

**PLEASE KEEP THIS LEAFLET IN A SAFE PLACE**

**WHAT TO DO IN AN EMERGENCY:**

**MAJOR INCIDENT (with a risk to life) – ring 999**

**POWER CUT** - ring **105** (UK Power Network 24 hours a day)

General advice about how to cope in the event of a power cut is available at [www.ukpowernetworks.co.uk](http://www.ukpowernetworks.co.uk) and is worth looking at so that you are prepared for any future loss of power.

**WATER LEAK** – ring 0800 771881(Anglian Water 24 hours a day) or report it online via [www.anglianwater.co.uk](http://www.anglianwater.co.uk)

**FLOOD** – if it is an emergency ring **999**

For localised flooding linked to the water or sewerage network ring Anglian Water – **03457 145 145**.

For flooding on roads ring Suffolk County Council – **0345 606 6171**

or report it online via [www.suffolk.gov.uk](http://www.suffolk.gov.uk)

**MEDICAL EMERGENCY** - ring **999**

For non-emergency health concerns ring **111**  
(NHS Direct)

**PHONE NOT WORKING**

Ask a neighbour (if they have a plug-in phone that works) to make a call for you or use a mobile.



**GENERAL ADVICE**

Stay in touch by tuning in to Local Radio - Radio Suffolk 95.5 and 104.6 FM, Radio West Suffolk and BBC TV

If you have to evacuate your house and if it is safe to do so, turn off the electricity, gas and water at the main stop valve or switches.

If you have concerns about one of your neighbours, who may be elderly or suffers from ill health, please check up on them and if in doubt seek help by ringing one of the emergency numbers.

Risby has its own Emergency Plan. The Emergency Planning Team can be contacted for help and advice

Risby Parish Council Clerk: Tel: **07880 686069**

Parish Council e-mail:

[risbyparishcouncil@yahoo.co.uk](mailto:risbyparishcouncil@yahoo.co.uk)

**YOUR EMERGENCY REST CENTRE is:**

Risby Village Hall



## PREPARING FOR A FUTURE EMERGENCY

- Make sure you are adequately insured (contents and building insurance) and review your insurance cover regularly.
- Keep a list of people you can contact in an emergency (family, friends, neighbours).
- Store ICE (in case of emergency) contact numbers in your phone, wallet/purse, include a contact person who is unlikely to be affected by the same emergency who can keep family and friends informed.
- Prepare an emergency 'go bag' in case you have to leave your property including or keep a checklist so that you can pack one quickly in an emergency.
  - Key documents (such as passport, driving licence, personal emergency contact list, insurance details)
  - First aid kit including any medication
  - Wet wipes or anti-bacterial gel
  - Battery operated radio with spare batteries or wind up radio
  - Notebook and pencil/pen
  - Mobile phone/charger
  - Glasses/contact lenses
  - Toiletries (including nappies/sanitary supplies)
  - Any special items for babies, children, elderly and disabled people
  - Spare set of keys (home/car/office)
  - Bottled water/energy bars
  - Coins/cash (small denominations) and credit/debit cards
  - Changes of clothes, blankets and sensible footwear (if necessary, waterproofs)
  - A torch and batteries or wind-up torch
- Make arrangements with someone in the community (a 'community friend') who you can call on during an emergency to provide practical support – such as helping move furniture, looking after pets, holding a spare key, looking after your property or check on you if you are poorly and go to the shops and chemists on your behalf.
- Prepare a household emergency plan and share it with family and friends
- Make sure you have working smoke alarms in your home
- Keep copies of important documents outside your home if possible
- Keep a written list of your valuable items
- Make arrangements for your pets in case you need to leave your home.
- Identify possible escape routes in case you need to leave your home.
- Make sure you know where your stopcock is to turn off water and how to turn off your gas and electricity
- Keep a supply of emergency provisions – bottled water, long life milk, toilet rolls,

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