

Keep Calm & Prepare for Emergencies

Simple steps to keep you, your family, and your community safe during emergencies



Find out more

camden.gov.uk/emergencies



In an emergency:

Call 999



Introduction

Although emergency situations are very rare, it's never too early to start a conversation around what you would do should something unexpected occur.

This guide is designed as a starting point to get you and your family talking about what would work best for you and how to keep those around you safe.

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Know the Risks

Situations to get you thinking

What would you do if these situations arose?



Fire

Where is my nearest escape route? Is there more than one?



Severe weather

Can I get to work? Can my children get to school?



Power cut

Do I know who my electricity provider is?



Gas leak

Are all naked flames extinguished? Windows open?



Terrorist attack

Where would I meet my family if I couldn't contact them?



Flooding

Do I need to phone my water supplier?



Sign Up for Alerts

Weather Warnings

Met Office



Email Alerts

Receive severe weather warnings by email.



App Alerts

Get instant push notifications on the Met Office app.



Flood Warnings

GOV.UK



Sign up for free

Get alerts by phone call, text or email if your property is at risk.



Floodline

Call 0345 988 1188 (24 hours) to register.



Health & Environmental Alerts

UKHSA & Government



Weather-Health Alerts

Subscribe to alerts about high and low temperatures and their health impacts.



Air Quality Alerts

Check pollution forecasts and get updates on air quality in your area.



Emergency Alerts

UK Government



Check your phone settings

Make sure Government Alerts are turned on to receive national emergency and extreme danger alerts.



Click any **button below** to sign up



Important: These alerts can help you prepare and stay safe. You can change your preferences or unsubscribe at any time.





Your Emergency Information



What details would be useful to have to hand in an emergency?
Keep a record of these with you.



In case of emergency:



Name



Date of birth



NHS number



Doctor



Medication / medical needs



Emergency contact name



Contact details



Special requirements



Safety in numbers:



Make sure someone always knows where you are.



My emergency contact:

- ☐ Name
- ☐ Phone
- ☐ Meeting place 1 / Meeting place 2



Alternative contact:

- ☐ Name / Phone / Meeting place



Places I could stay:

- ☐ Name / Address / Phone
- ☐ Name / Address / Phone



Click here to download wallet-size personal information cards
that each member of your family can personalise with their details.



Prepare: Your Home



PREPARE YOUR HOME



Check your smoke alarms

Test regularly. Free fire-safety advice and visits are available.

[CLICK: HOME FIRE SAFETY](#)



Know your way out

Plan an escape route and safe meeting point.



Check carbon monoxide detectors

Make sure they're installed where needed and working.



Check your insurance

Keep your home and contents insurance up to date.



Leave a spare key

Give one to a trusted neighbour, friend or relative.



Tell someone when you're away

Let someone you trust know when you're on holiday.



PHONE & CONTACTS



Set up an I.C.E. contact

Use your phone's emergency contact feature or add "I.C.E." to their name.



Make sure children know 999

Teach them when and how to call.



Keep contact details updated

Make sure schools have your current contact details.



Sign up for emergency alerts

Get official weather, flood, health and emergency warnings.

[→ See Page 4: Sign Up for Alerts](#)



PRIORITY SERVICES REGISTER

FREE

A free service that provides extra support from energy and water companies during supply interruptions or emergencies.



You may be eligible due to:

Age • disability • health needs • other circumstances requiring extra support.



Check eligibility and register

Contact your energy supplier or network operator directly, or check eligibility via [Ofgem](#) or the [Priority Services Register Information Hub](#).

[→ CHECK ELIGIBILITY & REGISTER](#)



Prepare: Home Emergency Kit

What items would be useful if electricity, gas, water or phones were cut off for up to 72 hours?



Bottled water

Enough for several days



Non-perishable food

Canned goods + can opener



Wrench / pliers

To turn off utilities



Blankets

Keep warm



Phone charger

Battery-powered



Radio

Battery or wind-up



Torch

Plus extra batteries



First aid kit

Essential supplies





Prepare: Grab Bag

If you had to leave home in a hurry, what would be useful to take? Keep a list on the fridge or inside the bag.

ESSENTIALS:



If you have time:





Prepare: Car Emergency Kit

Don't just drive – prepare! Keep these in the boot along with items from your grab bag.





Stay or Go?

1

Follow official instructions

UK Emergency Alerts & emergency services



If the danger is **OUTSIDE**

Go in, Stay in, Tune in



Close all windows and doors

Help keep your home safe.



Stay inside until contacted by emergency services

Wait for instructions from people in charge.



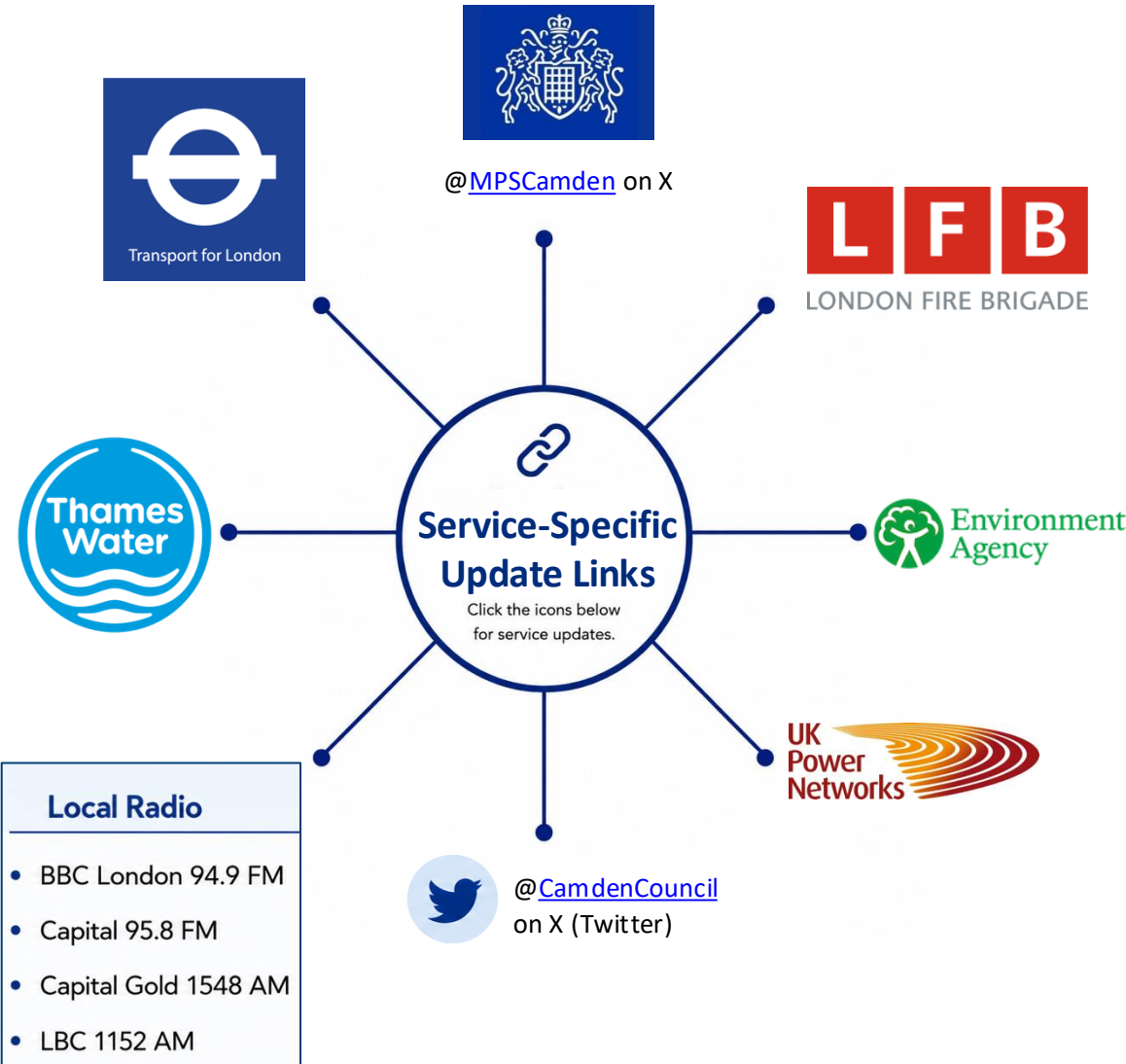
It may not be safe to collect children – schools have their own plans

Keep everyone safe by letting professionals handle it.



Listen to local radio, TV and check the internet for updates

Stay informed with the latest trusted information.





Stay or Go?



If the danger is **INSIDE**

Get out, stay out and call 999



Always follow instructions from the emergency services.

1



Leave safely

Grab your grab bag (see slide X) and evacuate to a safe location.

2



Call 999

Call 999 if you are in immediate danger.

3



Inform and contact

- Tell your emergency contact where you are
- Contact family or friends
- Contact your landlord, housing association or insurer

Procedures may change depending on your housing type (Council property, housing association, private rented or privately owned property).

4



Contact Camden

Contact Camden Council if you have nowhere safe to stay. They may be able to support you with emergency accommodation.



Be prepared

Make sure to pre-make a grab bag with essential items you may need. During an emergency, prioritise evacuation – do not start packing.



In an emergency

Call 999



Pet Safety



Preparation

- ✓ Is your pet microchipped? See your vet
- ✓ Are ID tags up to date and securely fastened?
- ✓ Add phone/address of your emergency meeting place to tags
- ✓ Have somewhere you could take your pet if needed
- ✓ Keep vaccination certificates handy (boarding facilities require them)



Have an exotic pet?

Identify suitable accommodation locations for high needs pets such as vets or animal charities.



During an emergency



Keep your pet calm and comfortable



If danger is outside, bring them inside



If you cannot get home, take them to your emergency location



Contact Camden for dog warden assistance if needed

020 7974 4444



Packing: Pet Essentials



Collar & lead



Pet medication



Pet food



Carrier or Cage



Bed or Blanket



Pet information card
+ vet details





Get Involved: Community Preparedness



Take action today

Small steps now make a big difference when it matters most.



Know your neighbours

Say hello. Exchange contact details.



Stay connected

Set up or join a local WhatsApp or text group.



Make a plan together

Create a simple street or building emergency plan.



Share resources & skills

Share items and skills that could help in an emergency.



Look out for each other

Check in on others, especially those who may need support.



Get Involved: Local Organisations



People who are engaged with their community cope better in an emergency.
Get involved!

Local Organizations



Volunteer Centre Camden

Give back to your community

 volunteercentrecamden.org.uk

 020 7424 9990

 info@volunteercentrecamden.org.uk



Age UK Camden

Working with older people

 ageuk.org.uk/Camden

 0208 7239 0400

 info@ageukcamden.org.uk



Salvation Army

Help disadvantaged people

 salvationarmy.org.uk

 020 7367 4500

 info@salvationarmy.org.uk



St John Ambulance

Volunteer to save lives

 sja.org.uk/volunteer

 +44 370 0104 950

 volunteering@sja.org.uk



Get Involved: First Aid Courses

Why not also sign up for a first aid course?

First Aid Courses:



British Red Cross

Learn essential first aid skills for everyday emergencies. This course includes CPR.

- Website: redcrossfirstaidtraining.co.uk
- Phone: [0344 871 8000](tel:03448718000)
- Email: info@aid-training.co.uk

FREE



St John Ambulance

Practical first aid training for a range of situations. This course includes CPR.

- Website: shop.sja.org.uk/collections/first-aid-courses
- Phone: [+44 344 770 4800](tel:+443447704800)
- Email: workplace-training@sja.org.uk

FREE

Courses for Families:



Paid – In-person Training

- **British Red Cross** run baby and child first aid courses.
- For parents, carers, parents-to-be, grandparents and other family members
- There's a **fee** for these courses.
 - From £50 (Excl VAT) per learner
- This course **includes CPR**.



In-person Training

- Family First Aid Awareness is a **free 11-week course**.
- Teaches families how to **help in accidents and emergencies** while waiting for medical help.
- **Does not include CPR** training.

FREE



Online Training

- **St John's Ambulance** Free Child and Infant Awareness eLearning course.
- Gives you an **understanding of child and infant first aid**.
- This course **includes CPR**.

FREE



Key Contacts

Emergency services	999	Police, ambulance, fire, coastguard
Local police (non-emergency)	101	Less urgent situations
Camden Council	020 7974 4444	Public enquiries, social services, housing
Anti-Terrorist Hotline	0800 789 321	Confidential – trust your instincts
Crimestoppers	0800 555 111	Report crime confidentially
Electricity (UKPN)	0800 31 63 105	Power cuts & electrical emergencies
Gas (National Grid)	0800 111 999	Gas leaks & carbon monoxide
Water / Floodline	0800 316 9800 / 0345 988 1188	Leaks, drains & flooding info

Stay safe

Start the
conversation
today

For more information on preparing for emergencies, and to sign up to receive email and text message alerts for emergencies in Camden, visit:

<https://camden.gov.uk/emergencies>

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