



These chemicals won't be used in a bomb because a neighbour reported the dumped containers to the Anti-Terrorist Hotline.

**Don't rely on others.  
If you suspect it, report it.**

**Confidential Anti-Terrorist Hotline  
Call 0800 789 321**



# let's get ready liverpool

Steps to take in case of emergency



# takenote

**There are some things we can plan for like holidays and weddings, but life is not always that predictable.**

**We all experience inconveniences from time to time, which we know how to deal with. Sometimes, however, things can happen which significantly disrupt our daily lives.**

Recent events, like the Cumbria floods in 2009, show us how devastating the unexpected can be if it happens to us.

Whilst we can't prevent these emergencies from happening, we can plan ahead to minimise their impact. A few minutes thinking about it now could make a big difference to you and your family.

This booklet gives you some simple advice on measures you can take to help keep you and your family safe, as well as explaining to you what we, the city council, and other agencies do to prepare for emergencies.



Have you ever experienced  
a power cut?

Have you ever been stuck  
in a traffic jam for an  
hour or more?

Have you ever been caught  
out by bad weather?

Don't wait for the unexpected to happen, prepare now.



## What to do in an emergency

**Stay Calm and Don't Panic!** The chances of you and your family being caught up in a major emergency or incident are small but, just in case it should ever happen...

If you should ever find yourself in an emergency, your common sense combined with your natural instincts will, more often than not, tell you what to do. Nevertheless, the following actions should be your priorities:

Call 999 in the event of injuries to others or if a threat to life exists

- *Never put yourself or others in any danger*
- *Listen to the advice from the emergency services*
- *Try to stay calm and think before you act*
- *If you can, try to reassure others*
- *Remember to check yourself for injuries before attempting to assist others*

If you are not directly involved in the emergency, but are close enough to believe you may be in danger, then in most situations the advice is as follows:

- Go inside a 'safe' building
- Stay inside until advised to do otherwise
- Tune in to local radio or television for more information



Whenever and Wherever Possible: GO IN, STAY IN, TUNE IN.





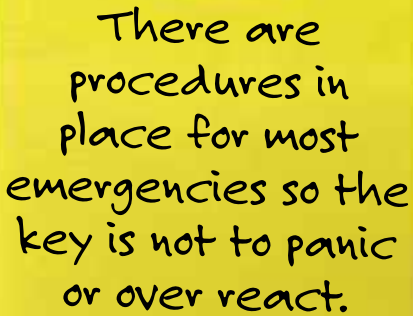
## In 'Your' Liverpool Home!

**By simply keeping some basic provisions - enough to meet your household needs for at least 3 days – it can make yourself and your family better prepared to face most emergencies.**

The following items should be on your household emergency supplies list:

- Radio – battery powered or wind-up
- Torch – battery powered or wind-up
- Spare Batteries
- Bottled Water
- Personal Medication
- First Aid Kit
- Tinned/Long-life Food
- Tin Opener
- Camping Stove
- Candles
- Matches
- Blankets/Sleeping Bags

999



There are procedures in place for most emergencies so the key is not to panic or over react.

takenote



Ensure that you have comprehensive household insurance, and that important documents are kept in a secure place - e.g. safe from fire and flood.

Know where your utility stop cocks are – you may be required to disconnect your water, electricity or gas supply.

*Remember if you, or a member of your family, have a medical condition which requires the permanent supply of a specific utility – i.e. electricity for dialysis purposes – you can contact the relevant utility company and register your special requirements.*



# If you have to evacuate your home

**Hopefully you will never be asked to leave your home by the emergency services, but in the event that you ever have to - leave as quickly and calmly as possible.**

If you have time, there are a number of things you should do:

- Ensure you have turned off electricity, gas and water supplies and unplugged appliances
- Ensure you lock all doors and windows
- Inform your neighbours of your contact details
- Ensure suitable arrangements have been made for your pets

## Get a Grab n Go bag!

**When an emergency strikes, having some basic provisions can make all the difference to you and your family when you have to leave the comfort of your home.**

A good idea is to keep some key essentials in an easy to carry bag, in an accessible place, ready to go when you have to. Making a checklist for your grab n go bag and keeping it up to date is another thing you and your family should prepare together. Here are just some things you could put in your bag: -

- Passports, driving licences, emergency contact list etc
- Personal and family medication
- Pocket battery powered/windup torch and radio
- First aid kit
- Mobile phone/charger
- Money & cash cards
- Nappies, baby wipes
- Toiletries
- Glasses/contact lenses
- Spare keys





## In your car

As you could be in it during an emergency, or you could be using it to evacuate from your home, it makes good sense to keep an emergency supply kit in your car.

In case you experience a breakdown or get stuck in a traffic jam - all year round the following items should be kept in your car: -

- Bottled water
- Long-life snacks
- First Aid Kit
- Battery powered or wind up torch
- Battery powered or wind up radio
- Mobile phone cigar plug lead charger
- A list of 'In Case of Emergencies'(ICE) telephone numbers

During the winter months you should additionally keep the following in your car:-

- Blankets
- Waterproof clothing and footwear
- Extra winter clothing – gloves, thick socks etc
- Shovel

It makes good sense to keep an emergency supply kit in your car

takenote



## 'In Case of Emergency' (ICE)

**If you were involved in an accident, would the emergency services know who to contact if you are injured and unable to tell them?**

By simply storing family or friends details in your mobile phone, or carrying them in your purse or wallet, will help the emergency services contact the people that matter to you.

### **Put your emergency numbers in your mobile phone**

ICE stands for 'in Case of Emergency' and it's what the emergency services will be looking for if you are involved in an accident.

- In your mobile phone address book, simply add the letters ICE in front of the name of the person you would want to be contacted
- If you want to have more than one ICE partner? Save them as ICE1. ICE2 etc
- **No mobile phone? Just keep the same ICE information in your wallet or purse**

*And don't forget ....*

- *to make sure that the person whose name/number you are using knows that they are your ICE partner*
- *to ensure that your ICE partner has a list of people to contact on your behalf*
- *to make your ICE partner aware of any specific medical requirements you may have*



# Useful Agency Contact Numbers and Websites

## Emergency Services

Emergencies only - 999

## Merseyside Police

0151 709 6010

[www.merseyside.police.uk](http://www.merseyside.police.uk)

## Merseyside Fire and Rescue Service

0151 296 4000

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

## North West Ambulance Service

0151 260 5220

[www.nwas.nhs.uk](http://www.nwas.nhs.uk)

## Maritime & Coastguard Agency, HM Coastguard

0151 931 3341

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

## Liverpool PCT

0151 296 7000

[www.liverpoolpct.nhs.uk](http://www.liverpoolpct.nhs.uk)

## NHS Direct

0845 4647

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

## Liverpool City Council

0151 233 3000

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

## United Utilities

0845 746 2222

Leakline 0800 330 033

[www.unitedutilities.co.uk](http://www.unitedutilities.co.uk)

## Scottish Power Energy Networks

24 hour power loss and emergencies -

0845 2722424

[www.scottishpower.co.uk](http://www.scottishpower.co.uk)

## BG TRANSCO

Public National emergency number -

0800 111 999

[www.nationalgrid.com](http://www.nationalgrid.com)

## Environmental Agency

EA National Call Centre - 08708 506506

Public Floodline - 0845 9881188

Public Incident Hotline - 0800 807060

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

## Food Standards Agency

020 7276 8829

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

## BBC Radio Merseyside

0151 708 5500

[www.bbc.co.uk/liverpool](http://www.bbc.co.uk/liverpool)

## Radio City

0151 472 6800

[www.radiocity.co.uk](http://www.radiocity.co.uk)

REMEMBER -- 999 SHOULD ONLY  
BE USED IN AN EMERGENCY


## Emergency planning starts at home

**You will probably never have to use it, but having a household emergency plan is excellent way to prepare yourself, your family and home in case of emergencies. A household emergency plan is something which the whole family should discuss about and be aware of.**

There is not a right or wrong way of preparing a household emergency plan, but here are few points for consideration:


- Think about the sorts of emergencies that you could encounter – i.e. a major power cut
- Think about how an emergency could change your family routines – i.e. the daily school run
- Think about what arrangements you would need to put in place for your pets if you have to leave to your home.





Make sure  
you have up  
to date and  
adequate  
home insurance

takenote

- 
- Agree a number of alternative meeting points for your family in case you can't go home
  - Ensure that family members know how to turn off water, electricity, gas services at the mains
  - Identify with the rest of the family, the best possible exit routes from each room in your home
  - Investigate the emergency plans for your workplace and your children's schools
  - Make sure you have up to date and adequate home insurance
  - Think about the vulnerable members of your family – will they need extra help in emergency?
  - Think about your neighbours – are they vulnerable or disabled? Think about who could help them?
  - You and your family should all regularly discuss, review and, when necessary, update your household emergency plan.



Listen to local  
radio and check  
teletext for all  
travel disruption  
advice and news.

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## Planning for Emergencies

**Liverpool City Council works closely with the emergency services - and other partner agencies such as the Environment Agency - in the development and delivery of local emergency plans.**

Under the Civil Contingencies Act 2004, the principal mechanism for multi-agency co-operation is the Local Resilience Forum (LRF). In Merseyside this is known as the Merseyside Resilience Forum. It is based on the Merseyside Police Force area and brings together all organisations with specific statutory duties under the Act, along with other agencies who would be involved in the response to an emergency.

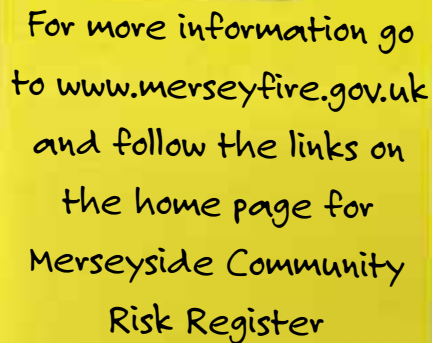
The overall function of the LRF is to ensure that there is an appropriate level of preparedness to enable an effective response to an emergency. In order to determine what the highest risks of an emergency are, the Merseyside Resilience Forum has carried out a local area risk assessment.

The likelihood of a specific event happening is determined by historical evidence and the potential for the risk to re-occur; the risk impact is calculated in relation to health, social, economic and environmental effects ranging from insignificant to moderate to catastrophic. This process examines the likelihood and impact of the risk and hazards on Merseyside and results in the production of a community risk register.

Liverpool City Council and our multi-agency emergency responder partners utilize the community risk register to provide the baseline for all the emergency planning we do locally.

The community risk register also identifies the potential disruptive events -severe weather, gasleaks, chemical spills – we need to warn and inform the public of.

By way of demonstration, we would like to briefly highlight three specific disruptive events, whilst providing some basic information and advice on what you can do to be better prepared.



For more information go  
to [www.merseyfire.gov.uk](http://www.merseyfire.gov.uk)  
and follow the links on  
the home page for  
Merseyside Community  
Risk Register

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## Pandemic Influenza

**Pandemic influenza occurs when a new influenza virus emerges for which people have little or no immunity.** The disease spreads easily from person to person and it is not necessarily the young and the elderly that will be affected. It could start anywhere in the world but, of course, with the increased speed and volume of modern travel, it means infectious diseases can travel very rapidly around the globe in a matter of weeks.

Health experts are concerned that the H5N1 avian flu virus or bird flu (which has the ability to pass from birds to cause disease and death in humans) may emerge to form the next pandemic. So internationally, all effort is being made to control a pandemic when it happens.

The World Health Organisation (WHO) has a stockpile of anti-viral drugs which are hoped will help to contain the virus as it emerges across the globe.

Cover your nose  
and mouth when  
coughing and  
sneezing. Wash  
your hands

takenote

**The flu virus is passed when breathing in the air produced when an infected person talks, coughs or sneezes.** It can also spread through touching a person, or surface contaminated with the virus. Pandemic flu is likely to cause similar symptoms to seasonal flu (eg fever, cough, sore throat, muscle aches etc) but, because nobody will have any immunity or protection against that particular virus, it could result in pneumonia, severe respiratory diseases or other life-threatening complications. The general advice if you develop flu-like symptoms is to:

- stay at home and rest
- do not return to work or school etc until you have fully recovered
- drink plenty of fluids
- take analgesics (paracetamol for all ages, aspirin may be taken by adults) - always remember to follow the instructions given on all medicines
- see your doctor only if symptoms become severe or last more than a week. Those with chronic or long-standing illness may need medical attention earlier

You can do a number of things to prevent the spread of the virus and protect yourself and your family from flu, they include: -

- reduce transmission - cover your nose and mouth when you cough and sneeze, preferably with a tissue, and wash your hands afterwards
- tissues need to be bagged and disposed of appropriately
- the virus can easily be destroyed by using normal household products - pay particular attention to hard surfaces
- routine vaccinations offers the best protection and people who are at high risk of infection should be vaccinated
- keep away from crowded, enclosed places during a epidemic

**For further information - useful websites include:-**

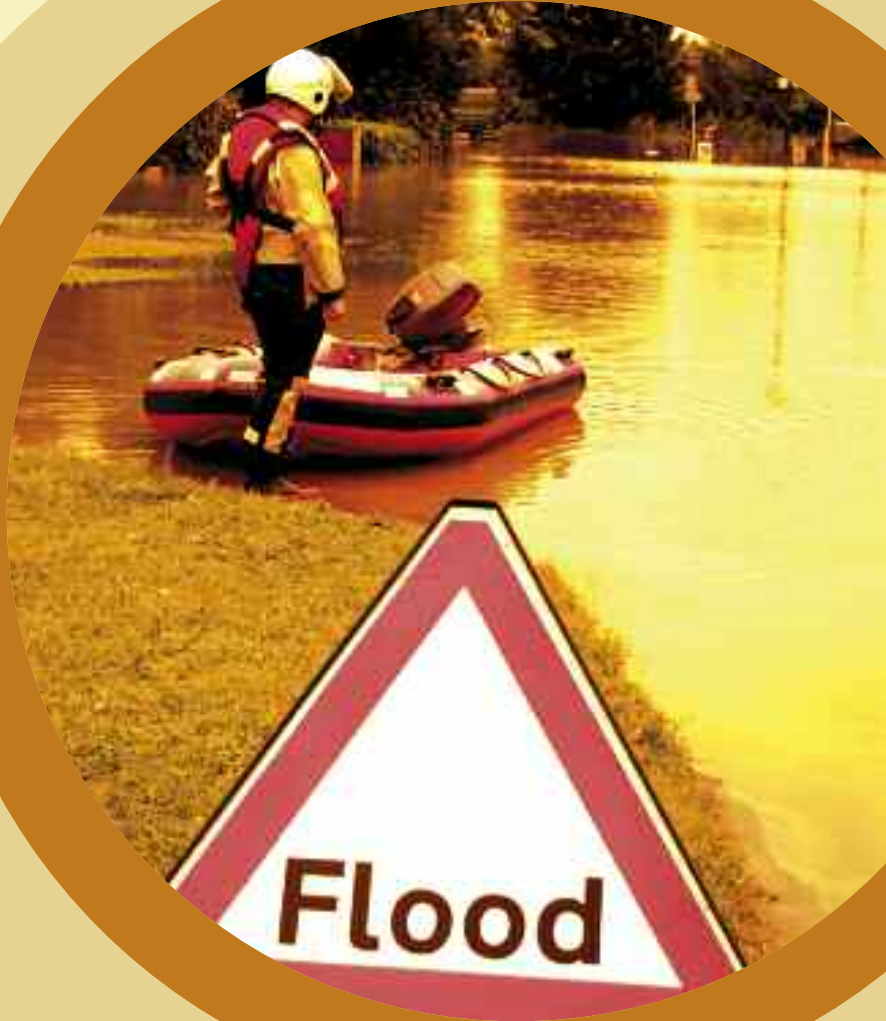
- [www.dh.gov.uk/pandemicflu](http://www.dh.gov.uk/pandemicflu)
- [www.ukresilience.gov.uk](http://www.ukresilience.gov.uk)
- [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)
- [www.hpa.org.uk](http://www.hpa.org.uk)

## Severe Weather & Flooding

Flooding happens very quickly and suddenly. Flash flooding can wreck homes, cars and damage critical infrastructure in a matter of minutes, but its impact can devastate lives and communities for years. Many believe that, as a result of climate change, there will be more and more incidents of flash floods in the future. And the major flooding events we've seen in the last few years in the UK could be just the start.

Almost every location in the city can be prone to flash flooding. It just takes the right conditions -i.e. a period of heavy and intense rainfall - to create a drainage capacity overload which can lead to localised flooding on the highway. In recent years, severe weather events in the city – such as high winds – have resulted in damage to property, infrastructure and sadly in a small number of fatalities. And as a result Liverpool City Council recognises that both these types of emergencies can have major implications for the city's communities.





**Start preparing today before a flood happens near you. Here are some things you can do:-**

- Sign up to Floodline Warnings Direct Service on **0845 988 1188** for warnings by phone, text, e-mail, fax or pager
- Check your insurance cover
- Know how to turn off your gas, electricity and water mains supplies
- Think about what you can move upstairs now i.e. important documents or precious family photo albums – don't wait for a flood!
- Flood proof your home, e.g. plastic covers to seal airbricks, raise height of electrical sockets, etc.

In the event of a flood: concentrate on the safety of yourself and your family; listen to the emergency services when they tell you leave your home; stay alert and check on your neighbours – especially the elderly or infirm.

**What else can you do if there's a flood on the way?**

- Call Floodline at the environment agency on **0845 988 1188** for warnings and information
- Move your family and pets upstairs or to a high place with a means of escape
- Fill your bath, or as many jugs and saucepans as possible with clean water
- Turn off gas, electricity and water supplies if safe to do so. **DO NOT** touch your electricity source when standing in flood water!
- Stay tuned into your local radio



Flood warnings  
can be sent direct  
to your mobile  
phone from the  
environment  
agency.

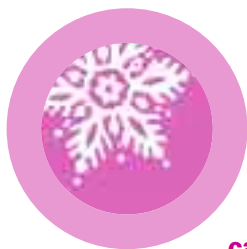
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**Remember** - Floodwater is dangerous! Avoid walking or driving through it! Keep children and vulnerable people away from it! Wash your hands thoroughly if you touch it!

Following a flood, do not return to your property until it is safe to do so. As soon as possible you should also do the following: -

- Ring your buildings and contents insurance companies as soon as possible
- Be careful when clearing up after a flood as there may be hazards: contaminated flood water, live electricity supplies, debris, use of generators and pumps, etc.
- Call Floodline on **0845 988 1188** for further advice or go to **[www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)**



## Severe Weather

**History has shown us that the weather in the UK can be just as severe and destructive as anywhere else in the world.** Over the last twenty five years alone, we've experienced hurricanes, heat waves and snow storms which have tragically resulted in many deaths and caused billions of pounds worth of damage, billions lost to the economy. But we can prepare for such events and by doing some simple things you and your family will be better placed to recover when the weather improves.

### Storms, Snow and Ice

- Secure loose objects such as ladders, garden furniture etc to prevent them being blown into windows
- Close and securely fasten doors and windows
- Where possible park vehicles clear of buildings, trees, high walls and fences
- Stay indoors as much as possible
- If you do go out, try not to walk or shelter close to buildings and trees
- Do not go outside to repair damage while the storm is in progress
- Do not drive unless your journey is really necessary
- After a storm do not touch any electrical cables that have been blown down
- Make sure that any vulnerable neighbours or relatives are safe
- Avoid travelling but if you have to make a journey when snow is forecast, make sure you have warm clothes, food, water, boots, a torch and spade





## Heat Waves

- Keep out of the heat during the middle of the day (11am-3pm)
- Avoid demanding outdoor activity such as sport or gardening
- Keep in the shade and stay hydrated
  - drink water regularly - avoid alcohol
- Keep cool - take cooling showers and stay in the coolest room in the house
- Keep your family cool and safe - especially the old and the very young.
- If you go outside use SPF 15+ sunscreen, wear a hat and loose cotton clothing and always carry plenty of water

**Further information can be found at the following websites:**

- [www.metoffice.gov.uk](http://www.metoffice.gov.uk)
- [www.nhsdirect.nhs.gov.uk](http://www.nhsdirect.nhs.gov.uk)
- [www.sunsmart.org.uk](http://www.sunsmart.org.uk)

In the sun wear  
a minimum  
15+ factor  
sunscreen, a hat  
and loose cotton  
clothing

takenote





## Loss of Power

**In an emergency, your gas, electricity or water supplier should keep you informed about any service disruptions. In addition to the general advice given so far about making your household more prepared, here are a few things to think about and things you can do in case of a power cut in your home.**

- Have your neighbours lost power and have the street lights gone out, too? If not it could be just a problem with your property supply
- Check the trip switch which is near the fuse box or electricity meter in your house – has it flicked down? It should do if there is a problem with your electricity
- Turn off electrical equipment, such as your oven, TV, computer etc.
- Keep your freezer shut. The food should stay frozen for about 12 hours.
- Do you or someone in your family have a health related problem which requires electrical equipment support? If so can it work on a battery?

- Do you have a stair lift in your home? If so check if it can work using a battery? If not, speak to the company that made your stair lift to get more information





**LOCAL RADIO STATIONS:**

- Radio Merseyside - 95.8 FM
- Radio City - 96.7 FM
- Juice FM - 107.6 FM

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**For more information and advice contact:**

**United Utilities - [www.unitedutilities.com](http://www.unitedutilities.com)**

- water/waste water emergencies - tel: 0845 746 2200

**BG Transco/National Grid – [www.nationalgrid.com/uk](http://www.nationalgrid.com/uk)**

- gas emergencies - tel: 0800 111 999

**Scottish Power – [www.spenergynetworks.com](http://www.spenergynetworks.com)**

- electrical emergencies - tel: 0845 272 2424

# thechecklist

## Are you ready, Liverpool?

Time to find out just how prepared you are – take this quick test and see how ready YOU are.

1. Have you got a household emergency plan?
2. Have you put your ICE contacts in your phone?
3. Have you got a wind up/battery operated radio and torch?
4. Do you and your family know where your alternative meeting points are?
5. Have you got your checklist and 'grab n go' bag ready?
6. Are the smoke alarms working in your home?
7. Do you know the emergency plans for your children's school and your place of work?
8. Is your household insurance adequate and up to date?
9. Have you prepared a list of personal emergency contacts?
10. Do you have the emergency supplies in your home – enough to support your family for up 3 days?

**If you answered YES to between 8 and 10 -**

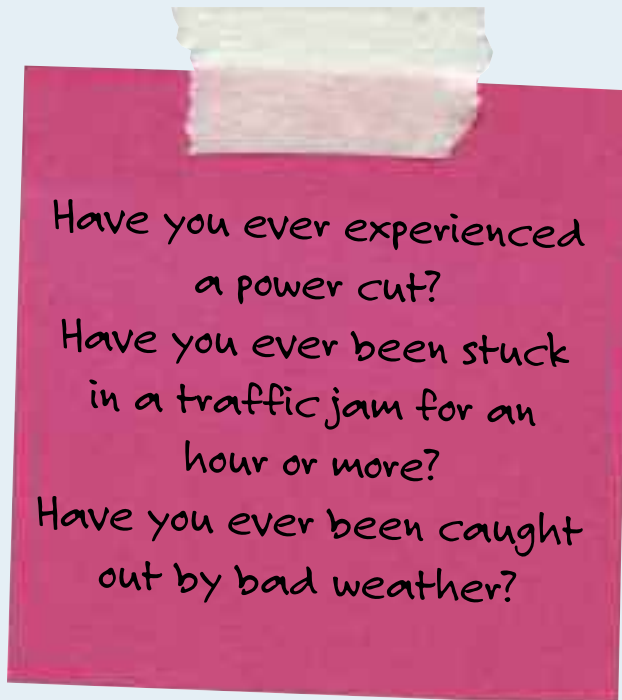
Congratulations! You clearly have thought about this a lot. You just need to keep all your plans and arrangements up to date

**If you answered YES to between 5 and 8 -**

This is a good start and you are well on the way – but there's clearly more you can do.

**If you answered YES to less than 5 -**

You're not as prepared as you could be. Remember - emergencies can happen to anybody, anywhere and at anytime. The more prepared you and family are, the better you will cope and recover.



Remember - Keep  
calm, think before  
you act and listen  
to the advice of  
the emergency  
services

takenote

## General Safety Measures

- Teach your children how and when to call 999
- Find out about the emergency procedures for your children whilst at school – to find out more from [www.teachernet.gov.uk/emergencies](http://www.teachernet.gov.uk/emergencies)
- Install smoke detectors in your home and regularly check they are working
- Have a first aid kit in your home
- If people are seriously injured call 999 immediately
- Make arrangements for emergencies whilst you are away on holiday

## GO IN, STAY IN, TUNE IN

Go In, Stay In, Tune In is recognised as being the best general advice to give to people in the middle of most emergencies.

**GO IN** - wait inside until told otherwise and the all clear has been given

**STAY IN** - keep the windows and doors closed and stay calm, wait for more information. In term time your children will be cared for at school

**TUNE IN** - Listen to local radio and television for updates and information



If you would like information in another language or format please ask us.







Don't wait for the unexpected to happen, prepare now.

