



**GWASANAETH CYNLLUNIO AT  
ARGYFWNG RHANBARTHOL**  
CYNGHORAU Gogledd Cymru  
**NORTH WALES COUNCILS  
REGIONAL EMERGENCY  
PLANNING SERVICE**

# Home Emergency Plan

'This plan template has been produced by North Wales Councils - Regional Emergency Planning Service (NWC-REPS) on behalf of:



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## INTRODUCTION

Completing a Home Emergency Plan will help you and your family prepare for any possible emergency. This plan will enable you to record the potential dangers in and around your home and put in place a way of dealing with those dangers.

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 leave home in a hurry. Your Emergency Grab Bag should hold items that would be essential if you had to leave your home quickly. It should contain copies of personal information and items which may help you or provide some comfort in an emergency.

## DISCLAIMER

This template has been produced by the North Wales Councils Regional Emergency Planning Service on behalf of the councils in North Wales to assist households in preparing for an emergency at home and/or in the community. The Councils will not be held responsible for any damage, loss or injury to person/s or property as a result of use of this template.

For further advice on Home Emergency Planning please contact North Wales Councils Regional Emergency Planning Service at [enquiries@nwc-reps.org.uk](mailto:enquiries@nwc-reps.org.uk).

KEY MESSAGE

**Go in:** Go indoors, close doors and windows and shut down ventilation systems if it is safe to do so. Unless there is an obvious risk to the property this will give you good short-term protection against most hazards.

**Stay in:** Stay indoors until you know more about the situation and the appropriate action you need to take to protect yourself further. The action you should take will be different depending on the incident; you could put yourself at more risk by not waiting for further instructions.

**Tune in:** Tune in to local radio and television to find out more about what is happening. Local radio stations will broadcast messages advising people of the current situation and what actions they should take

Based on the risk that you believe could happen in your area, e.g. fire, severe weather, floods or other possible emergencies, start to think about what you would do if an emergency occurred.

WHAT ARE THE POTENTIAL DANGERS

**Discuss the dangers you could face. These could include fire, severe weather, floods, industrial accidents, pandemics or other possible emergencies. What action will you take in response to each situation? Put details in the plan below:**

| Risk | Action to Mitigate |
|------|--------------------|
|      |                    |
|      |                    |
|      |                    |
|      |                    |
|      |                    |
|      |                    |
|      |                    |
|      |                    |
|      |                    |

## HOUSEHOLD MEMBERS EMERGENCY MEETING PLACES

|                    |  |  |  |
|--------------------|--|--|--|
| <b>Near By</b>     |  |  |  |
| <b>Out of Area</b> |  |  |  |

## INSURANCE DETAILS

| <b>Insurance</b> | <b>Insurer</b> | <b>Telephone No.</b> | <b>Policy No.</b> |
|------------------|----------------|----------------------|-------------------|
| <b>Home</b>      |                |                      |                   |
| <b>Contents</b>  |                |                      |                   |
| <b>Vehicle</b>   |                |                      |                   |
| <b>Health</b>    |                |                      |                   |
| <b>Pet</b>       |                |                      |                   |

## UTILITY PROVIDERS

| <b>Service</b>     | <b>Provider</b> | <b>Telephone No.</b> | <b>Account No.</b> |
|--------------------|-----------------|----------------------|--------------------|
| <b>Electricity</b> |                 |                      |                    |
| <b>Gas</b>         |                 |                      |                    |
| <b>Water</b>       |                 |                      |                    |
| <b>Telephone</b>   |                 |                      |                    |
| <b>Internet</b>    |                 |                      |                    |

**WHERE AND HOW DO WE TURN OFF THE FOLLOWING?**

*(Only do this if you have time to do so)*

|                     |  |
|---------------------|--|
| <b>Water:</b>       |  |
| <b>Gas:</b>         |  |
| <b>Electricity:</b> |  |

**HOUSEHOLD MEMBERS**

| Name                   | Passport No. | NHS No. | Medication |
|------------------------|--------------|---------|------------|
|                        |              |         |            |
|                        |              |         |            |
|                        |              |         |            |
|                        |              |         |            |
|                        |              |         |            |
|                        |              |         |            |
|                        |              |         |            |
| <b>Vehicle Reg(s):</b> |              |         |            |

## ADDITIONAL STEPS YOU MAY WISH TO TAKE

|   |  |
|---|--|
| <b>Install and regularly check smoke detectors</b>                                |  |
| <b>Install a carbon monoxide detector</b>   |  |
| <b>Decide which items would need to be moved upstairs in the event of a flood</b> |  |
| <b>Know the quickest route out of your home and neighbourhood</b>                 |  |
| <b>Have sufficient food in your house for three days</b>                          |  |
| <b>Have a first aid kit and make sure everyone in the house knows where it is</b> |  |
| <b>Check the insurance cover for your house and contents is up to date</b>        |  |
| <b>Consider the needs of pets or other animals</b>                                |  |
| <b>Other information you think might be important</b>                             |  |

## DEALING WITH INSURANCE CLAIMS

If an incident has caused damage to large parts of the country, you may have to wait for a loss adjuster to visit you.

**Ask the insurance company**

- How long it will take before the loss adjuster visits
- If you are to clean your property or if they will get a company to do it for you

**Always make your own record of damage**

- Photograph or video your damaged property
- If your insurance covers you for loss of perishable goods, make a list of all the foods you throw away

**Things to help with your insurance claim**

- Confirm the insurance company will pay for any service or equipment you need
- Make a note of all telephone calls. Record the date, name and what was agreed
- Keep copies of all letters emails and faxes you send and receive
- Keep receipts
- Don't throw anything away until told (except ruined food)

**IMPORTANT NOTE:** The insurance company may only offer to clean and repair something, not replace it  
**If you do not have insurance your local council should be able to provide information on hardship grants or charities that may be able to help you.**

**EMERGENCY GRAB BAG**

The bag should be checked regularly and include:

|   |  |
|---|--|
| <b>Copy of this plan</b>  |  |
| <b>Details of regular prescription items for your family</b>  |  |
| <b>Mobile phone charger</b>   |  |
| <b>Important documents (e.g. passport, insurance certificates etc.)</b>                                       |  |
| <b>Important computer information stored on a disk or USB</b>   |  |
| <b>Toiletries</b>   |  |
| <b>First Aid Kit</b>  |  |
| <b>Bottles of water</b>   |  |
| <b>Snack bars/chocolate</b>   |  |
| <b>Wind up or battery powered radio including spare batteries</b>   |  |
| <b>Wind up or battery torch with spare batteries</b>  |  |
| <b>Notebook and pen/pencil</b>  |  |
| <b>Essential keys (e.g. house/car/work)</b>   |  |
| <b>Special items e.g. glasses/contact lenses, items for babies, children, the elderly</b>                     |  |
| <b>Cash/debit/credit cards</b>  |  |
| <b>Other items you may need – make a list (e.g. playing cards, colouring or puzzle book, children’s toys)</b> |  |



## EMERGENCY GRAB BAG FOR PETS

Keep a separate emergency bag for pets in case the need to be evacuated.

Contents will depend on the type of pet but may include:

|   |  |
|---|--|
| <b>Water, food and bowls</b>  |  |
| <b>Leash/muzzle/harness</b>   |  |
| <b>Medication, health records, license numbers and microchips numbers</b> |  |
| <b>Blanket, pet carrier or cage</b>                                       |  |
| <b>Photo of your pet in case it gets lost</b>                             |  |
| <b>Plastic bags for waste</b>   |  |

## USEFUL WEBSITES AND RADIO FREQUENCIES

The information below is a list of details and contact numbers of websites and radio frequencies which may be useful to have handy in the event of an emergency.

**Radio Stations**

- Capital Cymru 103.0
- Heart North Wales 105.7, 107.2
- Capital North West and Wales 96.3, 97.1, 103.4
- BBC Radio Cymru 92.4 - 94.6, 96.8, 103.5 - 104.9
- BBC Radio Wales 93.9 - 95.9, 103.7, 103.9

**Websites****National Flood Forum**

[www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk)  
01299 403055

**The Financial Ombudsman Service**

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)  
0800 023 4 567  
0300 123 9 123

**The Construction Centre**

[www.theconstructioncentre.co.uk](http://www.theconstructioncentre.co.uk)  
01926 865825

**The British Damage Management Association (BDMA)**

[www.bdma.org.uk](http://www.bdma.org.uk)  
01858 414278

**Citizens Advice Bureau**

[www.citizensadviceguide.org.uk](http://www.citizensadviceguide.org.uk)  
03444 77 20 20

**Public Health Wales**

[www.publichealthwales.wales.nhs.uk](http://www.publichealthwales.wales.nhs.uk)  
02920 227744

## EMERGENCY CONTACT NUMBERS

Keep this list handy and make extra copies if needed.  
Keep a copy by your home phone and store them in your mobile.

|   |                      |
|---|----------------------|
| <b>Emergency Service</b>                  | <b>999</b>           |
| <b>NHS Direct Wales</b>                   | <b>0845 46 47</b>    |
| <b>Natural Recourses Wales Flood Line</b> | <b>0345 988 1188</b> |
| <b>Non-emergency Police enquiries</b>     | <b>101</b>           |
| <b>Gas Leaks</b>                          | <b>0800 111 999</b>  |
| <b>Power Cuts</b>                         | <b>105</b>           |
| <b>Water Leaks</b>                        | <b>0800 281 432</b>  |
| <b>Sewage Pollution</b>                   | <b>0800 085 3968</b> |
| <b>Crime Stoppers</b>                     | <b>0800 555 111</b>  |
| <b>Work 1</b>                             |                      |
| <b>Work 2</b>                             |                      |
| <b>School</b>                             |                      |
| <b>School</b>                             |                      |
| <b>Local Council</b>                      |                      |
| <b>Doctors</b>                            |                      |
| <b>Dentist</b>                            |                      |
| <b>Hospital</b>                           |                      |
| <b>House Insurer</b>                      |                      |
| <b>Car Insurer</b>                        |                      |
| <b>Vet</b>                                |                      |