IF THIS HAPPENS

Power cut *(short)*

1. Torch, not candles
2. Check neighbours / fuse box
3. Report: website or call 105
4. Switch off & unplug; one light on
5. Keep fridge & freezer shut; keep warm

KEY NUMBERS

Emergency 999 (or 112) · NHS 111
Power cut 105 · Gas 0800 111 999
Floodline 0345 988 1188 · Police 101

Life at risk: call 999. Follow the emergency services.

IF THIS HAPPENS

Power cut *(multi-day)*

1. One warm room, layers on
2. No BBQs, stoves or generators indoors
3. Radio for updates; check 105 / operator site
4. Fridge food: bin after 4h without power
5. Check neighbours every day

KEY NUMBERS

Emergency 999 (or 112) · NHS 111
Power cut 105 · Gas 0800 111 999
Floodline 0345 988 1188 · Police 101

Life at risk: call 999. Follow the emergency services.

IF THIS HAPPENS

Flooding

1. 999 if life at risk
2. People, pets, meds upstairs
3. Gas, electric, water OFF if safe
4. Never walk or drive through flood water
5. Insurer + photos before cleaning

KEY NUMBERS

Emergency 999 (or 112) · NHS 111
Power cut 105 · Gas 0800 111 999
Floodline 0345 988 1188 · Police 101

Life at risk: call 999. Follow the emergency services.

IF THIS HAPPENS

Severe *winter storm*

1. Check Met Office warnings
2. Secure the garden
3. Stay in; travel only if essential
4. Living room & bedroom 18°C+ if you can
5. Fallen power line? Stay away, call 105

KEY NUMBERS

Emergency 999 (or 112) · NHS 111
Power cut 105 · Gas 0800 111 999
Floodline 0345 988 1188 · Police 101

Life at risk: call 999. Follow the emergency services.

IF THIS HAPPENS

Water *outage*

1. Check water company updates
2. Drink stored water first
3. Flush with a bucket
4. Follow any boil-water notice
5. Run cold tap until clear afterwards

KEY NUMBERS

Emergency 999 (or 112) · NHS 111
Power cut 105 · Gas 0800 111 999
Floodline 0345 988 1188 · Police 101

Life at risk: call 999. Follow the emergency services.

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IF THIS HAPPENS

Heatwave

1. Shade 11am–3pm
2. Curtains shut by day, windows open at night
3. Fans help below 35°C
4. Drink water; skip alcohol
5. Heatstroke signs? Call 999

KEY NUMBERS

Emergency 999 (or 112) · NHS 111
Power cut 105 · Gas 0800 111 999
Floodline 0345 988 1188 · Police 101

Life at risk: call 999. Follow the emergency services.

IF THIS HAPPENS

Evacuation & *grab-and-go*

1. Fire? Get out, stay out, 999
2. Grab bags, meds, pets, phones
3. Utilities off if told & safe
4. Lock up; tell our contact
5. Return only when told safe

KEY NUMBERS

Emergency 999 (or 112) · NHS 111
Power cut 105 · Gas 0800 111 999
Floodline 0345 988 1188 · Police 101

Life at risk: call 999. Follow the emergency services.

IF THIS HAPPENS

No phone *or internet*

1. **Numbers on paper**
2. **No signal? Still try 999, then 112**
3. **Radio for news**
4. **Meet at our point on the hour**

KEY NUMBERS

Emergency 999 (or 112) · NHS 111
Power cut 105 · Gas 0800 111 999
Floodline 0345 988 1188 · Police 101

Life at risk: call 999. Follow the emergency services.

CHECKED OCTOBER 2026

Key UK *numbers*

999 / 112	**Emergency services**
105	Power cut (GB)
03457 643 643	Power cut (N. Ireland)
0800 111 999	Gas emergency (GB)
0800 002 001	Gas emergency (N. Ireland)
0345 988 1188	Floodline
111	NHS 111
101	Police non-emergency
18000	Relay UK (textphone / app)
Text "register" to 999	emergencySMS: register first

Life at risk: call 999. Follow the emergency services.

FILL IN ONCE, KEEP ON YOUR PHONE

Our *contacts*

Out-of-area contact

Their phone

Electricity network operator

Water company

GP surgery & phone

Home insurer & policy no.

Trusted neighbour & phone

Our load block letter

Notes

Life at risk: call 999. Follow the emergency services.

IF WE ARE APART AND CANNOT CALL

Meeting *points*

1. **Just outside our home**
2. **In our neighbourhood**
3. **Out of the area**

what3words / address

Meet at (time rule)

Who collects the children

Pets go with / to

Code word (keep private)

Life at risk: call 999. Follow the emergency services.

FOR EACH PERSON AT HOME

Medical *info*

PERSON 1

Name

NHS number

Medicines & doses

Allergies

Medical devices & backup

PERSON 2

Name

NHS number

Medicines & doses

Allergies

Life at risk: call 999. Follow the emergency services.

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