

# Life's not always predictable Get ready for the unexpected



**GMResilience**

Greater Manchester agencies working in partnership

flooding - severe weather - pandemic flu - flooding - industrial accidents

# Let's get ready

Some things in life we can plan for - like birthdays and weddings - but life isn't always that predictable.

There are lots of emergencies that affect the UK every year, but fortunately in Greater Manchester they don't happen often.

Whilst we can't prevent emergencies happening, we can plan ahead to minimise the impact.

This booklet explains how your Greater Manchester emergency services prepare for the unexpected. The booklet also highlights the measures you can take so you know what to do in an emergency to help keep you and your family safe.

This guide outlines simple steps to help you prepare. A few minutes thinking about it now could make a big difference to the outcome for you and your family.

**Don't wait for the unexpected to happen – prepare now!**





## General safety tips

- In the first stages of an emergency, there may be confusion which leads to panic - try to remain calm get the facts and follow instructions.
- Teach your children how and when to call the emergency services (999).
- Install smoke detectors in your home, especially near bedrooms and regularly check the batteries are working. If you have gas appliances you should consider using a carbon monoxide detector.
- Make sure that you have a complete first aid kit and think about taking a first aid course.
- Carry out regular maintenance checks on your home any outbuildings and your car and make sure that you keep up to date with repairs.
- If you smell gas turn off at the main valve, open all windows and report the fault.
- Always keep medication and cleaning products locked safely away from children.
- Teach your children to stay away from dangers such as open water, electricity pylons and railway lines.

# How you can help yourself be prepared for an emergency

## Step one - Household emergency plan

Don't panic! The chances of you being caught up in an emergency are low but just in case this happens you and your family need to be ready. One way of doing this is to prepare a household emergency plan.

### Here are a few things to think about:

- Discuss the kind of emergencies that could happen such as a major power failure.
- Have a radio, to listen in to important announcements.
- Keep supplies of tinned food, bottled water, candles and matches in case you are unable to leave your home.
- Do you, your family or neighbours need extra help due to vulnerability or disability? Think now about who could help.
- Identify possible exit routes from each room in your home.
- Agree a couple of alternative meeting points for you and your family if you can't meet back at home.
- Create your check list for a 'go bag' (see step three) in case you need to leave your home quickly.
- Make sure you know where to turn off the electricity, gas and water supply.
- Ensure that you have enough and up to date insurance.
- Think about arrangements for family pets should you need to leave your home.
- Find out about the emergency plans for your workplace and children's schools.
- Develop your own emergency contact list (see step two) and remember to include a family member or friend who lives out of town, and is unlikely to be affected by the same emergency.
- Remember to share your plan with your family and, twice a year, read, review and discuss it!

### Top tip

Complete your own household emergency plan later on in this booklet.



## Step two - Personal emergency contact list

ICE stands for In Case of Emergency

You may not have heard of this, but it's an easy way for the emergency services to quickly find the contact details of your next of kin, if you are injured and unable to tell them who to contact on your behalf.

This simple idea of storing the word ICE before the name and number of the person you would want to be contacted, could be invaluable.

### Make sure that:

- The person whose name and number you are using has agreed to be your ICE partner.
- Your ICE partner has a list of people they should contact on your behalf and knows any important medical information.
- If your ICE contact is deaf - type ICETEXT - then the name of your contact before saving the number.
- If you want more than one ICE partner, simply save them as ICE1, ICE2.

### Don't have a mobile?

Don't worry. You can keep the same information in your wallet or purse.

**ICE In case of an emergency please contact**

Name: \_\_\_\_\_

Home: \_\_\_\_\_

Work: \_\_\_\_\_

Mobile: \_\_\_\_\_



## Step three - Go bag

In an emergency situation you may need to move quickly, so it's important to have all your basic requirements to hand.

Ideally prepare a small, easy-to-carry bag with essentials and store it in an accessible place ready to go. At the very least have an up to date check list for your 'go bag'.

### Think about including things such as:

- Key documents (such as passport, driving licence, your personal emergency contact list and insurance details).
- First aid kit including any medication.
- A wind up radio or a battery operated radio with spare batteries.
- Mobile phone/charger.
- Glasses/contact lenses and solution.
- Toiletries (including nappies/sanitary supplies).
- Any special items for babies, children, elderly and disabled people.
- Spare set of keys (home/car/office).
- Bottled water/energy bars.
- Coins/cash (small denominations) and credit cards.
- A torch and batteries or a wind up torch.
- Change of clothes and blankets and sensible footwear if necessary, waterproofs).
- Candles and matches.
- Notebook and pen/pencil.
- Whistle for attracting attention.
- Written procedure for switching off gas, electric and water.
- This pocket guide.



## Step four - Know how to respond

In an emergency, unless told otherwise, your initial response should be to go inside, stay in, listen to your local radio station and listen for further instructions and updates.

### Stay where you are

#### Go in

- Wait inside until the all clear is given by the emergency services.

#### Stay in

- Close and stay away from all windows and doors.
- Remain calm and wait for further advice.
- We know that you will want to collect your children from school, but it might not be safe to do so. **Remember** that all schools have emergency plans and teachers will look after the pupils in their care.

#### Tune in

- To your local radio station for further information or instructions, including updates on schools.

## or - get online and Tweet in

### Go in, Stay in, Tweet in

Check the Tweets on the following agencies twitter accounts for further information:

#### Multi-agencies

**Greater Manchester Police (GMP)**  
[twitter.com/GMPOLICE](https://twitter.com/GMPOLICE)

**British Transport Police (BTP)**  
[twitter.com/btp\\_uk](https://twitter.com/btp_uk)

**Greater Manchester Fire & Rescue Service (GMFRS)**  
[twitter.com/manchesterfire#](https://twitter.com/manchesterfire#)

**Environment Agency (North West)**  
[twitter.com/envagencynw](https://twitter.com/envagencynw)

**Transport for Greater Manchester (TfGM)**  
[twitter.com/OfficialTfGM](https://twitter.com/OfficialTfGM)

**NHS Direct**  
[twitter.com/nhsdirect](https://twitter.com/nhsdirect)

**United Utilities**  
[twitter.com/unitedutilities](https://twitter.com/unitedutilities)

#### Local Authorities

**Bolton Council** - [twitter.com/boltoncouncil](https://twitter.com/boltoncouncil)

**Bury Council** - [twitter.com/burycouncil](https://twitter.com/burycouncil)

**Manchester** - [twitter.com/mancitycouncil](https://twitter.com/mancitycouncil)

**Oldham** - [twitter.com/OldhamCouncil](https://twitter.com/OldhamCouncil)

**Rochdale** - [twitter.com/rochdalecouncil](https://twitter.com/rochdalecouncil)

**Salford** - [twitter.com/SalfordCouncil](https://twitter.com/SalfordCouncil)

**Stockport** - [twitter.com/stockportmbc](https://twitter.com/stockportmbc)

**Tameside** - [twitter.com/TamesideCouncil](https://twitter.com/TamesideCouncil)

**Trafford** - [twitter.com/traffordcouncil](https://twitter.com/traffordcouncil)

**Wigan** - [twitter.com/wiganCouncil](https://twitter.com/wiganCouncil)

## Step five - Are you ready?

To find out if you and your family are ready for an emergency, try out our 'get ready' test,

1. Do you have a household emergency plan?
2. Have you discussed your plan with family and friends?
3. Do you know the emergency plan for your children's school/nursery/college?
4. Do you know the emergency plan for your place of work?
5. Have you completed a personal emergency contact list?
6. Have you prepared a check list for your 'go bag', or packed it ready to go?
7. Do you have ICE contact(s) in your phone, wallet or purse?
8. Do you have a contact person - someone unlikely to be affected by the same emergency - who can keep family and friends informed?
9. Do you have a wind up or battery-operated portable radio?
10. Do you have an alternative agreed meeting points?
11. Do you have working smoke alarms in your home?
12. Do you have adequate contents and buildings insurance?
13. Do you have copies of your most important documents stored somewhere other than at home?
14. Do you have a written list of your valuables, plus photographs or DVD/video?
15. Have you undertaken a basic first aid course?
16. If you're on medication would you remember to take it with you in an emergency? If you left your home without your medication do you know where to get alternative medication from?

**If you answered YES to 12 or more questions** - your preparations are going well, congratulations! Just make sure you keep all your plans and information up to date.

**Scored between 8 and 12** - it's great that you've started work on your emergency preparations - however there's a lot more you can do.

**Less than 8** - you've not made enough preparations. Perhaps because you don't like thinking about the subject. Remember, the more prepared you are the better you will cope in an emergency.



## Step six - Make your own household emergency plan

In some emergencies you may be asked to leave your home by the emergency service. This household emergency plan has information that you will need to help you to leave your property quickly.

### Things to remember when leaving your home:

- Check the contents of your 'go bag'.
- Grab your 'go bag'.
- Unplug appliances.
- Turn off your gas, electricity and water supplies.
- Lock all your doors and windows.
- Remember any medication you may need.
- Tune into your local radio station for the latest information.

### Where is the:

Gas	<input type="text"/>
Water	<input type="text"/>
Electricity	<input type="text"/>
Meeting point one	<input type="text"/>
Meeting point two	<input type="text"/>
Emergency exit points	<input type="text"/>

**Neighbour**

.....  
Telephone

.....  
Mobile

**ICE 1 contact**

.....  
Telephone

.....  
Mobile

**Neighbour**

.....  
Telephone

.....  
Mobile

**ICE 2 contact**

.....  
Telephone

.....  
Mobile

**Important contacts**

Local hospital

Doctor

School/college

Work

Insurance (buildings)

Insurance (contents)

Vet

Childminder/carer

## How Greater Manchester is prepared

Emergencies happen somewhere almost every minute of every day. Most are dealt with by the police, fire, and ambulance services as part of their day to day work.

Sometimes an incident is more serious and needs to involve other agencies - such as local councils, Environment Agency, Transport for Greater Manchester, utility providers and the NHS, amongst others.

All of these agencies work together to plan how we would react and manage any major emergency.

### We have plans in place to protect people, communities and the environment in a range of situations such as:

- Environmental pollution.
- Major transport accidents.
- Structural hazards.
- Public protests.
- Technical failure e.g. major loss of power.

### The things most likely to affect Greater Manchester are: Seasonal flu viruses, flooding and other types of severe weather. That's why we have specific plans for each of these.

Our plans are regularly reviewed and staff from the emergency services and other agencies take part in emergency exercises and training.

In the first stages of an emergency, the priority will be to protect life and property and then to enable communities to recover as quickly as possible.

Sometimes a major emergency will only affect one part of the local area and at other times it could affect the wider community.

Whatever the extent we will work closely with the media to get information out to you quickly so that you can assess any likely impact on you and your family.



## The type of emergencies

We have identified some emergencies that could affect Greater Manchester. Over the following pages you will find information and advice on each of these.

## Industrial Accidents

If you live close to a large chemical site, you should regularly receive information from the site(s) in your area advising you of the actions to take in the event of an accident.

**Generally, the advice in a chemical incident is to 'Go in, stay in and tune in'.**

- Go into a house or building straight away and stay indoors until you hear an all-clear message.
- Close all external doors, turn off all ventilation and central heating systems.
- Close all windows and curtains.
- Stay in a room away from the source of the chemical release, preferably upstairs.
- Tune into your local radio station to receive information and instructions.
- Do not ring the emergency services unless you have an emergency.
- General medical advice can be sought from NHS Direct on 0845 4647.
- Please co-operate with any instructions given by the emergency services.
- After the all-clear, doors and windows can be opened and ventilation restored.

**If you are evacuated following a chemical incident, on your return home you will need to:**

- Open all windows and doors to ventilate your home fully for as long as possible.
- Don't eat any food which was left uncovered prior to evacuation.
- Don't eat vegetables from the garden until they have been thoroughly scrubbed and peeled.
- Clean all surfaces in the home thoroughly.
- Re-wash any laundry which was left outside on a washing line.

# Seasonal and pandemic influenza

## What is influenza (flu)?

Seasonal flu normally occurs during the winter months. It is a much more serious illness than a cold and it usually results in having to go to bed for several days, feeling very poorly with a high temperature and aching limbs.

Older people and people with chronic conditions (such as asthma) are most at risk of developing complications if they catch flu. This is why the seasonal flu vaccination is recommended to these groups of people each year.

## What is pandemic flu?

A pandemic happens when a completely new strain of flu virus develops which no-one has built up any immunity against. As a result, the new flu spreads very rapidly around the world and affects many people.

A pandemic could start at any time of the year.

Existing vaccines will not protect against the new flu and new vaccines take time to develop, and so are not available immediately. The symptoms of a pandemic flu are likely to be similar to seasonal flu but may be more severe and cause more complications.

Historically, pandemic flu outbreaks have happened every few decades.

International health experts believe another flu pandemic is both likely and on the way. However, health organisations in the UK and around the world are closely monitoring flu viruses to anticipate a pandemic and very detailed plans are in place to help people to respond if and when a pandemic happens.

## Signs and symptoms of seasonal flu

- High temperature (38.5c).
- Headache.
- Tiredness.
- Chills.
- Aching muscles.
- Sore throat.
- Loss of appetite.

### Top tip

Consider what you would do for childcare if your children's nursery or school is closed.



The time between contact with the virus and the onset of symptoms range from one to four days. Most people will feel ill for around a week and will probably feel “washed out” for a few days afterwards.

For most people, flu is just an unpleasant experience but it can lead to serious illnesses, like bronchitis and pneumonia, which can be life threatening.

### **How do you catch flu?**

Flu is mostly caught by breathing in air containing the virus. The virus is passed into the air when an infected person coughs or sneezes and others can then breathe it in. Flu is highly infectious and can spread very rapidly from person to person. People are most infectious soon after they develop symptoms, though they can continue to spread the virus for around five days – and longer in children.

### **What you should do if you develop flu-like symptoms:**

- If at work go home immediately (after informing your manager/supervisor).
- Stay at home and do not go to work or school until you are fully recovered.
- Take medicines, such as paracetamol, to relieve the symptoms – always follow the instructions on the medicines.
- Drink plenty of fluids.
- For advice on treatment, contact NHS Direct on 0845 4647 or [www.nhs.gov.uk](http://www.nhs.gov.uk).
- Only see your doctor if you get other problems such as a chest infection or the worsening of any existing condition.

### **What you can do to protect yourself and others from flu:**

- Use a tissue to cover your nose and mouth when coughing or sneezing.
- Dispose of the tissue promptly, by bagging and binning it, then wash your hands.
- Clean hands frequently with soap and water, especially after coughing, sneezing and using tissues. An alcohol handrub could be used as an alternative for cleaning hands, if water is not available.
- Avoid touching your mouth, eyes and nose, unless you have recently cleaned your hands.

- Use normal household detergent and water to clean surfaces frequently touched by hands.
- Wash your hands when arriving back from outside activities, before and after direct contact with contaminated surfaces, after contact with bodily secretions, before handling food, before eating or smoking.
- Make sure all members of your family follow this advice.
- If you have to stay at home during the early period of your flu and you need medication, you will need to identify a flu friend. A flu friend could be a neighbour, relative or friend who is symptom free to collect your medication for you. It's essential they have ID. For example a passport, driving licence or paid utility bill to collect your medication.

### Top tip

Identify your 'flu-friend' or relative who can collect your medication or supplies if you become ill.

Remember

**Catch it, Bin it, Kill it**

The latest advice is available on the NHS website [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) and calling 08457 4647.

## Severe weather

When we think of severe weather, we usually imagine rain or snow, but disruption can be caused by dense fog, gale force winds, and soaring temperatures.

**Gale force winds** – can cause widespread damage to your property and also injuries caused by flying debris and falling trees. Sometimes gales can result in loss of power if the electricity cables are taken out, or disruption to transport systems.

### If gale force winds are predicted:

- Secure loose objects such as ladders and garden furniture, which can be blown around and cause damage.
- Close and securely fasten doors and windows, including garages.
- Park vehicles in a garage or in a place clear of buildings, trees and fences.



### During gale force winds:

- Stay indoors.
- If you need to go outside, do not walk or shelter close to buildings or trees.
- Don't carry out repairs whilst the storm is in progress.
- Do not drive unless your journey is essential and avoid exposed routes.

### After a severe gale:

- Check on vulnerable neighbours and relatives.
- Make arrangements for any structural repairs and check on general household maintenance.
- Do not touch electric/telephone cables which may have been blown down.

**Heat waves** – most people in the UK are unused to extreme high temperatures and our bodies do not cope well with intense heat.

- Try and plan your day to stay out of the heat, keep rooms shaded and, where possible, use a fan.
- If you must go out, stay in the shade, wear a hat and loose fitting, cotton clothing.
- Drink plenty of fluids.
- Take care with those at greater risk – older people, babies and young children and those with health problems such as diabetes, high blood pressure and heart complaints.
- Don't leave animals unattended in cars in warm weather.
- Seek medical help if you suffer heat exhaustion or heat stroke (headaches, dizziness, nausea and vomiting, muscle cramps, high temperature and confusion). Remain somewhere cool, sponge yourself with cold water and drink plenty of fluids.
- Check [www.metoffice.gov.uk](http://www.metoffice.gov.uk) for heat health watch updates.
- Keep windows closed if the room is cooler than it is outside. Open them when the temperature inside rises, and at night for ventilation.

#### Top tip

Just be aware of sneak thefts and the security of your home when leaving your windows open.



**Dense fog** – presents a number of hidden dangers to both drivers and pedestrians, as it can drift rapidly and be unexpectedly patchy so avoid travel where possible.

**When driving:**

- Drive slowly, as fog can cause familiar landmarks and road markings to be obscured.
- Drive with dipped headlights, as full beam lights reflect off the fog causing a 'white wall' effect.
- Use fog lights if visibility is seriously reduced, but remember to turn them off when conditions improve.
- Take note of illuminated signs warning of fog ahead.

**When walking:**

- Remember that you may not be visible to traffic, so take care when crossing roads.
- Use reflective clothing, particularly for children.

**Snow and ice** – not only make driving conditions hazardous but the associated low temperatures put older people at risk from heart attacks and breathing problems.

The council is on standby 24 hours a day from late autumn until late spring, and can respond quickly to carry out salting of main roads. This period is extended if wintry conditions persist.

- Carry a car kit in your vehicle -  
mobile phone and car charger kit  
your personal emergency contact list  
first aid kit  
warm waterproof clothes and footwear  
blanket  
food  
water  
torch (with spare batteries)  
a spade - in case you are stranded in heavy snow
- Inform a family member or friend of your intended travel arrangements and expected arrival time.
- Plan your journey around main routes, which are more likely to have been gritted.
- It is better to wear several layers of clothing to maintain body heat, rather than one thick layer.



- Wear a hat - up to half of your body heat is lost through your head.
- Check on older friends and neighbours, ensuring they are warm and safe.
- Watch out for signs of hypothermia – uncontrollable shivering, slow or slurred speech, drowsiness and memory lapse. If needed call a doctor or ambulance.

### **Don't drive unless it is absolutely needed**

If you are driving and get stuck in snow:

- Switch on your hazard warning lights.
- Do not leave your vehicle unless it is safe to do so.
- Let help come to you.

## **Flooding**

Floods happen quickly and often without warning. There is nothing you can do to prevent a flood, and scientists warn that an effect of climate change will be more frequent flash flooding in the future.

### **Flooding facts**

- Just 150mm (six inches) of fast flowing water can knock an adult off their feet.
- Electric currents can pass along downed power lines in flood waters.
- A car can float in just 600mm (two feet) of water.
- Flash floods can cause walls of water 10 to 20 feet high.
- Around 5 million people in the UK live in areas at risk of flooding.

### **Particular care needs to be taken when driving in heavy rain and during flooding:**

- If you come across flood water you should only attempt to drive through it if you know it is safe to do so.
- Drive slowly and steadily to avoid creating a bow wave.



- Test your brakes as soon as you can after leaving the water
- Don't try driving through fast moving water, your car could easily be swept away.

REMEMBER flood water will contain sewage, which can cause disease. Always wash your hands/arms/legs after coming in contact with flood water with hot water and soap. Keep contaminated footwear and clothing away from children.

DO NOT allow children to play in flood water. As well as the risk of disease manhole covers may have been dislodged under the pressure of flood water, creating a drowning risk.

### Safeguarding your home

- Long term preparation can help protect your home and possessions against flooding.
- Boarding your loft gives you more space to move possessions above the flood water levels. This is especially useful if you live in a bungalow.
- You can buy portable flood barrier products from builders' merchants which can be fitted for the duration of the flood risk period.
- Check that there are no cracks around the sealants on window and door frames.
- Keep an eye open for any gaps in brickwork and cracks around windows, doors and utility pipes.
- Make sure your gutters are cleaned out regularly and do not deposit oil, building materials etc. down gullies.
- If you are planning an extension or other building works make sure that you or your builder consult building and planning regulations for advice on flood prevention measures.
- Keep any watercourses, such as ditches or culverts, which run across or border your garden, free from blockages and check for bank erosion. Never be tempted to fill them in to create an extra patch of garden.

#### Top tip

If you need to walk through flood water consider using a pole (brush handle) to test the ground in front of you.

## What to do if there's a flood on the way

Alert your neighbours, particularly the elderly.

- Listen to your local radio station and TV weather forecasts for advice from the emergency services.

To try and stop water entering your home, here are a few simple measures which can help keep you safe and minimise damage to your property:

- Move your car to higher ground.
- Roll up carpets and rugs and move them out of harm's way.
- Empty furniture, drawers and cupboards. Place the contents and any furniture you can move upstairs.
- Any furniture you can't move could be raised on bricks and pulled away from the wall. Weigh down any furniture which is too heavy to move, to stop it from floating and damaging walls and windows.
- Fasten plastic bags around the legs of wooden furniture to help minimise absorption of water.
- If possible, take the curtains down or wrap them round the curtain pole.
- Move computers and other electrical equipment upstairs or above the anticipated water level.
- Turn off mains gas and electricity.
- Put plugs in sinks and weigh them down with something heavy to prevent backflow from the drains. Weigh down the toilet seat too.
- Disconnect electrical appliances.
- Check food and water supplies and take upstairs.
- Bring caged outdoor pets inside, and move all pets with food, water, bedding and litter trays upstairs.
- Get into the habit of storing valuable or sentimental items and important documents upstairs or in a high place.
- If you have any flood protection equipment, such as floodboards or sandbags, put them in place.
- Do as much as you can in daylight. Doing anything in the dark will be a lot harder, especially if the electricity fails.

National Flood Forum (registered charity no. 1221642)

The forum provides support and advice to communities and individuals that have been flooded or at risk of flooding. Call 01299 403 055.

# Reservoir Flooding

## 1. Reservoirs and dams are safe

There have been no deaths in the UK from flooding caused by dam collapses since 1925.

Across the country as a whole the likelihood of a complete dam failure is considered to be very low. The likelihood of flooding from a reservoir is far lower than from other forms of flooding.

## 2. If there is a problem be assured that plans are in place to deal with this

There are a number of local incident plans already in place, for example, evacuation, transport and shelter - relating to a variety of emergencies. Agencies like the Police, the Council and the Fire and Rescue Services would activate these plans if required.

The likelihood of a dam failing is extremely small but in some cases the consequences could be severe. Lives could be at risk. Local Resilience Forums maintain a Community Risk Register covering all significant risks in their area, which could include the risk of dam failure.

More information is available at: [www.direct.gov.uk](http://www.direct.gov.uk)

## 3. Find out if you are in a reservoir flood area on the Environment Agency's website at [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

## 4. If you are in a reservoir flood area, consider the following options:

In some cases there will be very little warning of a reservoir emergency and you may be asked to evacuate immediately. In other cases you may be given more time. In general terms, to prepare for any local emergency, you should find out:

- Where and how to turn off water, gas and electricity supplies in your home.
- The emergency procedures for children at school.
- The emergency procedures at your workplace.
- How your family will stay in contact in the event of an emergency.
- If any elderly or vulnerable neighbours might need your help.
- How to tune in to your local radio station.
- Note key telephone contact numbers.
- Pre identify a safe, quick exit route to high ground that will not be affected by the flooded area.

## 5. If you know family, friends or neighbours, in the path of the flood that may struggle, please consider assisting them without putting yourself at risk.

## Are you signed up to Flood Warnings Direct?

Floodline Warnings Direct is a free service which sends you a direct message when flooding is expected and may affect your property. Flood warnings will give you time to prepare for flooding which could save you time, money and heartache. You can receive warnings by telephone, mobile, email, SMS text message or fax, whichever you prefer.

You can sign up for Floodline Warnings Direct by going to the Environment Agency website [fwd.environment-agency.gov.uk](http://fwd.environment-agency.gov.uk) or by calling Floodline on 0845 988 1188 or Typetalk 0845 602 6340.

## Insurance advice

You should take out insurance to protect your contents and if you own a house you should make sure you have cover for your buildings.

Keep your insurance documents safe so that you know who to contact in the event of an emergency. If you suffer damage to your home contact your insurer before you organise any repairs as they may need to inspect damage or require more than one estimate. Some insurers may be able to organise repairs through their own repair network.

If you need to make a claim you may need to provide evidence:

- Take photos of your valuables and keep receipts.
- If there are electronic records on your laptop or computer, keep a back up of the records in case your laptop or PC is damaged or stolen.
- If you suffer major loss like a flood then take photos of the damage in your home and items such as furniture, this will help support your claim to the insurance company.

## Did you know?

To repair a house that has been flooded costs on average £30,000.



## Think about fire safety

**Precautions** - Over half of all fires in the home are caused by cooking accidents but there are important precautions you can take to keep you and your family safe when busy in the kitchen:

- Always take extra care with hot oil.
- Never leave children alone in the kitchen when cooking.
- Make sure you keep matches and saucepan handles out of children's reach.
- Never leave cooking unattended even for a short period of time.
- Make a fire action plan so everyone in your home knows how to escape if there is a fire.
- Fit smoke alarms in your home. Keep them free from dust and test them once a week to check batteries are working.

### Preventions -

Common fires in the home can be prevented by following these steps:

- Make sure that candles are in secure holders and never leave them unattended.
- Don't overload electrical sockets.
- Put cigarettes out properly.

## Contact details for Greater Manchester Local Authorities

We've put together a number of other contacts that may be useful in an emergency

	01204 333333 (Mon-Fri, during office hours) 01204 336900 (out of hours emergency number)
	0161 2535000 (Mon-Fri, during office hours) 0161 2536606 (emergency contact number)
	0161 2345000 (Mon-Fri, during office hours) 0161 2237222 (out of hours emergency number)
	0161 7703000 (during and out of office hours)
	01706 647474 (Mon-Fri, during office hours) 0845 1212975 (out of hours emergency number)

	0161 7944711 (Mon-Fri, during office hours) 0161 9948888 (out of hours emergency number)
	0161 4804949 (Mon-Fri, during office hours) 0161 4745555 (out of hours emergency number)
	0161 3428355 (Mon-Fri, during office hours) 0161 3422222 (out of hours emergency number)
	0161 9122000 (Mon-Fri, during office hours) 0161 9122020 (out of hours emergency number)
	01942 244991 (Mon-Fri, during office hours) 01942 404040 (out of hours emergency number)

## Contact details

We've put together a number of other contacts that may be useful in an emergency:

**BBC Radio Manchester**  
[www.bbc.co.uk/manchester](http://www.bbc.co.uk/manchester)  
Tune in to 95.1FM

**Department of Health**  
[www.doh.gov.uk](http://www.doh.gov.uk)

**Electricity North West**  
Why is my power off?  
(emergency contact number):  
0800 195 414  
[www.enwl.co.uk](http://www.enwl.co.uk)

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

**Greater Manchester Fire and Rescue Service**  
[www.manchesterfire.gov.uk](http://www.manchesterfire.gov.uk)  
Contact centre: 0800 555 815

**Floodline**  
0845 988 1188

**Gas (24 hour emergency service and gas escapes)**  
0800 111 999

**Government website**  
[www.direct.gov.uk](http://www.direct.gov.uk)

**Greater Manchester Prepared website**  
[www.agma.gov.uk/greater-manchester-prepared](http://www.agma.gov.uk/greater-manchester-prepared)

**Manchester Evening News**  
[menmedia.co.uk](http://menmedia.co.uk)

**Met Office**  
[www.metoffice.gov.uk](http://www.metoffice.gov.uk)

**NHS Direct**  
**(24 hour confidential health advice and information)**  
0845 4647

**Police**  
**(non emergency)**  
[www.gmp.police.uk](http://www.gmp.police.uk)  
For non emergencies call 101 or 0161 8725050

**[www.btp.police.uk](http://www.btp.police.uk)**  
Contact: 0800 405040

**United Utilities**  
**(24 hour emergency service)**  
0845 746 2200



Remember **999**  
should **only** be  
used in an emergency



This booklet has been produced by the Greater Manchester Resilience Forum in partnership with the Association of Greater Manchester Authorities Civil Contingencies and Resilience Unit with the grateful acknowledgement of the work of Hull City Council.