

Complete this form for your household to access key information quickly and easily in an emergency. Store these details on your mobile device as well as keeping a paper copy.

In an emergency, ensure you are not in danger. If the danger is outside, stay inside (if it is safe to do so). If you or another person is in danger always call 999.

If you are asked to leave your home:

- Make sure you take your medication and, if possible, any medical equipment you need with you.
- Remember to tell family, friends and carers where you are going. If you are currently receiving visits from NHS or Social Care providers let them know where you have gone too.
- Take your mobile phone and charger as well as key documents like ID, your purse/wallet and current prescriptions.
- Turn off your gas, electricity and water if it is safe to do so.
- Consider whether you need to take your pets with you.
- Do any family and neighbours need help?
- Do you have any family or friends you could stay with?

Tune in to local radio, TV and social media for advice and updates.

Returning home:

- Listen to advice from the emergency services and local authorities (e.g. advice about drinking water or power loss)
- Contact your insurance company if needed.
- Contact the relevant utility companies. If you turned off your gas it must be turned on again by a professional for safety reasons.

Contact details for household members

Name	Contact Number

People who can collect children from school in an emergency?

Name	Contact Number

Where we can meet or stay near to home?

Name	Contact Number

Where we can meet or stay further from home?

Name	Contact Number

Family or neighbours who may need help

Name	Contact Number

Who can I call if I need help?

Name	Contact Number

Emergency telephone numbers and twitter details

Organisation	Telephone number	
Emergency services	999	@SurreyPolice, @SurreyFRS, @SECAmbulance
NHS – 24/7 support	111	www.nhs.uk
Police non-urgent	101	www.police.uk
Power cut	105	
National gas emergency:	0800 111 999	
Surrey County Council	0345 009 009	
Local council		
Doctor		
School		

Important household information

Name	Telephone number	Policy number or location
Home and contents Insurance:	Tel:	Policy number:
Car Insurance:	Tel:	Policy number:
Gas provider:	Tel:	Gas emergency Number 0800 111 999
Gas safety shut off valve is located at your gas meter	Location:	
Electricity provider:	Tel:	
Fuse box	Location:	
Water provider:	Tel:	
Water stopcock	Location:	
Vet / Kennel/ Cattery:	Tel:	Pet insurance policy:

Current medication

Medication name	Dosage/time	Who

Other useful information:

Environment Agency

Floodline

Pollution / Incident Hotline

Check your flood risk and sign up to flood alerts: Web: www.gov.uk/check-flood-risk

Met Office

Check for weather warnings

X @EnvAgency

Tel: 0345 988 1188 (24hr service)

Tel: 0800 80 70 60 (24hr service)

Twitter @metoffice

Web: www.metoffice.gov.uk/public/weather/warnings

Tune in to local radio stations

BBC Surrey: 104-104.6FM

BBC Radio 4: 92-94 FM

BBC Radio 2 88-91 FM

Heart Sussex and Surrey: 97.5-102.7FM



GO IN to a safe building.

STAY IN until you are advised to do otherwise.

TUNE IN to local TV or radio for more information.