

# Preparing for Major Emergencies

## Emergency planning

[www.dudley.gov.uk/emergencies](http://www.dudley.gov.uk/emergencies)  
[disaster.mgt@dudley.gov.uk](mailto:disaster.mgt@dudley.gov.uk)



## About us

Dudley MBC has statutory duties under the Civil Contingencies Act 2004 to ensure that the Council is prepared for and able to respond to major emergencies within the borough. To achieve this, the Council's Emergency Planning Team has responsibility for the 'Planning', 'Response' and 'Recovery' phases of an incident.

### **Planning:**

To prepare for possible emergencies the Emergency Planning Team assess local risks and develop and maintain plans to ensure that procedures are in place to control and mitigate any impacts; put in place arrangements to warn and inform the public; work closely with partner agencies to provide an effective and coordinated response; share information, practices and training with local partners to ensure the borough is prepared and test plans through multi-agency exercises.

### **Response:**

The Emergency Planning Team provide a 24 hour, 365 days a year on call service to manage the response to a major emergency. During an emergency the Emergency Planning Team is responsible for coordinating the Council's response; assisting the emergency services and supporting the needs of individuals and communities affected by the incident.

### **Recovery:**

The Emergency Planning Team supports Dudley MBC in its role as lead recovery organisation to provide management in facilitating the rehabilitation of the community and restoration of the local economy and environment.

# Preparing for Major Emergencies

A major emergency is an event or situation which threatens serious damage to human welfare in a place in the UK, the environment of a place in the UK, or war or terrorism which threatens serious damage to the security of the UK and usually involves one or more of the emergency services.

Events that could happen include:

- **weather related (flooding, storms, heavy snow, heatwave)**
- **public safety (fire, unexploded bomb, terrorism, explosion, chemical or nuclear leak)**
- **disease (pandemic flu or animal disease)**
- **major transport incident (road, rail, air)**
- **loss of essential services (electric, gas or water)**

Emergencies can affect anybody with little or no notice. However, there are things you can do to prepare and help reduce the effects of an emergency to you, your family, your property and your business.

## Be aware

Recognise the risks that you may be exposed to, understand the probability of the risk occurring and what the likely impacts would be.

Once the risk has been recognised and assessed you can then work out what actions you need to take, either to reduce the risk or respond to it.

The following pages provide guidance of what to do in specific emergency situations. The examples provided are not exhaustive, you should also consider any other risks that aren't included here that may affect you and your household.

# What to do in specific emergency situations

## Fire

A fire in your home is one of the biggest risks to you and your property. You may find the following useful in keeping you and your household safe:

- Smoke alarms:
  - Fit alarms on each level of your home
  - Test that the alarm is working on a weekly basis
  - Change the battery regularly (unless it's a ten year alarm)
- Identify escape routes from each room and keep them clear
- Ensure everyone knows where keys for doors and windows are kept
- Take care when cooking; avoid cooking when tired or intoxicated
- Do not smoke in bed
- Never leave a burning candle unattended
- Do not overload electrical sockets
- Close doors at night to slow down the progress of any fire that may break out



**For more information and advice:**

**[www.wmfs.net/safety/at-home/](http://www.wmfs.net/safety/at-home/)**

# Flood

Winter 2015/2016 was the second wettest winter on record and storms 'Desmond' and 'Eva' resulted in heavy and sustained rainfall. 17,600 UK properties were flooded and several bridges collapsed, disrupting access to and from local communities.

## Ways to prepare for and respond to flooding:

### Before the flood:

- Protect doorways and low level air vents with sandbags or plastic bags filled with earth
- Turn off electricity and gas supplies
- Move valuable items and documents to higher levels
- Ensure you have a supply of bottled water

### During the flood:

- Avoid driving if possible; do not try to drive through floodwater
- Avoid walking through floodwater
- If you have to evacuate, turn off utilities before you leave
- If you are trapped by flooding and without communications, remain by a window to attract attention

### After the flood:

- Assume floodwater has been contaminated by sewage
- Do not let children play in floodwater
- Do not use food that has come into contact with floodwater
- Drink bottled water until assured that water supply is free from contamination

## Severe weather

The United Kingdom is prone to weather extremes, including snow, storms and high winds.

Ways to prepare for and respond to severe weather:

### When severe weather is forecast:

- Notify family and friends of severe weather warnings and share on social media
- Tie down items outside to minimise wind damage
- Clear windowsills and close curtains to protect against flying glass
- Ensure you and your family are prepared for prolonged disruption or loss of utilities

### During severe weather:

- Stay indoors, preferably downstairs and keep pets inside
- Only travel if essential; always check and prepare your vehicle first
- Never assume that a road has been gritted
- If electricity, gas or water is cut off contact the relevant service

### After severe weather:

- Check on vulnerable people near to where you live or work
- Do not touch any cables that have been blown down



### For more information and advice:

Check flood risk: [gov.uk/check-flood-risk](https://gov.uk/check-flood-risk) or call 0345 988 1188

Met Office email weather alerts:  
<https://beta.metoffice.gov.uk/about-us/guide-to-emails>

## Heatwave

Excessive exposure to high temperatures can kill. In periods of high heat you may become dehydrated and your body can overheat, leading to heat exhaustion or heatstroke.

### Ways to prepare for and respond to heatwaves:

- Drink plenty of cold drinks and avoid excess alcohol
- Take cool baths or showers, sprinkle water over skin or clothes
- Wear light-coloured, loose clothing and a hat if outdoors
- Avoid the sun between 11am and 3pm and draw curtains to keep rooms cool
- Avoid extreme exercise
- Check on vulnerable family, friends and neighbours

### Signs of heat exhaustion:

Headache, dizziness, confusion, loss of appetite, feeling sick, excessive sweating, pale and clammy skin, cramps in the arms, legs and stomach, fast breathing or pulse, temperature of 38C or above, great thirst.

### Signs of heatstroke:

Feels hot and dry, not sweating even though they are too hot, temperature of 40C or above, rapid breathing or shortness of breath, confusion, seizure, loss of consciousness, unresponsiveness.

### Call 999 if the person is no better after 30 minutes

While you wait for help, keep giving first aid and put person in the recovery position if they lose consciousness.

**For more information and advice:** [www.nhs.uk/live-well/healthy-body/heatwave-how-to-cope-in-hot-weather/](http://www.nhs.uk/live-well/healthy-body/heatwave-how-to-cope-in-hot-weather/)



## Cold weather

When the temperature drops to below 8C some people are at increased risk of heart attack, stroke, flu, pneumonia, falls and injuries and hypothermia. Cold weather can also affect people with mental health conditions, such as depression and dementia.

### Ways to prepare for and respond to cold weather:

- Heat your home to at least 18C, including throughout the night
- Draw your curtains at dusk; keep doors closed to block out draughts
- Get your heating system checked by a qualified professional
- If you feel unwell speak to your pharmacist or phone the **NHS 111 Service**
- Get a flu jab – contact your GP for further information
- Stay as active as possible
- Wear several layers of clothes rather than one chunky layer
- Use a hot water bottle or electric blanket to keep warm in bed – but don't use both at the same time
- Have hot meals and drinks throughout the day
- Wear a hat and scarf and shoes with good grip when outside
- Check on vulnerable family, friends and neighbours

### For more information and advice:

<https://www.dudley.gov.uk/winterwellbeing> or call 0300 555 0055

[www.nhs.uk/live-well/healthy-body/keep-warm-keep-well/](http://www.nhs.uk/live-well/healthy-body/keep-warm-keep-well/)

[www.gov.uk/browse/benefits/heating](http://www.gov.uk/browse/benefits/heating)

<https://www.metoffice.gov.uk/>

## Industrial accidents

Industrial activities involving dangerous substances have the potential to cause accidents or serious injury. The Control of Major Accident Hazard (COMAH) Regulations 2015 aim to prevent and mitigate the effects of major accidents.

### Ways to prepare for and respond to industrial accidents:

- Be aware of hazardous sites – search online for COMAH Public Information to identify establishments in your area
- Know where key medications and important documents are so that they can be accessed quickly if evacuated
- Be aware of what school emergency plans are in place and consider arranging backup childcare
- Stay indoors, shut all doors and windows, close or block air vents and switch off gas appliances, air conditioning and extractor fans
- Tune into your local television or radio station or follow social media
- Go away from fumes and await advice from the emergency services
- Be ready to move if the area needs to be evacuated



### For more information and advice:

See p.20 for advice on when to stay inside and when to go outdoors.

## Power failure

Western Power Distribution are the electricity distribution network operator for the Midlands delivering electricity to over 7.9 million customers.

### Ways to prepare for and respond to power failures:

- Keep a torch and radio in an easily accessible safe place – preferably these items should be wind-up, solar or battery operated
- Keep a battery or solar charger ready to recharge electronic devices
- Ensure vulnerable family members and friends register as priority customers with Western Power Distribution
- Back up and save any work on your computer
- Consider an analogue landline phone that will operate in a power outage
- Keep fridges and freezers closed and cover with a blanket to retain coldness
- **Treat electricity cables as live – call free phone number 105 to report a power failure**



### For more information and advice:

[www.powercut105.com/](http://www.powercut105.com/)

<https://www.westernpower.co.uk/>

<https://www.nationalgridet.com/safety-and-emergencies/power-cuts>

## Transport disruptions and fuel shortages

Accidents, severe weather, flooding, strikes and disruption to fuel supply can all negatively impact the transport network.

Ways to prepare for and respond to transport disruptions and fuel shortages:

### Transport disruptions:

- Keep a car emergency kit (see p.26)
- Check television, radio or Internet before you travel
- Take family and friend contact numbers with you
- Know who to ask for assistance
- Consider an alternative method of transport or car sharing

### Fuel shortages:

- Maintain your vehicle so that it is fuel efficient
- Consider an alternative method of transport or car sharing
- Never store petrol inside your home – you are allowed to keep up to 30 litres in a suitable container in a shed or garage. **Remember to store petrol away from any means of ignition**
- Don't idle at traffic lights

For more information and advice:

<https://highwaysengland.co.uk/traffic/>

[www.nationalrail.co.uk](http://www.nationalrail.co.uk)

<https://www.dudley.gov.uk/council-community/emergencies/business-continuity/fuel-disruption/>



## Infectious diseases

There are a number of infectious diseases, including Pandemic Influenza, Norovirus, Measles and Tuberculosis that may lead to localised, national or even international outbreaks if they are not rapidly controlled.

Pandemic flu is listed as a top risk in the UK's National Risk Register.

**Symptoms of Pandemic Flu are similar to those of seasonal flu:**

- High temperatures
- Headaches
- Muscle pains
- Tiredness
- Sore throat

And in some cases:

- Loss of appetite
- Nausea
- Cough

A pandemic occurs when a new influenza virus, which many people have no immunity to, emerges and starts spreading. Unlike seasonal flu, Pandemic Flu can affect anyone.

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**If you feel you need advice on treatment contact your GP or the NHS 111 service before visiting a GP or hospital.**

## Ways to prepare for and respond to infectious diseases:

- **Immunisation** is the most important way of protecting people from vaccine preventable diseases
  - Routine vaccinations for children – if you are unsure whether you or your child has had all routine vaccinations ask your GP or Practice Nurse. It may be possible to ‘catch up’ later in life
  - An annual flu vaccination can help reduce your risk of flu – the vaccine is free for pregnant women, people 65+ and those with certain medical conditions
  - Travel vaccines may be available on the NHS – contact your local GP Practice for more information
- Maintain a healthy lifestyle
- Keep personal stocks of ‘over the counter’ cold and flu medication to help relieve your symptoms – do not share prescription medication
- Cover your nose and mouth when sneezing – use a tissue
- Maintain good hygiene – regularly wash hands with soap and warm water and clean hard surfaces to remove germs
- **If you have been unwell with vomiting, diarrhoea or flu like symptoms in the last 48 hours, seek advice first before visiting a relative in hospital or a care home**



**For more information and advice:**

[www.nhs.uk/vaccinations](http://www.nhs.uk/vaccinations)

[www.nhs.uk/conditions/](http://www.nhs.uk/conditions/)

[www.gov.uk](http://www.gov.uk) (type ‘National Risk Register’ in the search bar)

## Terrorism and cyber-attacks

Terrorism is the number one threat in the UK. A terrorist attack could occur anywhere using a variety of means. Cyber-attacks are used to damage our systems or extort money, and as a means by which hostile groups can recruit, fund-raise, inspire and manipulate.

**Members of the public can help to prevent terrorism by being alert to possible suspicious activities.**

Ways to prepare for and respond to terrorism and cyber-attacks:

### **Terrorism:**

- Be aware of people 'coming and going' at strange times of the day and night
- Be mindful of seemingly unexplainable changes in behaviour, unusual financial transactions and/or suspicious purchases

### **Cyber-attack:**

- Avoid using public Wi-Fi for checking bank accounts
- Download the latest software update for your phone. Install anti-virus software and a firewall on your computer
- Use strong, hard to guess passwords
- Do not share personal details with anyone before verifying their credentials – destroy credit and debit card receipts and any post which includes your name and address

Visit  
[CitizenAID.org](https://CitizenAID.org)  
and download  
the CitizenAID  
App

### **For more information and advice:**

**Call the Police in confidence on 0800 789 321 or visit <https://act.campaign.gov.uk/>**

**Report fraud and Internet crime to Action Fraud: call 0300 123 2040 or visit [actionfraud.police.uk](https://actionfraud.police.uk)**

# Keeping your business in business

Fire, flood, infectious diseases and terrorist acts are just some of the emergencies that can disrupt your business at any time. Consider, for instance, what you would do if your business premises were not available for a few hours, a few days, or a few weeks.

Business continuity planning is about identifying those parts of your organisation that you can't afford to lose – such as information, stock, premises, staff, equipment, utilities and cash flow – and planning how to maintain these if a disruption occurs.

Developing a **Business Continuity Plan** will assist you to:

- ✓ Manage your risks
- ✓ Ensure that your organisation can continue operating to at least a pre-determined minimum level of service or staffing
- ✓ Continue service delivery during and beyond a crisis



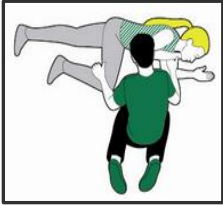
**For more information and advice:**

<https://www.dudley.gov.uk/council-community/emergencies/business-continuity/>

<https://www.gov.uk/government/publications/business-continuity-planning>

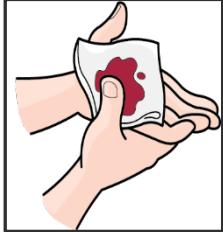


## First aid



### Unconsciousness

If the person is unconscious with no obvious sign of life, call **999** and request an ambulance.



### Bleeding

Control severe bleeding by applying firm pressure to the wound using a clean, dry dressing and raise it above the level of the heart.

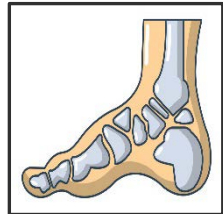
Keep warm, call **999** and request an ambulance.



### Burns

For all burns, cool with water for at least 10 minutes. Call **999** and request an ambulance.

Cover the affected area with clingfilm, do not wrap arms or legs all the way around. Use a clean (non-fluffy) pad to cover eyes or when clingfilm is not available.



### Broken bones

Try to avoid as much movement as possible. Keep warm, call **999** and request an ambulance.



**For more information and advice:**

**<https://www.nhs.uk/conditions/first-aid/>**

**British Red Cross first aid training: 0845 527 7743**

## Coping emotionally

Emergencies are traumatic events that bring with them the potential to cause a range of physical and emotional reactions.

Whether directly or indirectly involved people, of any age, may need psychological support; individuals may have short, medium or long-term reactions.

During and following an emergency you will need to understand your emotions and may have to help others to cope with theirs.

### Reactions can include:

- Shock and disbelief
- Fear and anxiety
- Difficulty breathing or choking in the throat and chest
- Loss of memory or concentration
- Tiredness or sleeplessness
- Depression, anger and grief

Being patient with yourself, re-establishing your usual routines and taking care of yourself physically, by eating well and exercising, can all aid recovery.

Additionally family, friends and the wider community can meet many needs. However, **don't hesitate to seek help when you need it.**



### For more information and advice:

<http://assisttraumacare.org.uk/> or call 01788 551919

[www.samaritans.org/](http://www.samaritans.org/) or call 116 123

<https://www.nice.org.uk/guidance/ng116/informationforpublic>

## Think about...

What might happen to you and your family in an emergency?

Bear in mind you may be in a situation where:

- **you may be separated from each other**
- **normal communication may be difficult or impossible**
- **power supplies might be cut off**
- **you may be injured and others may be injured or dead**
- **there may be fire or other dangerous elements present**

Decide how your family members will stay in touch in the event of, or after, an emergency.

Consider arrangements for the care of your pets.

Include **I.C.E.** – ‘In Case of Emergency’ – in your phone:

Log the name and number of someone who should be contacted in an emergency. If you are unable to make a call, the emergency services can use your phone to notify your **I.C.E.** contact.

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## Store important documents safely

Store important documents including: wills, passports, photos, birth and marriage certificates, powers of attorney and insurance policies in a fire and waterproof container or safe deposit box. Review your insurance policies to ensure they are current. If you keep them in your home, try to take them with you if you evacuate.

## Find out about emergency plans at:

- **Your child's school.** Find out if your child will be kept at school or sent home on their own and how you can arrange for them to be picked up
- **Your workplace.** Check if your workplace has plans in place for emergency evacuations and find out what you are meant to do
- **If you live in an apartment or flat.** Check the building has plans for emergency evacuations and who is responsible for those plans

### Identify an Emergency Friend

**Emergency Friends are someone you can trust who can help you in an emergency. Emergency Friends can help each other if one of their family members or one of their homes have been affected by an emergency. Examples of how you can help one another include:**

- Collecting medication for a friend who has flu and can't visit the pharmacy
- Acting as an emergency point of contact for families who may be separated in an emergency
- Providing each other with a place to stay if you have been evacuated from your home

**Make sure all your family know who your Emergency Friends are and make a note of them in your Household Emergency Plan.**

# In the event of a major incident

Information will be broadcast from local radio, TV and social media.

Free Radio (Black Country) (97.2FM)

Free Radio (Birmingham) (96.4FM)

Heart FM (100.7FM) / Capital FM (102.2)

Signal 107 (107.7FM)

TV - BBC, ITV and Sky



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Remember the normal advice is:

## If the danger is outside:

- **GO IN** – to a safe building and close all windows and doors (unless there is a fire, or emergency services advise you not to)
- **STAY IN** – remain calm and stay in until you are advised to do otherwise
- **TUNE IN** – to local radio, TV stations or social media for further information or instructions

## If the danger is inside (or you are told to evacuate):

- **GO OUT** – take the items you need (including your emergency kit)
- **SWITCH OFF** power and lock doors and windows
- **GO TO** a safe place

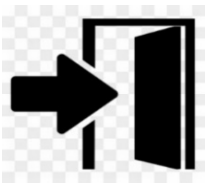
Emergency information may also be provided in person by emergency services at the scene or from call centres set up to advise people about the specific event. Telephone numbers will be broadcast over radio, television and social media.

# Emergency Action Plans

Families and households can cope more successfully in emergencies by preparing in advance and working together as a team. The next few pages provides basic steps for you to take to:



**Prepare your household**



**Prepare for evacuation**



**Prepare your emergency grab bag**



**Prepare your car emergency kit**

One of the most important things you can do to prepare for an emergency is to spend a few minutes putting together **Emergency Action Plans** and making sure all your family know about them. Your plans don't need to be complicated, just identify potential dangers in and around your home and put in place ways of dealing with them. Get your household together and fill in the information below.

**WHAT ARE THE POTENTIAL DANGERS?**

Discuss the dangers of fire, severe weather, floods and other possible emergencies. What action will you take in response to each situation? Put the details in the plan below.

<b>DANGER</b>	<b>ACTION</b>

**REMEMBER: GO IN, STAY IN, TUNE IN.**

If you are not involved in the emergency but are close by, or think you are in danger, you should: close all doors and windows, stay in your home, school or workplace until you are told it is safe to leave, listen to local radio and TV stations or follow social media for updates.

**If the danger is inside, get out, stay out and call the Emergency Services.**

## PREPARE YOUR HOUSEHOLD

**Check off each suggestion when you have completed the following:**

Fit smoke alarms	
Prepare escape routes; at least two from each room in the house if you can	
Decide where you would shelter in the house in the event of an emergency (for example the upper floor in the event of a flood)	
Know the quickest route out of your home and neighbourhood	
Make sure all members of the household know how to switch off the gas, electricity and water at the mains	
Put your emergency phone numbers by your telephone. You may want to keep a copy in your purse or wallet too	
Teach children how and when to call the Emergency Services (999)	
Have sufficient food in your house for three days	
Have a first aid kit and make sure everyone in the household knows where it is	
Do you have valid insurance cover for your house and contents?	
Does your child's school have updated information about how to reach a parent or designated adult?	
If applicable, think about buying flood protection products	
Any other information you think might be important	



## PREPARE FOR EVACUATION

You may be asked to leave your home for your own safety. If so, you will be told where the Council Evacuation Centre is. If you can, you may wish to stay with friends or family who are not affected.

**Always follow instructions from the Emergency Services**

### Who are our Emergency Friends (see p.19) and who can we stay with?

Try to think of two different locations in case someone is not available during the emergency.

**Name:**

**Address:**

**Phone no:**

**Name:**

**Address:**

**Phone no:**

### If we are not at home and cannot contact each other, where can we meet?

Try to pick two locations, one near home and another further away in case the emergency prevents you from getting to one.

**Never travel anywhere if you are told it is not safe to do so**

If we can't get to the meeting place, who can we all contact to say we are all safe?

**Name:**

**Phone no:**

### If we have to leave home, how do we turn off the following?

**Water:**

**Gas:**

**Electricity:**

**Only do this if you have time and it is safe to do so.**

### Do we have any neighbours that might need our help?

**Name/Address:**

**Phone no:**

**Name/Address:**

**Phone no:**

## PREPARE YOUR EMERGENCY GRAB BAG

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 evacuate your home. Your Emergency Grab Bag should only hold essential items. Tailor your Grab Bag around the needs of all the family; think about what young children and pets might need. **Check off each item as you add it.**

**What goes into your Grab Bag is a personal decision!**

A small first aid kit, medication, prescriptions, spare contact lenses or glasses and blankets	
Copies of important documents in a waterproof bag (i.e. birth certificates, insurance papers etc.)	
Spare set of house and car keys	
Wind up or battery powered torch and radio (with spare batteries); mobile phone with spare battery and charger	
Bottled water, tinned or dried food (remember to check and change food and water regularly)	
Basic cutlery and tin opener, candles and waterproof matches	
Childcare/infant supplies and special item needs	
Toiletries and sanitary supplies	
Pet carrier, lead and food (if applicable)	
Spare clothes, including change of warm clothing, footwear and sleepwear	
A small amount of cash including change and a credit card	
Important contact details i.e. family, friends, GP, bank etc	
Playing cards, a book, any other items that might provide comfort	
Your emergency plan and a copy of this booklet	

## PREPARE YOUR CAR EMERGENCY KIT

Flat tyres and severe weather are just two reasons why you may be forced off the road. Even if you pay for breakdown assistance it is advisable to prepare a car emergency kit to include as many of the following items as possible. See [www.money.co.uk/breakdown-cover/what-to-do-if-your-vehicle-breaks-down.htm](http://www.money.co.uk/breakdown-cover/what-to-do-if-your-vehicle-breaks-down.htm) for more information. **Check off each item as you add it.**

First aid kit (including disposable gloves)	
Water bottles, dry food snacks, i.e. cereal bars (remember to change these regularly)	
Wind up or battery operated torch (with spare batteries)	
A container for fuel	
An up-to-date road map	
A couple of blankets	
Warm clothing (including thick work gloves if doing work on your car)	
A flask	
Tool kit, i.e. tyre gauge, screwdriver, pliers, antifreeze, ice scrapper, small shovel, foam tyre sealant, oil and brake fluid and jump leads	
Car fire extinguisher	
Car escape tool (including seatbelt cutter and window breaker)	
Emergency flares and a warning triangle	

**Include your breakdown membership number here:**

### **DISCLAIMER:**

Please note the templates provided are for guidance only. Dudley Council will not be held responsible for any damage, loss or injury to persons or property as a result of using said templates.

## Useful telephone numbers

### EMERGENCY SERVICES

Emergencies only	<b>999 or 112</b>
Police (Non-emergency)	<b>101</b>
NHS (Non-emergency)	<b>111</b>

### LOCAL AUTHORITY

Dudley MBC	<b>0300 555 2345</b>
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### UTILITY PROVIDERS

Gas emergency – National Grid	<b>0800 111 999</b>
Electricity emergency – Western Power Distribution	<b>0800 6783 105</b>
Severn Trent (Water)	<b>0800 783 4444</b>
South Staffs (Water)	<b>0800 389 1011</b>
Environment Agency Floodline (Type Talk for hard of hearing)	<b>0845 988 1188</b> <b>0845 602 6340</b>
Telephone provider	
Internet provider	
Breakdown cover	

### EMERGENCY CONTACTS

Doctor/GP	
Local hospital	
Dentist	
School	
Landlord	
Vet	
Builder	
Glazier	
Plumber	
Roofer	

## INSURANCE DETAILS

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

## OTHER


## Useful websites

<b>Dudley MBC</b>	<a href="http://www.dudley.gov.uk">www.dudley.gov.uk</a>
<b>West Midlands Police</b>	<a href="http://www.west-midlands.police.uk">www.west-midlands.police.uk</a>
<b>West Midlands Fire Service</b>	<a href="http://www.wmfs.net">www.wmfs.net</a>
<b>West Midlands Ambulance Service</b>	<a href="http://www.wmas.nhs.uk">www.wmas.nhs.uk</a>
<b>Environment Agency</b>	<a href="http://www.gov.uk/environment-agency">www.gov.uk/environment-agency</a>
<b>NHS Choices</b>	<a href="http://www.nhs.uk">www.nhs.uk</a>
<b>Met Office</b>	<a href="http://www.metoffice.gov.uk">www.metoffice.gov.uk</a>
<b>National Grid</b>	<a href="http://www.nationalgrid.com">www.nationalgrid.com</a>
<b>Western Power Distribution</b>	<a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a>
<b>South Staffordshire Water</b>	<a href="http://www.south-staffs-water.co.uk">www.south-staffs-water.co.uk</a>
<b>Severn Trent Water</b>	<a href="http://www.stwater.co.uk">www.stwater.co.uk</a>
<b>Gov.uk</b>	<a href="http://www.gov.uk">www.gov.uk</a>



This booklet was produced by  
Dudley Council Health Protection Team

## **Emergency planning**

[www.dudley.gov.uk/emergencies](http://www.dudley.gov.uk/emergencies)  
[disaster.mgt@dudley.gov.uk](mailto:disaster.mgt@dudley.gov.uk)

