other possible emergencies. What action will you take in response to each situation? Put details in the plan below:

Risk	Action to Mitigate

HOUSEHOLD MEMBERS EMERGENCY MEETING PLACES

Near By			
Out of Area			

INSURANCE DETAILS

Insurance	Insurer	Telephone No.	Policy No.
Home			
Contents			
Vehicle			
Health			
Pet			

UTILITY PROVIDERS

Service	Provider	Telephone No.	Account No.
Electricity			
Gas			
Water			
Telephone			
Internet			

WHERE AND HOW DO WE TURN OFF THE FOLLOWING?

(Only do this if you have time to do so)

Water:	
Gas:	
Electricity:	

HOUSEHOLD MEMBERS

Name	Passport No.	NHS No.	Medication
Vehicle Reg(s):			

ADDITIONAL STEPS YOU MAY WISH TO TAKE

Install and regularly check smoke detectors	
Install a carbon monoxide detector	
Decide which items would need to be moved upstairs in the event of a flood	
Know the quickest route out of your home and neighbourhood	
Have sufficient 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	
Consider the needs of pets or other animals	
Other information you think might be important	

DEALING WITH INSURANCE CLAIMS

If an incident has caused damage to large parts of the country, you may have to wait for a loss adjuster to visit you.

Ask the insurance company

- How long it will take before the loss adjuster visits
- If you are to clean your property or if they will get a company to do it for you

Always make your own record of damage

- Photograph or video your damaged property
- If your insurance covers you for loss of perishable goods, make a list of all the foods you throw away

Things to help with your insurance claim

- Confirm the insurance company will pay for any service or equipment you need
- Make a note of all telephone calls. Record the date, name and what was agreed
- Keep copies of all letters emails and faxes you send and receive
- Keep receipts
- Don't throw anything away until told (except ruined food)

IMPORTANT NOTE: The insurance company may only offer to clean and repair something, not replace it
If you do not have insurance your local council should be able to provide information on hardship grants or charities that may be able to help you.

EMERGENCY GRAB BAG

The bag should be checked regularly and include:

Copy of this plan	
Details of regular prescription items for your family	
Mobile phone charger	
Important documents (e.g. passport, insurance certificates etc.)	
Important computer information stored on a disk or USB	
Toiletries	
First Aid Kit	
Bottles of water	
Snack bars/chocolate	
Wind up or battery powered radio including spare batteries	
Wind up or battery torch with spare batteries	
Notebook and pen/pencil	
Essential keys (e.g. house/car/work)	
Special items e.g. glasses/contact lenses, items for babies, children, the elderly	
Cash/debit/credit cards	
Other items you may need – make a list (e.g. playing cards, colouring or puzzle book, children’s toys)	

EMERGENCY GRAB BAG FOR PETS

Keep a separate emergency bag for pets in case the need to be evacuated.

Contents will depend on the type of pet but may include:

Water, food and bowls	
Leash/muzzle/harness	
Medication, health records, license numbers and microchips numbers	
Blanket, pet carrier or cage	
Photo of your pet in case it gets lost	
Plastic bags for waste	

USEFUL WEBSITES AND RADIO FREQUENCIES

The information below is a list of details and contact numbers of websites and radio frequencies which may be useful to have handy in the event of an emergency.

Radio Stations

- Capital Cymru 103.0
- Heart North Wales 105.7, 107.2
- Capital North West and Wales 96.3, 97.1, 103.4
- BBC Radio Cymru 92.4 - 94.6, 96.8, 103.5 - 104.9
- BBC Radio Wales 93.9 - 95.9, 103.7, 103.9

Websites**National Flood Forum**

www.nationalfloodforum.org.uk
01299 403055

The Financial Ombudsman Service

www.financial-ombudsman.org.uk
0800 023 4 567
0300 123 9 123

The Construction Centre

www.theconstructioncentre.co.uk
01926 865825

The British Damage Management Association (BDMA)

www.bdma.org.uk
01858 414278

Citizens Advice Bureau

www.citizensadviceguide.org.uk
03444 77 20 20

Public Health Wales

www.publichealthwales.wales.nhs.uk
02920 227744

EMERGENCY CONTACT NUMBERS

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

Emergency Service	999
NHS Direct Wales	0845 46 47
Natural Recourses Wales Flood Line	0345 988 1188
Non-emergency Police enquiries	101
Gas Leaks	0800 111 999
Power Cuts	105
Water Leaks	0800 281 432
Sewage Pollution	0800 085 3968
Crime Stoppers	0800 555 111
Work 1	
Work 2	
School	
School	
Local Council	
Doctors	
Dentist	
Hospital	
House Insurer	
Car Insurer	
Vet	