

Useful contact numbers

IN AN EMERGENCY DIAL 999

You can use the following space to note down the contact numbers for the following organisations:

Surrey Police

Surrey Fire and Rescue Service

Surrey Ambulance Service

Surrey County Council

Your local District or Borough Council

Your GP

NHS Direct

Utilities Suppliers:

Electricity

Gas

Water

Your Local Radio Station frequencies

Contact details for the major utility companies can be found on SurreyAlert or in your local telephone directory

During an emergency information and advice will be broadcast on local BBC and Commercial Radio Stations and on the SurreyAlert website.

www.SurreyAlert.info

Surrey's Local Resilience Forum manages the SurreyAlert website which provides a range of useful information and website links to help you prepare for an emergency. The system is also used by the emergency services to give out important public information during a real emergency.

The Surrey County Council Emergency Planning Unit works on behalf of Surrey's Local Resilience Forum.

For more information write to:

Emergency Planning, Surrey County Council,
Room B30, County Hall, Penryhn Road,
Kingston upon Thames, Surrey KT1 2DN.

Tel: 020 8541 9160.

Fax: 020 8541 9162.

SLRF member organisations include:

Surrey Police, Surrey County Council, Surrey Fire & Rescue Service, Surrey Ambulance Service, Strategic Health Authorities & Primary Care Trusts, Surrey Boroughs & Districts, the Armed Services, the Environment & Highways Agencies & the Government Office for the South East

If you would like this document in large print, on tape or in another language please contact us on

Tel: 08456 009 009

Minicom: 020 8541 8914

Nëse dëshironi që ky dokument të jetë me shkronja të mëdha, në kasetë ose në një gjuhë tjetër, ju lutemi n'a telefononi në një nga numrat e mësipërm.

إذا كنت ترغب بالحصول على هذه الوثيقة في طباعة مكبرة، أو على شريط مسجل أو في لغة أخرى، فنرجو الاتصال بنا على أحد الأرقام المدونة أعلاه.

আপনি যদি এই ডকুমেন্ট বা নথি বড় ছাপার অক্ষরে, টেপে বা অন্য কোন ভাষায় পেতে চান, তাহলে দয়া করে উপরে যে কোন একটি নম্বরে আমাদের সাথে যোগাযোগ করুন।

Si desea este documento impreso en letra grande, en casete o en otro idioma, rogamos que se ponga en contacto con nosotros llamando a uno de los números anteriores.

如您索取本文的大字體版本、錄音帶版本或另一語言版本，請撥以上任一個電話號碼，與我們聯絡。

اگر آپ کو یہ دستاویز بڑے حروف کی چھپائی میں، ٹیپ پر یا کسی دوسری زبان میں درکار ہو، تو براہ مہربانی اوپر دیے ہوئے کسی ایک نمبر پر ہم سے رابطہ کریں۔



Emergency, Emergency

The risk of a major emergency is low. However if it happens, you'll want to be prepared

What is a major emergency?

This is an unexpected event that is a major threat to many people's lives and their livelihoods.

For example:

- Natural disasters, such as storms and floods
- Transport accidents
- Environmental pollution, such as toxic gas or a radioactive cloud
- Acts of terrorism

Help yourself by being prepared

No matter what causes the incident, you will need to respond quickly for your own safety and that of your family, so it always pays to be prepared.

At Home

Always:

- Insure your possessions and property
- Keep a battery powered torch and a supply of spare batteries to hand
- Have a battery powered or wind up radio so that you can keep up with the news if the power supply is cut
- Keep a standard non-digital or analogue telephone as electronic or digital phones rely on a supply of electricity
- Do not rely solely on a mobile phone – it may need recharging and the networks may become overloaded
- Maintain a supply of ready to eat food that does not require preparation or cooking
- Have a supply of fresh bottled water
- Have some warm clothing or blankets available
- Put all medication and prescriptions in an accessible place so that you can easily find them and remember to take them with you if you are asked to leave your home

- Have a first aid kit
- Identify any special needs or requirements that anyone in your house or premises have and know how to support them should an emergency occur
- Keep a list of useful telephone numbers to hand (GP, the local authority, utility companies, etc)
- Know how to switch off your gas, electricity and water supplies and be sure to do this if you are asked to leave your home

In the car

If you get stuck in your car, because of an accident or due to bad weather, you may need the following items:

- Bottled water
- A first aid kit
- A torch and spare batteries
- A car mobile phone charger
- A blanket and spare warm clothing
- A shovel (during winter)

Go in Stay in Tune in!

In the case of a major emergency, follow this simple advice to try and stay safe:

- Go inside a safe building
- Stay inside until you are advised to do otherwise
- Tune in to local radio or TV for more information

With most incidents the safest place to be is in doors, and with the correct preparation you should be able to stay there safely for some time.

REMEMBER, if the building you are in is on fire, or it is unsafe to stay inside, the advice is **Get Out, Stay Out, Call Out (call 999)**.

What if I have to be evacuated?

As the incident develops, the Emergency Services may decide that it is safer for you to be evacuated from your home or office. If so you must follow their instructions.

You will need to:

- Gather together your family and pets
- Take toiletries and warm clothing for you and your family
- Take a 24 hour supply of special medicines or food for your family and pets
- Turn off cookers, televisions, radios, water and lights. Put out fires

- Take your cheque book, credit cards, social security documents, and small valuables
- If you have home insurance, try to take your policy details

You may not be allowed back into your home to collect any of these items once you have left.

Storms, severe weather and flooding

- Secure outdoor items and bring as much as possible indoors, including pets
- Close windows, clear window sills, and draw curtains to protect from flying glass
- Stay indoors and away from the windows
- Keep some empty sandbags and sand (or earth) ready for use. At the first sign of trouble, place them around your doorways and air vents
- Have a 'survival plan' ready in case you need to get out quickly. Think about what you would need, how you would get out and where you would go if the water was about to get into your home

- Try to make sure your neighbours know about any warnings, especially if they are elderly or vulnerable and help them out if you can

If you are at risk of flooding

- If you can, move your family and any valuable items upstairs
- Put the furniture you have to leave on the ground floor on blocks

For more information, contact the Environment Agency Floodline on: **0845 988 1188**

Toxic, chemical or radioactive substances

- Go indoors, close all outside doors, windows and air vents and stay there
- Turn off any fans, air conditioning etc
- Listen to local radio for more information and advice
- Do not go outside unless you are told that it is safe to do so or it is too dangerous to stay indoors
- Switch off electricity, gas and water supplies
- Take essential items with you