

# Are you prepared?



## A guide to preparing your home for emergencies



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

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



# Useful websites

## **[www.rbkc.gov.uk](http://www.rbkc.gov.uk)**

For up-to-date information during a serious incident in the borough.

## **[www.rbkc.gov.uk/councilanddemocracy/emergencyplanning](http://www.rbkc.gov.uk/councilanddemocracy/emergencyplanning)**

For emergency and business continuity advice and information.

## **[www.londonprepared.gov.uk](http://www.londonprepared.gov.uk)**

For information on London-wide emergency and business continuity planning.

## **[www.ukresilience.gov.uk](http://www.ukresilience.gov.uk)**

For information on UK-wide emergency and business continuity planning.

## **[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)**

For health advice directly from the National Health Service and up-to-date information on health related emergencies e.g. Influenza.

## **[www.kc-pct.nhs.uk](http://www.kc-pct.nhs.uk)**

For information about local health services and providers.

## **[www.london-fire.gov.uk](http://www.london-fire.gov.uk)**

For fire safety advice from the London Fire Brigade.

## **[www.met.police.uk](http://www.met.police.uk)**

Advice and crime prevention information from the Metropolitan Police Service.

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below:

**The Royal Borough of Kensington and Chelsea's  
Contingency Planning Unit on 020 7361 3475.**

The aim of this booklet is to provide clear, simple and practical advice to help you prepare for an emergency.

You can significantly reduce the risk to you, your household residents and your property by being informed and prepared.

The first half of this booklet provides advice and information to help you deal with an emergency; the second half provides your home

with its own emergency plan to be filled out and adopted by the household.

The Royal Borough of Kensington and Chelsea, along with the Government and emergency services, works hard to make sure that the borough is as prepared as it can be in the event of an emergency.

**It is important that you are prepared too.**



**Unless you have been told not to by the emergency services, in most cases you should follow the following guidelines:**

## **Emergency first steps**

If you find yourself in an emergency, there are few key things you should always do:

- If people are injured or in danger, contact the emergency services by dialling **999**.
- Follow the advice of the emergency services.
- If the danger is inside, **get out**.
- If the danger is outside, **get in**.
- Remain calm and reassure others.
- Check for injuries – remember to help yourself before helping others.
- Stay informed by listening to local radio and watching local television stations.
- You should always ensure you and your household are safe first. However, helping friends and neighbours who could potentially be vulnerable is also important and can save lives.

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**If the danger is outside:**



**Go in**

**+**



**Stay in**

**+**



**Tune in**

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**If the danger is inside:**



**Get out**

**+**



**Stay out**

- Do not go back into the building.
  - Contact the emergency services and give them all the details.
-

# Home emergency PLAN

One of the most important things you can do to prepare for an emergency is to spend a few minutes putting together a Home Emergency Plan.

There are many types of disaster that could disrupt your daily life, such as not being able to travel or get in touch with family members, friends, colleagues and other key people.

Having a Home Emergency Plan can help you deal with a stressful situation quickly and effectively. Involving your whole household in writing the plan can help them to be prepared too.

Emergencies will happen with no warning and can have disastrous effects on the population. Make sure you give yourself every chance by being prepared – follow the Home Emergency **PLAN**.



**Plan**



**Link up**



**Accommodate**



**Necessary kit**

# Home emergency PLAN

## Prepare



- Carry out a risk assessment of your home and lifestyle.
- Is your home at risk from floods and fire?
- Can you survive without power or water for three days?
- Have you got alternative methods to get to work?
- Does your family know what to do in an emergency?
- Are your home and contents insured?
- Do you know how to turn off the gas, water and electricity to your home?
- Can you stay in touch with the other members of your household?

## Link up



- In an emergency, the mobile phone network can be inundated with calls. You will need to have a plan in place to prepare how you will stay in contact with your family.
- Choose two meeting points you can go to if you cannot access your home and have been separated from the other residents of your home.
- Choose a friend or relative who lives outside London who you can phone to tell them you are ok. Keep their number in your mobile contact list and also in the contact lists included in this booklet. You can leave a message with them to pass onto your family members.
- Carry the contact cards included in this booklet with you.
- Make sure you tune into the local radio station to receive updated information on the emergency.

## Accommodate



- You may not be able to access your home in an emergency. Make sure you have an alternative place to stay.
- Arrange with friends and family where you can stay.
- The Council may provide basic shelter for those affected by an emergency at an Emergency Rest Centre. The emergency services will be able to tell you where to find the nearest one to you.



## Necessary kit

- Make sure you have the essential kit to survive in or out of your home.
- Keep a supply of tinned food and bottled water at home in case you need to stay indoors.
- Prepare a grab bag with the equipment listed overleaf, so that if you have to leave your home in a rush you have all the essentials you need.



# Emergency home kit checklist

## checklist

- ☐ Torch (wind-up or with batteries)
- ☐ Radio (wind up or with batteries)
- ☐ First aid kit
- ☐ Bottles of water
- ☐ Toiletries
- ☐ Tinned or packed food
- ☐ Camping stove
- ☐ Antibacterial hand gel
- ☐ Notebook and pen/pencil
- ☐ Spare batteries
- ☐ Insurance documents



### Local radio station

BBC London Radio

LBC/LBC Rolling News

Westside Radio

### Frequency

94.9 FM

97.3 FM / 1152 AM

89.6 FM

### EDF Energy Networks Priority Services

If you, or a member of your household, is reliant on electricity for medical equipment or for other special needs, please register to EDF's Priority Needs scheme so that EDF can offer you additional support in an emergency.

**Call:** 0800 169 9970 or

**Visit:** [www.edfenergy.com/products-services/networks/customer-services/priority-services.shtml](http://www.edfenergy.com/products-services/networks/customer-services/priority-services.shtml)



# Emergency contact numbers



Name	Number
Emergency services	999 or 112
Police non-emergency	0300 123 1212
NHS Direct	0845 4647
Anti-Terrorism Hotline	0800 789 321
Flood Line	0845 988 1188
Local authority	020 7361 3000
Water loss (Thames Water)	0845 9200 800
Electricity loss (EDF)	0800 028 0247
Gas emergency service (National Grid)	0800 111 999
Met Office	0870 900 0100
.....	.....
Work	
.....	.....
Doctor	
.....	.....
School(s)	
.....	.....
.....	.....
Emergency friends	
.....	.....
.....	.....
Neighbours	
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# Home evacuation guidance

## Grab bag checklist

- ☐ Home and car keys
- ☐ Money and bank cards
- ☐ Mobile phone (with charger)
- ☐ Identification
- ☐ Insurance documents
- ☐ Essential medicine or prescription details
- ☐ Bottled water
- ☐ Basic toiletries
- ☐ Emergency phone numbers
- ☐ Antibacterial hand gel
- ☐ Important computer files and photos on USB memory stick



### Meeting points

Address: .....

.....

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Address: .....

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### Alternative accommodation

Address: .....

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Contact no: .....

Address: .....

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Contact no: .....

Fill in the home emergency quick plan cards, cut out and give to each member of your home. Keep the cards on you at all times in the case of an emergency.

 Please cut out along dotted lines

## Home emergency quick plan

Name  
Emergency services  
Number/address  
999 or 112

Doctor.....

Child's school.....

Work.....

Meeting point 1.....

Meeting point 2.....

Alternative accommodation.....

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 Please cut out along dotted lines

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Emergency services  
Number/address  
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Child's school.....

Work.....

Meeting point 1.....

Meeting point 2.....

Alternative accommodation.....

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Please cut out along dotted lines

## Home emergency quick plan

Household Members and  
Additional Key Information

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Please cut out along dotted lines

## Home emergency quick plan

Household Members and  
Additional Key Information

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Please cut out along dotted lines

## Home emergency quick plan

Household Members and  
Additional Key Information

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Please cut out along dotted lines

## Home emergency quick plan

Household Members and  
Additional Key Information

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MIX  
Paper from  
responsible sources  
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