

Household Resilience: Planning for Emergencies

This information has been sent on behalf of your Community Council.

We live in a relatively safe and stable society where we expect infrastructure to function as intended. Yet, life in Moray depends on power, water supply and the internet - which in turn makes us vulnerable. Storms, pandemics, natural disasters or technical problems can result in power outage, water supply cut-offs or lack of essential goods.

A major event or crisis will affect residents and many people will be in need of help all at once. If a larger part of our population is able to take care of themselves and those around them, immediate help from the emergency services is more likely to reach those who need it most first.

We are asking all households in Moray to take a few simple steps to improve their own emergency preparedness.

It's very important to think about and plan for what you will do in an emergency before it happens to significantly reduce the risks to you and your household.

The aim of this booklet is to provide clear, simple and practical advice on preparing your home and household, including preparing a household emergency plan. A lot of the information may seem common sense, but it has saved lives in the past.



What is community resilience?

Community resilience is communities and individuals that are prepared, able to respond to and recover from emergencies in a way that complements the work of the emergency services.

Community Councils, and Development Trusts, across Moray have been forming Community Resilience Groups (CRG) to develop emergency preparedness in their area. CRGs are volunteers in your community, who are leading on developing a local 'Community Emergency Plan'

that outlines what volunteers can do in an emergency situation to support their community. **These groups do not do the work of the Emergency Services.** If their plan is activated, they will communicate with Moray Council and can be a point of contact and support for local residents.

If you would like to get involved in your local CRG, or to let them know you'd be willing to volunteer, email your local community council or:

@ communitycouncils@moray.gov.uk

Make a household emergency plan

Resilient communities can come down to being a good neighbour. Knowing who can provide a bit of assistance, or who might need it, makes a difference when emergencies happen.

It's very important to think about and plan for what you will do in an emergency before it happens to significantly reduce the risks to you and your household. The next few pages are to help you prepare yourself and your household.

Keep this booklet somewhere easy to access along with your home emergency kit, if you are able to prepare one.



Make sure you and your family know how to use 999 responsibly. If the emergency means it's not safe to go out, the advice is usually to:

Go In: Go indoors and close all windows and doors.

Stay In: Stay indoors as long as it is safe to do so. Use this time to confirm that you are safe to your emergency friend(s).

Tune In: Local radio, TV or the internet, where public information and advice from the emergency responders will be broadcast.



Local Radio:

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Local Information/ Social Media:

.....

.....

You should pick a friend or relative to be your emergency friend(s) who you will let know that you are OK in an emergency situation.

Some ways you might help each other are:

- **Swapping house keys.**
- **Providing each other with a place to stay** if you have been evacuated from your home.
- **Arranging to look after each others' children** or to pick them up from school if you have an emergency at work or in the family.

- If you're suffering from an infectious disease, like flu, the NHS might ask you to send someone to **collect your medication for you.**

- **Take copies of your most important documents** or pictures and keep them safe for each other.

Make sure this person knows you plan to check in with them should a disruptive event happen in your area. Make sure your household knows who your emergency friend(s) are.

Emergency Friend 1:

Name:

Address:

.....

Tel. No:

Emergency Friend 2:

Name:

Address:

.....

Tel. No:

Whether you have to stay in or get out, preparing a small emergency kit will help you get through. Keep it in a safe place a home, in a waterproof bag if possible, where you can reach it easily. Top items to include are:

(You can use this as a kit check-list)



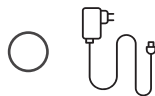
Bottles of water



Identity documents
(passport, drivers
license)



Non-perishable
foods (baby food/
pet food)



Chargers (portable
charging banks)



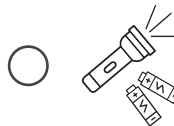
First-aid kit
(essential medicines)



Radio (wind-up or
spare batteries)



Change of clothes
(warm jumpers,
blankets)



Torch (wind-up or
spare batteries)

Other things to consider: money, spare car or house keys, toiletries, pen and paper, copies of insurance policies, spare glasses or contact lenses...

Your local Community Resilience Group may have a plan in place to open a safe space in your community in challenging situations. Contact your local community council and ask if there a safe location identified for your community.

Once you have chosen your safe meeting place, make sure each member of your family and your emergency friends know where you plan to meet in case communications fail during the emergency situation.

Our Community Safe Place is:
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If you have to leave your home, get out, stay out and take others with you. Choose two safe places, one close by and one further away, where your household can regroup should you need to:

**Safe Meeting Place
(near home)**
.....

**Safe Meeting Place
(away from home)**
.....

You should take a note of other contact numbers that could come in handy, for example, when there is no access to the internet:

Health Centre	Water Supplier
School	Gas Supplier
Carers/ Childminders	Work
Plumber	Vet
Insurance(s)	
Other numbers	
.....	

In your home

We recommend that you find out how to turn off your gas, electricity and water supplies to your home. Here is some practical advice to follow:

- **Gas**

On smelling gas, open a window if you can and leave the property immediately. Call the National Gas Emergency Service immediately (0800 111 999). Do not smoke or use any naked flames until you're sure there is no leaking gas present. Do not turn electrical switches on or off.

- **Electricity**

You can turn off the electricity to your home by tripping the main switch in your fuse box. You may need to do this if a flood is imminent.

- **Water**

The location of the stop valve will vary, but are most commonly found under a sink (kitchen or utility room), in a garage or close to the hot water system (wherever the mains supply enters your house). Call a licensed plumber if you are in any doubt about what to do.

Contact Moray Council, emergency services or utility providers if you see any hazards that could be considered dangerous to the public.

When returning to your home after an emergency, you should be aware of additional hazards created by the incident. For example:

- **If there is debris** - check the exterior of the property for cracks. If any part of the building looks unstable leave immediately. Debris can be dangerous so wear protective clothing and footwear.
- **If electrical appliances have been wet** - turn off the electricity at the fuse box, allow appliances to dry out and have a qualified professional check them before turning them back on.
- **If your water is discoloured, cloudy or smells** - check with your water supply company before drinking or using water as it may be contaminated.

Call your insurance provider – take pictures of any damage which has occurred and keep records of repairs and cleaning costs, as this may help any insurance claims.

Priority service registers

Priority Services Registers (PSR) provide vital services for people in vulnerable situations across Scotland. For example, you are eligible for free PSR Services if you're: blind or partially sighted, deaf or hard of hearing, use medical equipment reliant on electricity or water, disabled, live with children under five, over 60 or temporarily need extra support.

Registering will help make sure customers who need more help know what support is available to them. It also informs service providers where

to prioritise in an emergency, for example Scottish and Southern Energy Networks.

You should encourage everyone to have a look and see if they or someone they know might be eligible.



psrscotland.com



SSEN Distribution
0800 294 3259



Scottish Water
0800 0778 778

Stay informed

- **Weather:** Sign up to receive weather warnings directly from the Met Office. You can also download their app to receive alert notifications for where you are.

- **Traffic:** If you're travelling by road, Traffic Scotland hosts an interactive map, providing information on all incidents, roadworks, travel warnings and more on Scotland's major roads.

- **Flooding:** You can sign up for live flood information with SEPA Floodline. Together with the Met Office, they also provide a Flood Forecast map that shows any anticipated flooding in Scotland for the next three days.

Moray Council also share live updates from blue light services. For information relevant to Moray, follow Moray Council's social media pages (@MorayCouncil) and sign up for alerts from the Service Status Portal.

Emergency Services: 999

Non-Emergency: 101

NHS 24: 111

Loss of Power: 105

Gas Emergency: 0800 111 999

Scottish Water: 0800 077 8778

Floodline Scotland: 0345 988 1188

Moray Council Contact Centre: 0300 123 4561

Moray Council (Out of Hours): 0345 7565 656

**For more information,
or to request an
alternative language
format, follow the QR
code link to Moray**

