

Dear Resident

The aim of these pages is to provide clear practical advice to prepare for and respond to an emergency. The information is common sense, but it has saved lives in the past.

Locally and Nationally, plans are in place which are regularly reviewed. Staff from the emergency services, and other agencies take part in simulated emergency exercises and training. In the first stages of an emergency, the priority will be to protect life and property wherever they can. Then afterwards to help communities recover as quickly as possible.

Sometimes a major emergency will only affect one area of the community, at other times it could affect a wider region. Whatever the extent, we will work with the media and ensure social media and relevant websites are up to date. So that you can assess any likely impact on you and your family.

Regardless of how much planning the authorities do there is likely to be a time delay in the emergency responders getting to the scene of an emergency. For emergencies which affect a large geographic area they cannot be everywhere at once.

It is important that you, your family, businesses and local communities are prepared. This booklet is prepared for you.

But please don't worry too much, this is, as it says, for emergencies which don't happen that often. However it is better to be prepared than not.

Thank you.

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General advice

Emergency first steps

If you find yourself in an emergency, your common sense and instincts will usually tell you what to do:

1. if people are injured or in danger, contact the emergency services by dialling **999** and follow their advice
2. remain calm, reassure others and think before acting
3. check for injuries - remember to help yourself before helping others
4. stay informed by listening to local radio, watching local television stations, checking useful websites, **ocial** media and local papers.

If you are not involved in the emergency, but are close by or believe you may be in danger, in most cases the advice is:

- 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

Going into a building creates a barrier between you and the hazard.

Of course there are always going to be particular occasions when you should not go in to a building, for example if there was a fire!

Otherwise: **Go In. Stay In. Tune In.**



Being prepared

There are some simple steps you can take now that might be of critical importance in an emergency:

- try our Get Ready test below
- prepare a household emergency plan
- prepare a basic emergency “grab bag”
- know how to find and turn off water, gas and electricity supplies in your home, check these work regularly
- know which of your neighbours might be vulnerable and need assistance
- know how to tune into your local radio stations
- know the emergency procedures for your school, workplace or the local industrial site near where you live

These steps can help you to react quickly and effectively to an emergency

If you answered yes to 12 or more questions - your preparations are going well, congratulations! Just make sure you keep all your plans and information up to date.

If you scored between 8 and 12 - it's great that you have started work on your emergency preparations . However there is a lot more you can do.

Less than 8 - you have not made enough preparations. You might not like to think about the subject. Remember, the more prepared you are, the better you will cope in an emergency.



Get ready for an emergency

Find out how ready you and your family are, take the test.

1. Do you have a household emergency plan?
2. Have you discussed your plan with family and friends?
3. Do you know the emergency plan for your children's school/nursery/college?
4. Do you know the emergency plan for your place of work?
5. Have you completed a personal emergency contact list?
6. Have you prepared a check list for your emergency "grab bag" or packed it ready to go?
7. Do you have ICE contact(s) in your phone, wallet, or purse?
8. Do you have an emergency friend - someone unlikely to be affected by the same emergency - who can keep family and friends informed?
9. Do you have a wind up or battery-operated portable FM/AM or DAB radio?
10. Do you have alternative, agreed meeting points?
11. Do you have working smoke alarms in your home?
12. Do you have adequate contents and building insurance?
13. Do you have copies of your most important documents stored somewhere other than at home?
14. Do you have a written list of your valuables, plus photographs or DVD/video?
15. Have you undertaken a basic first aid course?
16. Have you checked if your property is in a flood risk area?
17. Have you thought about arrangements for pets if you need to leave your home?
18. Have you identified possible exit routes from every room in your home?



Household emergency plan

One of the most important things you can do to prepare for an emergency is to spend a few minutes making a household emergency plan. You need to make sure all your family know about it. There are many types of emergencies that could disrupt your daily life, some of these can leave you isolated from immediate help.

Emergencies can come in many forms but could include:

- severe weather - snow, ice, flooding, heatwave, high winds
- infectious diseases such as pandemic influenza or norovirus
- animal diseases such as foot and mouth or avian flu
- transport accidents such as train or plane crashes
- industrial incidents - perhaps from a chemical factory, a fuel storage depot or even a fireworks store

Having a household plan can help you deal quickly and effectively in a stressful situation. Involving your family in writing the plan can help them be prepared too.

It does not need to be complicated, but you should consider what is around you: where you live, work or visit. For example, you may live near a river, airport or factory. Ask yourself and your family the question, 'what if?' then find the answers. Think about emergency friends, important contacts and how people would know your needs in an emergency. Consider scanning important documents to a secure location.



Emergency grab bags

In an emergency situation you may need to move quickly, so it's important to have a few necessities to hand. Ideally, prepare a small easy-to-carry bag with essentials and store it in an accessible place ready to go. At the very least, have an up-to-date check list for things to put into your emergency grab bag and know where they are. The bag contents will vary depending on your needs but may include:

Emergency items

Essential/prescribed medication, plus asthma and respiratory aids

- hearing aids
- spectacles/contact lenses
- useful phone numbers
- mobile phone and charger
- house and car keys
- money & credit cards
- first aid kit
- basic toiletries for example toothbrush and toothpaste, sanitary towels
- Bottle and can openers

Other essential items can vary according to your needs and the weather, but may include:

Supplies for babies and small children

- food, milk formula, drinks you use, food bowls, sterile bottles, sterilising tablets
- change of clothing
- nappies and wipes
- toys, books and activities



Emergency grab bags continued

Food and water

- bottled drinking water
- special food needs
- canned or dried food
- snacks

Clothing & equipment

- warm, wind, and rainproof clothing
- strong shoes for outdoors
- waterproof torch and spare batteries (check regularly)
- radio and spare batteries (check regularly)

You could consider getting wind-up torches and radios.

Other items to consider

- copies of insurance documents
- anti-bacterial hand wipes/gel
- blankets and sleeping bags
- toilet paper
- rubbish bags
- thermos flasks
- pet supplies



Planning for your pets



Things to include in your plan:

- **Have an evacuation plan for your pet.** Many public shelters and hotels do not allow pets inside. Know a safe place where you can take your pets before disasters and emergencies happen.
- **Develop a buddy system.** Plan with neighbours, friends or relatives to make sure that someone is available to care for or evacuate your pets if you are unable to do so.
- **Have your pet microchipped.** Make sure to keep your address and phone number up-to-date and include contact information for an emergency contact outside of your immediate area.

Contact your local emergency management office, animal shelter or animal control office to get additional advice and information if you're unsure how to care for your pet in case of an emergency.

Build a Kit for Your Pet

Just as you do with your family's emergency supply kit, think first about the basics for survival, such as food and water. Have two kits, one larger kit if you are sheltering in place and one lightweight version for if you need to evacuate. Review your kits regularly to ensure that their contents, especially foods and medicines, are fresh.

Here are some items you may want to include in an emergency kit for your pet:

- **Food.** Keep several days' supply of food in an airtight, waterproof container.
- **Water.** Store a water bowl and several days' supply of water.
- **Medicine.** Keep an extra supply of the medicine your pet takes on a regular basis in a waterproof container.
- **First aid kit.** Talk to your veterinarian about what is most appropriate for your pet's emergency medical needs.

Planning for your pets continued

- **Collar with ID tag and a harness or leash.** Include a backup leash, collar and ID tag. Have copies of your pet's registration information and other relevant documents in a waterproof container and available electronically.
- **Traveling bag, crate or sturdy carrier,** ideally one for each pet.
- **Grooming items.** Pet shampoo, conditioner and other items, in case your pet needs some cleaning up.
- **Sanitation needs.** Include pet litter and litter box (if appropriate), newspapers, paper towels, plastic trash bags and household chlorine bleach to provide for your pet's sanitation needs.
- **A picture of you and your pet together.** If you become separated from your pet during an emergency, a picture of you and your pet together will help you document ownership and allow others to assist you in identifying your pet.
- **Familiar items.** Put favourite toys, treats or bedding in your kit. Familiar items can help reduce stress for your pet.

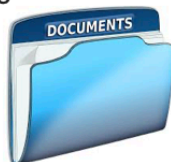


Which items to save

Remember: No item of property is worth losing a life over

Apart from family members, what else in your home would you want to save? This could be:

- documents including insurance, birth and marriage certificates or passports
- photographs
- a piece of furniture
- a favourite toy or baby blanket



By considering now what you would like to save, you can take prompt action to protect it. You could:

- copy documents and photographs and ask someone to look after them
- prepare to precious items upstairs or up high to prevent water damage
- consider purchasing a fireproof/waterproof container for special items



Be a good neighbour

In many emergencies some members of the community may be more vulnerable than others, so it is good to know your neighbours.

For example, the elderly, very young or disabled are more vulnerable to extreme heat and cold.

You should always ensure you and your family are safe first. However, helping your friends and neighbours is also important and can save lives.

Checking that someone is well, providing extra blankets, collecting supplies for them, or even having a chat may make the world of difference.

Top tips to help you prepare for an emergency

Have emergency friends

One of the easiest ways of preparing for emergencies is to identify 'emergency friends'. Emergency friends should be people you trust who can help you in an emergency. You should identify at least one emergency friend who lives nearby and a second one who lives further away.

Emergency friends should arrange to help each other if one of their homes or members of family have been affected by an emergency. Examples of how you can help each other out include:

- swap house keys. You never know when you might lock yourself out or need pets feeding if you get stranded away from home
- provide each other with a place to stay if you have evacuated from your home or if it's affected by flood, fire or utility failure
- arrange to look after each other's children or to pick them up from school if you have an emergency at work or in the family
- if you are suffering from an infectious disease, like flu, the NHS might ask you to send someone to collect your medication for you
- keep copies of your most important documents or pictures safe for each other
- be an emergency point of contact for family members who may be separated in an emergency.

Make sure all your family knows who your emergency friends are and make a note of them in the Household Emergency Plan form in this booklet. Sit down and have a chat with each other so you identify all the ways you can help one another.



'In Case of Emergency'

Find an 'ICE' partner, ICE stands for 'In Case of an Emergency'. This is a quick and easy way for the emergency services to find the contact details of your next of kin if you are injured and unable to tell them who to contact.

This simple idea of storing the word ICE in your mobile phone address book before the name and number of the person you would want to be contacted, could be invaluable. Make sure that:

- the person whose name and number you are using has agreed to be your ICE partner.
- your ICE partner has a list of people they should contact on your behalf and knows any important medical information.
- if your ICE contact is deaf - type ICETEXT - then the name of your contact before saving the number.
- if you want more than one ICE partner, simply save them as ICE1, ICE2 etc.

Emergency information schemes

There are several local schemes available to assist you to store important personal and medical information which would be useful to have available in an emergency. Coverage depends on location. Listed below are a couple of schemes, but many others are available:

- message in a bottle - Lions Club
[for more information contact your local Lions Club.](#)
- talisman bracelets - available from retailers.



Health Advice - Choose well

If you become unwell or injured a range of NHS services exist to help you get well. Choosing the right one will ensure you receive the best possible treatment.

- call NHS 111 if you need medical help or advice but it's not a life-threatening situation. You can also call NHS 111 if you're not sure which NHS service you need
- call 999 if someone is ill or injured and their life is at risk
- visit a walk-in centre, minor injuries unit or urgent care centre if you have a minor illness or injury and it cannot wait until your GP surgery is open
- ask your local pharmacist for advice – your pharmacist can give you advice. This can be for many common minor illnesses, such as diarrhoea, minor infections, headache, travel advice or sore throats
- make an appointment with your GP if you are feeling unwell and it is not an emergency

Get training

A simple first aid course can provide you with basic skills that could help you save the life of a family member or friend.

Local courses are provided by:

- [St. John Ambulance](#)
• <https://www.sja.org.uk>
- [British Red Cross](#)
• <https://www.redcrossfirstaidtraining.co.uk/>



Building evacuation, fire, severe weather



You are responsible for preparing and protecting your property. It is vital you take steps to insure and protect your home and possessions.

Look at your local council's website for information on their emergency plans. You can find out what they and other emergency responders do for the whole community.

<https://www.rutland.gov.uk/council-councillors/emergency-planning>

The following sections give good advice about what you should do before, during and after an emergency to help you cope with it better.

Building evacuation

If the emergency services tell you to evacuate your home you should do so. Refusing to leave on their advice will put you, your household and those trying to help you at risk.

Responder resources may be limited and you should try to stay with an emergency friend. If you are stranded, however, the council will provide basic accommodation in a rest centre.

If you are evacuated this may be for some time which can range from a few hours to several months. So you should bring the relevant items identified in the emergency "grab bag" list.

If you have pets you should have a plan for where they can stay in the event that you are evacuated from your home. There will only be very basic facilities for pets in the rest centre.

The people who run rest centres are trained to give you support and advice. They will help you through the stress of an evacuation and prepare you for what to do afterwards.

Fire



- reduce fire hazards in your home - contact your local fire service for more information and a free home fire risk check
- fit and maintain smoke alarms - put at least one on every floor and check the batteries every week
- plan an escape route should fire break out at night - most fire deaths occur while people are sleeping
- do not overload electricity sockets
- if there is a fire, get out, stay out and call 999 and follow the advice of the Fire Service & Rescue Service
- do not use a lift. If you are moving or trapped in smoke, stay close to the floor where the air is cleaner
- never re-enter your home until the Fire & Rescue Service has made it safe
- consider storing important documents in a fire-proof safe

Severe weather

There is a lot you can do to reduce the effect and potential cost of damage caused by severe weather.

If you are concerned about severe weather affecting your area, check local and national weather forecasts on local television, radio or on the [Met Office website](https://www.metoffice.gov.uk/). <https://www.metoffice.gov.uk/>

The following pages contain information on:

- flooding
- heavy snow and extreme cold
- high winds
- hot weather
- infectious disease
- loss of power & water
- security incident



Flooding, heavy snow and extreme cold

Flooding



One in six properties in the UK are at risk of flooding. Flooding can come from several sources:

- rivers
- coastal waters
- groundwater
- surface water
- sewage discharges

There are many things you can do in advance to prepare for flooding and to minimise its effects.

Preparing for a flood

Ensure that you know your property's risk to flooding and what type. To assess your risk from river flooding visit [check for flooding](#) or call [Floodline](#) on [0345 988 1188](#).

If you are at risk you may be able to register for the Environment Agency's free flood warnings service, via the website or by telephone. Ensure you keep the [Floodline](#) number and your quick dial code handy to get the latest information.

Get to know the flood warning codes and what they mean from the Environment Agency's website.

Check your buildings and contents insurance policy to confirm you are covered for flooding. Make sure to check you have not underestimated the value of your home contents.

Know how to turn off your gas, electricity and water supplies. If you have any doubts you should ask your supplier for advice. Putting stickers on the taps and switches you need to turn off during a flood makes it easier to remember and quicker to do.

Flooding continued

Think about what you will do with pets, cars, furniture, electrical equipment and garden furniture if you are affected by flooding. You can download a template to help you prepare for a flood:

<https://www.gov.uk/government/publications/personal-flood-plan>

If your home is prone to flooding, buy flood protection equipment in advance. You can find out more here: [The National Flood Forum](#).

<https://nationalfloodforum.org.uk>



Responding during a flood

Tune in to your local radio station, follow the news online, social media or call [Floodline](#) to get the latest information. Report property flooding or river blockages to the Environment Agency incident hotline on [0800 80 70 60](#).

If safe to do so, turn off gas, electricity and water supplies before flood water enters your home and read the utility disruption section.

If your home has flooded you are advised to move your family and pets upstairs, or to a high place with a means of escape. Remember to take your emergency grab bag with you.

Do not touch sources of electricity when standing in flood water. Never drive through flood water. Eighty per cent of flood deaths occur in vehicles.

If there is raw sewage in your property you should not enter your property at all. You should seek alternative accommodation until it has been cleansed.

If a flood is likely, put plugs in sinks and baths and weigh them down.

After a flood

- find out if it is safe to return to your property by monitoring the media and local authority website - check falling river levels via [Floodline](#) and the Environment Agency's website
- ring your insurance company as soon as possible and follow their advice. If you can access your property, take photographs for evidence
- to protect against contamination always wear waterproof outerwear, wellington boots and gloves
- get your local electricity supply checked before switching back on and have your gas or oil central heating checked by a qualified person
- your local council may help provide skips for clearing flood-damaged household items

Check the Environment Agency's website for more advice on what to do before, during and after a flood.

<https://www.gov.uk/government/organisations/environment-agency>

Heavy snow and extreme cold

Preparing for severe winters

Home Preparations

- ensure you have enough insulation around your water tank(s), loft and external water pipes
- check you have de-icer, salt or grit and the necessary tools to keep your home safe and clear of snow

Walking considerations

- if you are going outside, wear several layers to avoid losing heat and cover your head. Keep moving your arms and legs to help the blood circulate
- wear practical footwear that is warm and has good grip for the conditions
- consider using a walking stick to aid balance



Travel considerations

- consider whether you really need to make the journey
- if you are travelling when snow or ice is forecast, make sure that you and your car are fully prepared for the trip
- you have warm clothes, food, water, fully charged mobile phone, torch, spade and possibly a reflective jacket
- tell somebody when you expect to arrive and the route you plan to take
- make sure there is enough screen wash in the windscreen washers, and have some spare to top up if needed
- try to wait for the roads to be treated or gritted before travelling. It may be that only the major roads are treated
- if you must drive, check the Highway Code for advice on driving on ice and snow
- slow down. Allow extra room, it can take 10 times as long to stop in these conditions
- if you start to skid, ease gently off the accelerator and avoid braking. If braking is necessary pump the brakes, don't slam them on
- if you get stuck, stay with your car and tie something brightly coloured to the aerial

Other snow considerations

- keep the paths around your property clear of snow
- knock down any icicles that form to prevent them falling onto someone
- check to see if your gutters are being affected by the weight of snow
- put salt or grit on paths and driveways
- get together with neighbours to clear footpaths and community areas



High winds, hot weather, and infectious diseases

High winds

Preparing for high winds

- secure or store loose objects outside that could blow into windows
- close and fasten doors and windows securely
- park vehicles in a garage or well away from trees, buildings, walls and fences

During high winds

- stay indoors as much as possible - do not go outside to repair damage whilst the storm is in progress
- find shelter in a substantial, permanent, enclosed building
- slow down if driving on exposed routes, such as over bridges, and find alternative routes if possible. Take particular care of side winds if driving a high-sided vehicle or if you are towing another vehicle or container
- do not touch electrical or phone cables that have been blown down or are still hanging

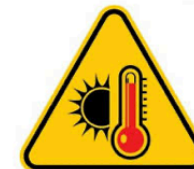


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Hot weather

During extended periods of hot weather, people and animals are at risk from the effects of heat. To reduce the risks the following should be considered:

- apply high-factor sun-screen regularly during the day
- try to keep your house cool, closing blinds and curtains can help
- at night, keep your sleeping area well ventilated
- take cool, but not cold showers or baths or sprinkle yourself with water throughout the day
- wear lightweight, loose, light-coloured clothing and a wide-brimmed hat
- drink plenty of cold fluids, but not alcohol or caffeine, which dehydrate the body
- if driving, keep your vehicle ventilated to avoid drowsiness. Take regular breaks and have plenty of water in the vehicle
- try to avoid going out during the hottest part of the day, 11am to 3pm
- avoid being in the sun for long periods of time
- the elderly and very young are most at risk. If you have elderly neighbours check on them daily
- avoid excessive physical activity as it can cause heat stroke or heat exhaustion. Try to exercise in the cooler parts of the day
- ensure that babies, children, elderly people or animals are not left alone in stationary cars
- be alert and call the health services if someone is unwell or further help is needed



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Infectious diseases

There are many infectious diseases that may lead to outbreaks if they are not controlled. Many diseases are not common due to previous vaccination programmes.

There is a risk that they may return or a new disease may develop. As a result everyone needs to prepare to listen to medical advice, and take the appropriate action. You can reduce the risk of catching or spreading any infectious disease by:

- covering your nose and mouth when coughing or sneezing - use a tissue
- disposing of dirty tissues promptly and carefully - bag and bin them
- maintaining good basic hygiene, for example washing your hands with soap and water. This will reduce the spread of the virus from your hands to your face or to other people
- cleaning hard surfaces using a normal cleaning product



If you run a business

If you run a business then you should also prepare for emergencies and how they may affect your businesses. For more information visit the [Business Continuity Institute](https://www.thebci.org). <https://www.thebci.org>

If you would like to get involved by supporting your community then contact your local Council for more information.

Loss of power & water, and security incidents

Loss of power & water

Disruptions to power and water supplies may be rare, and are often linked to severe weather events.

These simple steps will help you to stay safe and as comfortable as possible throughout any disruption:

- check if your neighbours have also lost services; knowing if others are affected will make a difference to what you should do
- if you have a pre-pay meter, check you still have credit
- contact your electricity network operator to report the fault and ask for information

If you lose power for a prolonged period, take precautions to stay safe:

- take care using candles, naked flames and even portable heating. Never leave lit candles in unoccupied rooms or with unsupervised children or animals
- make sure your home is well insulated. A well insulated house can stay warm for 12 hours or longer
- register with your utility providers if you consider yourself to be vulnerable



Loss of power & water, and security incidents continues

Electricity failure

To report a power cut, call: [105](tel:105) this is a national number.

If you have an electricity failure and only you have lost power then:

- check your trip switch. This is a circuit breaker fuse system, it will be near your electricity meter. If the trip switch is still on, call your electricity network operator
- if the trip switch is off, switch it back on
- if it switches back off, one of your appliances may be faulty so unplug all appliances and reset the trip
- if only part of your supply has failed and the trip will not reset, there may be a fault with your wiring. Contact a registered electrician

If electricity is lost for a prolonged period over a wide area, being prepared can make a difficult situation easier. It will help if you:

- have at least one standard landline phone in the house, as cordless phones will not work in a power cut
- do not open fridges for any longer than is necessary, they will normally stay cold for many hours



Loss of power & water, and security incidents continued

Gas failure

If you smell gas in your home, call the free 24-hour national gas emergency number [0800 111 999](tel:0800111999), whether the smell is inside or outside the property. You will be asked a series of questions designed to build a picture of the reported gas escape or gas emergency. From these details, the operator can identify the right gas safety advice for you, such as:

- do not turn electrical switches on or off
- open doors and windows
- avoid using naked flames
-

An engineer will be sent to make the property safe. If the gas is lost for a long period, National Grid will send you details about the incident. If gas is lost for a prolonged period over a wide area, being prepared with emergency heating can make a difficult situation easier:

- to conserve existing heat in your home, use one or two rooms which are next to each other. Keep these areas isolated by closing doors and/or hanging blankets over doorways. The kitchen and a room next to it are usually good choices
- if the authorities inform you that you could be without power for several days, your best option may be to move in with an emergency friend



Loss of power & water, and security incidents continued

Loss of water supply

When safe drinking water is unavailable, it not just an inconvenience, it can become a health emergency. If the whole area has lost water supply, your water supplier has to provide you with alternative water sources. This could be bottled water, stand-pipes or water tankers.

If you are unable to go out to collect water, make sure you have an emergency friend that can collect water for you. Make sure you have an emergency water supply at home.

Everyone's needs will differ, the Food Standards Agency advises that the average adult should drink one and a half to 2 litres of water each day.

Food Standards Agency: <https://www.food.gov.uk/>



Security incidents continued



It is important that we all go about our daily business normally. It is also sensible to remain alert to danger and to report any suspicious activity you see or hear.

Always report suspicious activities, you may have vital information. If you hear, see or come across anything that may be linked with terrorist activity, please tell the Police. They want to hear from you.

Reporting suspicious activity

Call [999](tel:999), in an emergency, or for non-emergency calls to Leicestershire Police, call: [101](tel:101)



Call the anti-terrorist hotline on [0800 789 321](tel:0800789321)

CRIMESTOPPERS - national organisation independent of the Police.



Security incidents continued



What terrorists need

Terrorists need:

- a place to live: Are you suspicious about any tenants or guests?
- to plan: Have you seen anyone pay an unusual amount of attention to security measures at any location?
- money: Individuals may set up bogus bank accounts, copy credit cards, return goods for large cash refunds.
- equipment: If you are a retailer, do you have any cause to be suspicious about anything being bought?

Priorities during and after a terrorist attack

Your first priorities are:

- Run: If there is a safe route run, if not hide. Leave your belongings behind and insist others go with you. Do not congregate at meeting points
- Hide: Find cover from gunfire. Lock yourself in a room if you can, move away from the door. Be quiet and turn your phone to silent
- Tell: Dial 999 when you can. Give the location, direction and description of attackers. Keep out of the area and stop others entering if possible. Provide details of casualties, injuries and building or location information if possible.

Make sure you know the security plans at your place of work and what to do in an emergency. If the incident involves a chemical, biological, radiological, or nuclear agent the emergency services are equipped to respond. They are able to decontaminate large numbers of people quickly if necessary.

This involves showering and dressing in temporary clothing. It is important that this takes place where the incident happened so that other people and areas are not contaminated. If necessary, you would also be assessed by health service personnel.

Further Information - Emergency and useful Contact details.

Emergency Services: Police / Ambulance / Fire Brigade.

999

Non-Emergency:

Police	101	www.police.uk
NHS	111	www.nhs.uk
Fire	0116 2271330	leices-fire.gov.uk

Crime Stopper 0800 555111

Anti-Terrorist hotline 0800 789321

Other Agencies:

Floodline	0345 9881188
Met Office	0370 900 0100
National Severe Weather Warnings	0370 900 0100
Environmental Agency, General Enquiries:	03708 506 506
Environmental Agency, Incident Reporting:	0800 80 70 60

Utilities:

Powercut 0800 6783 105 nationalgrid.co.uk

Electricity	0800 404090	nationalgrid.com
Gas	0800 111999	nationalgas.com

Anglian Water	03457 145146
Seven Trent	0800 7834444

Local Authority:

Rutland County Council 01572 722577
rutland.gov.uk

Oakham Town Council 01572 723627
oakhamtowncouncil.gov.uk



Aware & Prepared

RESIDENTS

Emergency Plan Guide

Security incidents continued



Terrorism:

These type of incidents are very unlikely , but it is as well to be vigilant and aware of international, national and local events that could give concern for an imminent threat in our own Country and having an understanding of the likelihood and what to do in the event of an incident will reduce harm and help manage anxiety.

Priorities during and after an attack

Your first priorities are:

- **Run:** If there is a safe route run, if not hide. Leave your belongings behind and insist others go with you. Do not congregate at meeting points
- **Hide:** Find cover from gunfire. Lock yourself in a room if you can, move away from the door. Be quiet and turn your phone to silent
- **Tell:** Dial 999 when you can. Give the location, direction and description of attackers. Keep out of the area and stop others entering if possible. Provide details of casualties, injuries and building or location information if possible.

Make sure you know the security plans at your place of work and what to do in an emergency. If the incident involves a chemical, biological, radiological, or nuclear agent the emergency services are equipped to respond.

In the rare event of a firearms or weapons attack:



RISK Assesment

Risk	Method To Reduce Risks	Action

A01

Emergency Contacts			
Contact	Name / Location		Telephone #
Doctor / GP			
Dentist			
Vet			
Landlord			
Local Hospital			
Household Members			
Name	Passport #	NHS #	Medication
Vehicle Reg(s)			

A02

Emergency Meeting Places			
Near-by			
Out of Area			
Insurance Details			
Insurance	Insurer	Telephone #	Policy #
Home			
Contents			
Vehicle			
Health			
Pet			
Utility Providers			
Service	Provider	Telephone #	Account #
Electricity			
Gas			
Water			
Telephone			
Internet			
Breakdown Cover			