

This Z-CARD® has been designed to help you Get Prepared for emergencies by providing useful contacts and information

Flooding

Some steps to prepare for flooding include:

- Check whether your property is within a flood risk area (gov.uk/check-longterm-flood-risk)
- Sign up for the Environment Agency's free flood warnings service, via telephone, text, or email (gov.uk/sign-up-for-flood-warnings)
- Have sufficient insurance for your property
- Know how to turn off your water, gas and electricity
- Keep drains and gutters clear of potential blockages
- Vulnerable households can benefit from extra support by signing up to Priority Services Registers with utility companies
- Create a 'Get Prepared' bag and know where to find it
- Further information on both Priority Services Registers and creating a 'Get Prepared' bag is available on the Prepare Yourself page of suffolkprepared.co.uk
- Check out Suffolk Flood Risk Management Partnership's *What to do before, during and after a flood* guide for more practical advice on protecting yourself and protecting your property (available at suffolkprepared.co.uk)

It is the responsibility of the property owner to protect the property from flooding. In Suffolk, all partners, including Local Authorities and Suffolk Fire and Rescue Service, have taken expert advice and agreed not to provide sandbags to protect individual properties. There are other ways you may be able to protect your property, using flood protection equipment such as flood boards and doors or seals for airbricks. Visit nationalfloodforum.org.uk or bluepages.org.uk for information on property flood protection products.

Priority Registration Services

All utility companies run a free priority registration scheme to help anyone who may need additional support if the supply of utilities fails during an emergency. This doesn't mean that you will get your utilities back sooner than anyone else if there is an outage, but it will ensure that you get additional support whilst they are off. To find out if you are eligible please contact your electricity, gas or water provider.

Get prepared bag
Put together an Emergency Get Prepared Bag in case of evacuation or being stranded in your home.

Location of Get Prepared Bag:

The following items would be useful to contain in your Get Prepared Bag:

- First Aid Kit
- Radio & batteries or wind-up model
- Torch & batteries or wind-up model
- Spare keys (car/house)
- Household Plan inc. key contacts
- Whistle
- Warm spare clothes/waterproof
- Key documents: ID, insurance
- Hearing aid, glasses & contact lenses
- Baby food, milk formula & nappies (if required)
- Long life food & snacks (inc. dietary needs)
- Phone charger
- Bottled water
- Notepad & pen
- Basic toiletries
- Can opener
- Blanket
- Money & credit cards
- Prescriptions & medicines
- Children's toys (if required)
- Pet food (if required)

Things to keep in your car:

- Ice scraper
- De-icer
- Snow shovel
- Map
- First Aid Kit
- Blanket
- Warm spare clothes/waterproof
- Wind up torch/radio/phone charger (spare batteries)

Maintaining your supplies

Regularly check your Get Prepared Bag to ensure food, water and batteries are fit for purpose. If storing your own water, ensure you sterilise all containers first.

Suffolk Risks

For more detailed information and advice on flooding and other incidents including severe weather, infectious diseases, nuclear and industrial accidents please visit us online: suffolkprepared.co.uk

Suffolk Prepared







For more information please visit suffolkprepared.co.uk

@suffolkprepared



In an emergency dial 999

The emergency services are here to keep you safe, please do what they tell you and follow their expert advice. If you are not directly involved in an incident, don't put yourself at risk. Keep away from the scene and leave it to the trained responders.

-  **Information sharing** - Prepare for emergencies more effectively, as an individual, business, or community, by reading and sharing information.
-  **Emergency services** - Learn when it's the right time to get help from our partners, including the Police, Coastguard, Fire and Ambulance Services.
-  **Go in** - Some emergencies may require you to go inside and take action, such as closing all doors and windows in the house, to keep you and your family safe.
-  **Stay in** - In some emergency incidents, such as severe weather, the safest option is to stay indoors with the windows and doors shut until it is safe to go outside. Prepare for this eventuality, and learn the safest places in your house to be during an emergency.
-  **Tune in** - During an emergency, your local or national radio station will provide information. Keep up to date on all announcements by having a battery-operated radio close by.
-  **First Aid** - You may need to administer first aid before the emergency services arrive at an incident. Learn first aid basics and where your nearest defibrillator is so you can help when it matters.

If you are alerted to an incident by the police or one of the other emergency services or public official, it is likely that you will be asked to stay indoors and close outside doors and windows.

If you are asked you to leave your home please follow the instructions issued. You may be told to go to a rest centre. If you decide to go anywhere else, or stay with friends or family instead, please let the emergency services or local authority know so that you can be accounted for.

If you see a fire, get out, stay out and call 999 immediately



Remember to test your smoke alarms regularly #TestItTuesday

Radio stations

BBC Radio Suffolk
103.9FM (use 104.6FM if in West Suffolk)

Heart Suffolk
• Norfolk and North Suffolk 102.4FM
• Bury St. Edmunds 96.4FM
• Ipswich 97.1FM

BBC Radio 4 92-95FM, 103-105FM



If it's possible and safe to do so, please pass on warnings to neighbours and check in on any vulnerable people living near you.

Useful contact numbers

Emergency services	999
Suffolk Police (non-emergency)	101
Suffolk Fire and Rescue Service (non-emergency)	01473 260588
Suffolk Emergency Helpline (only active during emergencies)	03456 032814
NHS (non-emergency)	111
British Transport Police (BTP police the rail network- non-emergency number)	Text 61016 or call 0800 40 50 40
Environment Agency Floodline	0345 988 1188
Suffolk Highways (if there is immediate danger to public safety)	0345 606 6171
National Highways Information Line (for issues on the A14, A11, A47 or A12)	0300 123 5000
Power cut	105
Gas leak	0800 111 999
Your doctor	
Vet	
Insurance company	
In case of emergency	

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