PLAN B

EMERGENCY FAQ

Quick answers to the most common questions about preparing for emergencies.

A little preparation now, can make a big difference later.

1 WHAT SHOULD I DO IN AN EMERGENCY?



If you or someone else is in immediate danger, **call 999.**

Depending on the situation, you may be told to go inside, stay inside and tune in to official information, or you may be asked to evacuate. Always follow instructions from emergency services and official sources.

In a life-threatening situation, call 999 immediately.

2 WHAT ARE UK EMERGENCY ALERTS?



Emergency Alerts are a UK Government system used to warn people about life-threatening emergencies nearby.

- Your phone or tablet may make a loud siren-like sound and vibrate, even if it's set to silent.
- If you receive an alert, stop what you're doing and follow the instructions.

Find out more at gov.uk/alerts

3 HOW DO I MAKE A HOUSEHOLD EMERGENCY PLAN?



Start with a few simple decisions:

- Know your escape routes.
- Decide where to meet if you can't return home.
- Write important phone numbers down.
- Keep details of regular medication.
- Record useful radio frequencies.
- Keep insurance details accessible.
- Make sure everyone understands the plan.

Download a printable household plan at prepare.campaign.gov.uk

4 HOW MUCH WATER SHOULD I STORE?



- The Government recommends around **2.5–3 litres** per person per day (minimum).
- Around 10 litres per person per day is more comfortable, when cooking and hygiene are included.
- Babies, pets and people who rely on medical equipment may need more.

Store water in clean, sealed containers and rotate regularly.

5 WHAT SHOULD I KEEP IN AN EMERGENCY KIT?



Useful items include:

- ✔ Battery or wind-up torch
- ✔ Power bank
- ✔ Battery or wind-up radio
- ✔ Spare batteries
- ✔ First aid kit
- ✔ Hand sanitiser or wipes
- ✔ Bottled water
- ✔ Non-perishable food
- ✔ Baby supplies (if needed)
- ✔ Essential medication

Keep your emergency supplies together and somewhere easy to find. If you're escaping a fire, leave immediately – do not stop to collect your kit.

6 WHAT SHOULD I DO DURING A POWER CUT?



- Keep a torch, radio and charged power bank somewhere you can find them.
- Write important numbers down because you may not be able to rely on your phone.

To report a power cut:

- England, Scotland & Wales: **105**
- Northern Ireland: **03457 643643**

PREPARE TODAY.
STAY SAFER TOMORROW.

haveaplanb.co.uk

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7 WHAT SHOULD I DO IF I NEED TO EVACUATE?



- If emergency services or authorities tell you to evacuate, do not delay.
- Follow the instructions and evacuation routes provided.
- Take important documents, medication and essential items if you can.
- The Government recommends deciding on a meeting point in advance.

Be prepared, not caught off guard.

8 HOW DO I TURN OFF GAS, WATER AND ELECTRICITY?



- **Gas:** Turn the valve clockwise to close (usually a handle near the meter).
- **Water:** Turn the stopcock clockwise (often under the sink or in the meter box).
- **Electricity:** Switch off the main consumer unit (fuse box).

Know where your shut-off points are and make sure all household members know how to use them.

9 WHAT EMERGENCY NUMBERS SHOULD I KNOW?



999	Emergency services (police, fire, ambulance)
101	Police non-emergency
111	NHS non-emergency
105	Power cut (England, Scotland & Wales)
03457 643643	Power cut (Northern Ireland)

Keep these numbers somewhere accessible (e.g. on your phone and in your home).

10 WHAT SHOULD I DO IF MY PHONE HAS NO SIGNAL?



- Try moving to a higher location or near a window.
- Use Wi-Fi if available.
- Keep a battery-powered or wind-up radio for updates.
- If you are in an emergency, call 999 if you can — and text if possible.

A battery or wind-up radio can be life-saving when networks are down.

11 HOW CAN I PREPARE CHILDREN FOR AN EMERGENCY?



- Teach them how and when to call 999.
- Talk about what to do in different situations (e.g. fire, flood, power cut).
- Make sure they know your home address and who to contact if they are separated.

Keep the conversation age-appropriate, calm and positive.

12 HOW CAN I HELP AN ELDERLY OR VULNERABLE NEIGHBOUR?



- Talk to your neighbours before an emergency happens.
- Ask if they need additional support (e.g. medical needs, mobility, digital access).
- Swap contact details and agree to check on each other.

A supportive community is a stronger, safer community.

13 SHOULD I JOIN A PRIORITY SERVICES REGISTER?



You may be eligible to join the Priority Services Register with your gas, electricity or water supplier.

It helps them know you may need extra support, including during an interruption to your supply.

Contact your supplier to join or update your details.

14 WHAT SHOULD I KEEP IN MY CAR?



For situations such as getting stuck in winter weather, consider keeping:

- ✓ Torch
- ✓ In-car phone charger
- ✓ Warm clothing
- ✓ Blankets
- ✓ High-visibility clothing
- ✓ Jump leads
- ✓ Food and drink
- ✓ Snow shovel
- ✓ First aid kit

Be prepared for the unexpected.