



In an Emergency:

Emergency Services: 999

Dial 999 if anyone is in danger, injured or if there is a threat to life, and wait for instructions from the emergency services.

Do not put yourself or others in danger.

If the danger is outside - Go In, Stay In, Tune In!

- **Go in**-doors, close all windows and doors.
- **Stay in**-doors until you are contacted by the emergency services, or are told the emergency is over.
- **Tune in** and listen to local radio or TV for news updates.



BBC Radio Wales / Cymru: 93.9 - 95.9 FM (English) / 92.4 - 96.8 FM (Welsh)
The Wave: 96.4 FM

Evacuation:

If you are evacuated, cannot get home due to an emergency, or cannot contact other people within the household - pick two places where you could meet instead.

Nearby location:

Location out of area:

If you are unable to get to your meeting point, choose a friend to contact to tell them you are safe.

Name:

Home phone:

Mobile phone:

If asked to evacuate, where could you stay? Could you stay with family or friends?

Name:

Address:

Home phone:

Mobile phone:

Name:

Address:

Home phone:

Mobile phone:

If you are advised to evacuate, Rest Centres will be provided, but if you choose to go elsewhere please inform the emergency services of your arrangements.

Pets:



Most Rest Centres cannot accommodate pets, and tend to only be able to accommodate Assistance Dogs.

Consider who could care for your pet in an emergency, could family or friends care for your pet, or would you need to place them in kennels temporarily?

Name:	Address:
Home phone:	Mobile phone:
Name:	Address:
Home phone:	Mobile phone:

If an emergency happens, put together an **emergency bag / box for your pet**, and include: Medical records, ID tag, collar and lead, medication, food and water.

Utility switch-off:

In an emergency, switch off electric, gas and water supplies if you have time.

Where and how do we switch off the following:	
Electric	
Gas	
Water	

Utility providers:

Service	Company name	Phone number	Account number
Electric			
Gas			
Water			

Insurance:

General contact	Company name	Phone number	Policy number
Car Insurance			
Contents Insurance			
Home Insurance			

Additional steps:

- Teach children how and when to call the Emergency Services on 999.
- Store emergency phone numbers in your mobile phone.
- Install and regularly check smoke detectors.
- Consider installing a Carbon Monoxide detector.
- Know the quickest / safest route out of your home.
- Know the quickest / safest route out of your neighbourhood.
- Have a first aid kit and ensure everyone in the house knows where it is.
- Check insurance cover for your house, and that the contents are up to date.
- Ensure keys for the doors and windows are easy to find.
- Check your child's school has your current contact details.
- If your home is at flood risk, consider which important items need to be moved upstairs.
(if you live in a bungalow / ground floor flat, ask a neighbour with upstairs rooms if they can look after your items during a flood).

Tick:

Emergency kit:

During an emergency power / water supplies may be affected, or you may need to evacuate your home. In these scenarios it is useful to have some essential items in one place to make life easier during an emergency. The items can be stored in a bag or box, in a safe, easy to find location in the house, and should be checked regularly. The kit should be small enough to carry should you be evacuated, and possibly include:

- A copy of the household emergency plan
- Details of medication / prescriptions
- Mobile phone + charger
- Important documents e.g. passports, insurance certificates etc.
- Important computer information e.g. stored on disc / USB
- Toiletries
- First aid kit
- Bottled water + snacks e.g. tinned food / cereal bars
- Notebook + pen / pencil
- Essential keys e.g. car keys, door + window keys
- Cash / Debit Cards / Credit Cards
- Special items e.g. glasses, items for babies, children, the elderly and disabled.
- Wind-up / battery torch with spare batteries
- Wind-up / battery radio with spare batteries

Emergency contact numbers:

Contact	Phone number	Call reference no.
Emergency Services	999	
South Wales Police (non emergency)	101	
Floodline	0345 988 1188	
Natural Resources Wales	03000 65 3000	
Neath Port Talbot County Borough Council (NPTCBC)	01639 686868	
NHS Direct Wales	0845 4647 or 111	
National Grid (Gas leaks)	0800 111 999	
Dŵr Cymru / Welsh Water Text relay for customers with hearing / speech difficulties: Telephone: 18002 & number you want to call Textphone: 18001 & number you want to call	0800 281 432 (Water leaks)	
	0800 085 3968 (Sewerage emergency)	
	0800 052 0130 (Water emergency)	
Western Power Distribution (Power cuts)	105	
Doctors		
Bank		
Work 1		
Work 2		
School		

Household members:

Name:	Name:
Mobile phone:	Mobile phone:
Date of birth:	Date of birth:
Passport no:	Passport no:
Name:	Name:
Mobile phone:	Mobile phone:
Date of birth:	Date of birth:
Passport no:	Passport no: