



# Preparing for Emergencies

## Preparing for emergencies

This information has been put together to give you some basic information on how you can help yourself and your family in emergencies. A lot of this is based on common sense advice and may seem obvious or familiar to you, but it has saved lives in the past.

Many organisations, including Merton Council, are working to make sure that London is as prepared as it can be in the event of an emergency, and it is important that you are ready too. By being informed and prepared, you can significantly reduce the risk to life and property.

### Planning Ahead

To prepare for an emergency, you should take time to find out:



Where and how to turn off water, gas and electricity supplies in your home



The emergency procedures for your children at school



How your family will stay in contact in the event of an emergency



If any elderly or vulnerable neighbours might need your help



How to tune into your local radio station

## General advice

If you find yourself in the middle of an emergency, your common sense and instincts will usually tell you what to do. However, it is important to:



**Make sure someone has called 999 if people are injured or if there is a threat to life**



**Do not put yourself or others in danger**



**Follow the advice of the emergency services**



**Try to remain calm and think before acting, and try to reassure others**



**Check for injuries – remember to help yourself before helping others**

In certain situations, you may be asked to leave your home by the emergency services. If this happens, leave as quickly and calmly as possible. If you have time:

- Turn off electricity, gas and water supplies, unplug appliances and lock all doors and windows
- Take items from the list overleaf with you
- If you leave by car, take bottled water and blankets, and tune into local radio for emergency advice and instructions.

When you are told that it is safe to return home, open windows to provide fresh air before reconnecting gas, electricity and water supplies.

## If you are at home and an emergency happens, try to gather together:



Home and car keys



A list of useful phone numbers, such as your doctor's and close relatives'



Cash and credit cards



A battery radio with spare batteries



A torch with spare batteries, candles and matches



A first aid kit



Important documents



Spare clothes and blankets



Toiletries, sanitary supplies and any regularly prescribed medication



Your mobile phone

It is always useful to have bottled water, ready to eat food (such as tinned food) and a bottle/tin opener in case you have to remain in your home for several days.

## **What to do if you are not at home**

### **Schools**

If your children are at school you will naturally want to collect them as soon as possible in the event of a major emergency.

But it may not be safe to do so. Please TUNE IN to your local radio station for advice and for details of the arrangements your local council has made for letting parents know when to collect their children from school. All schools have plans to cope with local emergencies such as fire and flood, and teachers and support staff do all they can to look after their pupils.

### **Work**

Employers have a responsibility for the safety and security of their staff. All businesses should have arrangements in place to deal with the impact of a major disaster. Make sure you understand what to do in an emergency at work.

## GO IN, STAY IN, TUNE IN

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



**Go inside a safe building**



**Stay inside until you are advised to do otherwise**



**Tune into local radio or TV for more information**

Of course, there are always going to be occasions when you should not "go in" to a building, for example if there is a fire. Otherwise: GO IN, STAY IN, TUNE IN.

The GO IN, STAY IN, TUNE IN advice is recognised and used around the world. There is an agreement with radio and TV companies that if there is a major emergency they will interrupt programming to give public safety advice and information about the incident, so that when you TUNE IN locally or nationally anywhere in the UK you'll get the advice you need.

### Local radio frequencies

Radio Jackie 107.8FM

BBC Asian Radio network on DAB & TV

BBC London 94.9FM

LBC 97.3FM

Capital 95.8FM

## Helping to prevent a terrorist attack

Our ability to prevent a terrorist attack does not depend on the authorities alone. How well we cope also depends on you.

If it looks suspicious, it probably is!

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.

### 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?

### Keep alert

Terrorist bomb attacks mostly happen in public places especially where people gather or travel.



Be vigilant



Look out for suspicious behaviour, vehicles or packages



Do not hesitate to tell the police

## Information on flooding:

### Are you prepared?

If you live or work in the London Borough of Merton do you know what to do if you are at risk of flooding?

The London Borough of Merton internet pages provide information for home owners and businesses that can help you in preparing your property if you think you may be at risk of flooding either from surface water or from local brooks and rivers overflowing.

Visit the Council web site at: **[www.merton.gov.uk](http://www.merton.gov.uk)** type in **Flooding** in the search box and click on the first link that appears to view information on flooding and what the council can do.

Other useful websites to assist you in the protection and preparation of your property on flooding are:

**[www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)**

You can also sign up to free flood alerts from the environment agency, which will give you a warning of a potential flood in your area. Phone: 0845 988 1188 to see if you can register for the free alert.



[www.metoffice.gov.uk](http://www.metoffice.gov.uk)

The Met office will give you up to date weather bulletins and notify of any weather warnings for your area.

[www.hpa.org.uk/flooding](http://www.hpa.org.uk/flooding)

We also have links to the Health Protection agency website which gives advice regarding health issues that may arise as a result of flooding and how to take suitable precautions.

If you are unable to access a computer or the Internet and require further information on flooding in your area please telephone the London Borough of Merton on 020 8274 4901 who will arrange to send the information to you.

## Useful Websites

London Borough of Merton	<a href="http://www.merton.gov.uk">www.merton.gov.uk</a>
London Prepared	<a href="http://www.londonprepared.gov.uk">www.londonprepared.gov.uk</a>
UK Resilience	<a href="http://www.ukresilience.info">www.ukresilience.info</a>
Preparing for Emergencies	<a href="http://www.preparingforemergencies.gov.uk">www.preparingforemergencies.gov.uk</a>
Foreign and Commonwealth Office	<a href="http://www.fco.gov.uk">www.fco.gov.uk</a>
Schools emergencies	<a href="http://www.teachernet.gov.uk/emergencies">www.teachernet.gov.uk/emergencies</a>
Business emergencies	<a href="http://www.mi5.gov.uk">www.mi5.gov.uk</a>
Metropolitan Police	<a href="http://www.met.police.uk">www.met.police.uk</a>
Metropolitan Police – Merton	<a href="http://www.met.police.uk/merton/index">www.met.police.uk/merton/index</a>
London Fire Brigade	<a href="http://www.london-fire.gov.uk">www.london-fire.gov.uk</a>
London Ambulance	<a href="http://www.londonambulance.nhs.uk">www.londonambulance.nhs.uk</a>
Sutton & Merton Primary Care Trust	<a href="http://www.suttonandmertonpct.nhs.uk">www.suttonandmertonpct.nhs.uk</a>
NHS Direct	<a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>
Environment Agency	<a href="http://www.environment-agency.gov.uk">www.environment-agency.gov.uk</a>

## Useful Contacts

Emergency services	999
NHS Direct	0845 4647
Police anti-terrorism hotline	0800 789321
Foreign and Commonwealth Office	0870 606 0290
Merton Police Stations (non emergency calls)	020 8947 1212
London Borough of Merton	020 8274 4901
Transco (gas emergencies)	0800 111 999
Thames Water	0845 9200 800
Floodline (river flooding)	0845 9881188
Electricity (power cuts and emergencies)	0800 783 8866
Doctor	.....
Work	.....
School	.....

If you would like more information in your own language, please contact us at the number shown in the box below.

Albanian

Nese deshironi me shume informacion ne gjuhen tuaj, ju lutemi te na kontaktoni ne adresen e dhene ne kutine me poshte.

Arabic

إذا أردت معلومات إضافية بلغتك الأصلية الرجاء الاتصال بنا في العنوان المدون ضمن الإطار أدناه.

Bengali

যদি আপনার নিজের ভাষায় লেখা আরও তথ্য চান তাহলে দয়া করে আমাদের সঙ্গে যোগাযোগ করুন, তলার বক্‌সে আমাদের ঠিকানা রয়েছে।

Chinese

如果你需要用中文印成的資料，請按低端方格內提供的地址與我們聯系。

Farsi

اگر مایل به اطلاعات بیشتر به زبان خود هستید، لطفاً با ما از طریق آدرس زیر تماس بگیرید.

French

Pour tout renseignement complémentaire dans votre propre langue, veuillez nous contacter à l'adresse figurant dans l'encadré du bas.

Polish

Jeśli życzy sobie Pan/i więcej informacji w swoim języku, proszę się z nami skontaktować pod adresem podanym w dolnej ramce.

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਵਿਚ ਹੋਰ ਜਾਣਕਾਰੀ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਹਿੱਸਾ ਵਰਕੇ ਹੇਠ ਲਿਖੇ ਖਾਨੇ ਵਿਚ ਦਿੱਤੇ ਪਤੇ 'ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

Somali

Hadii aad u baahan tahay faahfaahin intaa kabadan oo ku soobsan afkaaka hooyo ama Af Somali fadlan lana soo xiira cinwaanka hoos ku qoran.

Spanish

Si usted desea más información en su propia lengua, por favor contáctenos en la dirección al pie del formato.

Tamil

உங்கள் மொழியில் மேலதிக தகவலைப் பெற விரும்பினால், அடியிலுள்ள பெட்டிக் குள் தரப்பட்டுள்ள விலாசத்தில் எம்முடன் தொடர்பு கொள்ளுங்கள்.

Urdu

اگر آپ اپنی زبان میں مزید معلومات حاصل کرنا چاہتے ہیں تو براہ کرم ہم سے اس پتہ پر رابطہ قائم کریں جو کہ نیچے کے بکس میں درج ہے۔

You can also get this information in large print, in Braille and on audiotape.

Call 020 8274 4901 and ask for emergency planning