



Preparing for an emergency



Be Ready, Stay Safe, Act Now

www.sussex.police.uk/SRF

This guide walks you through simple, practical steps to ensure you're ready to face emergencies with confidence and resilience.

Please store this document somewhere safe.

If you would like this document in another format or language, please contact:

Sussex Resilience Forum

Sussex Police Shared Headquarters,
Church Lane, Malling, Lewes, BN7 2DZ
SussexResilienceForum@sussex.police.uk

Provided by these Local Resilience Forums:

Hampshire and Isle of Wight

www.hiowprepared.org.uk

Kent and Medway

www.kentprepared.org.uk

Sussex

www.sussex.police.uk/SRF

Surrey

www.surreycc.gov.uk

Thames Valley

www.thamesvalleylrf.org.uk

Wiltshire and Swindon

www.wiltshireandwindonprepared.org.uk

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Emergencies such as flooding, fires and power cuts can affect us all

They can be caused by severe weather and other natural hazards, deliberate actions, or as a result of accidents or infrastructure failure. These events could happen quickly, or develop over days, months or even longer.

If an emergency happened in your community, how would you manage?

What about your relatives, friends or neighbours – do you know anyone who might need some extra help or support?

Emergency services, local authorities, and utilities providers work together to plan how they will respond in an emergency.

This booklet provides information about each of the different hazards and emergencies that can affect our communities.

By informing yourself about the hazards that could impact you, and what you can do to support yourself and your community before, during, and after an emergency you will become better prepared.

There are simple and effective steps you can take to be ready, stay safe and act fast in the event an emergency does occur in your local area.

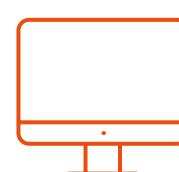
Within this emergency guide booklet, you will also find:



A checklist to help you prepare for emergencies that could occur in your local area.



A space for you to add useful phone contacts to call when an emergency occurs.



A list of useful links to find out more information if you have access to the internet.

Your emergency checklist

If you are reading this document, you have already taken the first step. Share this information with neighbours, friends, and family and help them become prepared too.

Some areas will be more likely to experience certain types of emergencies than others.

If you do not have access to the internet, or a mobile phone capable of using 4G and 5G networks, speak to friends, family and neighbours who may be able to share any information with you.

You may also visit your local library and ask for help in accessing information or gaining internet access.

You can find out more about the different types of hazards that could happen where you live on GOV.UK or by accessing the other useful links below.

Useful links for emergencies

GOV.UK

prepare.campaign.gov.uk

Met Office weather alerts

metoffice.gov.uk

The Environment Agency for floods

gov.uk/sign-up-for-flood-warnings

Priority Services Register (PSR)

thepsr.co.uk



Warnings and alerts

Sign up to the Met Office for weather alerts or the Environment Agency for flood warnings.

Stay up to date with local news and weather reports via your TV, radio and newspapers.

If you have a mobile phone that uses the 4G or 5G phone networks, then you will automatically receive Emergency Alerts. This is a new national alert service that may be used in an emergency. If you don't have a mobile phone that can use these networks, tell your neighbours, family and friends who will be able to share any information with you.



Make a grab bag

This can include important documents, medication and a first aid kit, a battery-powered or wind-up torch and radio, a portable power bank for charging your mobile phone, bottled water, tinned foods (and a tin opener), pet food, baby supplies such as nappies and formula, and some cash.

Rather than buying all the items at once, you could just add to your emergency kit when you are able and build it up over time.



Friends, family and neighbours

It's important that everyone in your home knows what to do in case of an emergency.

Talk with the people you live with about the hazards in this booklet, what you would do as a household if they happened, where you would go if you needed to evacuate, and how you would stay in touch with each other.

If you live on your own, talk to friends, family and neighbours about what you do in an emergency. Think about each of the risks in this booklet and what that would mean for you.



The Priority Services Register

The Priority Services Register (PSR) is free to join and lets utility companies (energy, gas, and water suppliers) know if you need extra support. You may be eligible for the PSR if you use medical equipment that is reliant on electricity or water, live with children under 5, are over 60 years old, or have a disability.

Visit the PSR website for more information (www.thepsr.co.uk).

If you do not have access to the internet, speak to friends and family, or visit your local library and ask for help.

Flooding

Around five million homes and businesses in England are at risk of flooding. Due to climate change we are likely to see an increase in flooding events over the coming years.

Major types of flooding

- **Rivers** – when waterways like rivers and streams overflow.
- **Surface water** – when drainage systems are unable to cope with the amount of rainwater.
- **Coastal** – which is caused by storms and tides.
- **Groundwater** – when water under the ground rises to the surface.

Who is most at risk?

Flooding can have a devastating and long-term impact to your home, business or everyday life. You are the most at risk if you live in a flood risk area.

Remember

Flood water may contain sewage and other hazardous materials.

Washing your hands is the most important way of removing harmful bugs and any chemicals found in flood water.



What can you do before, during and after?

Before

- ✓ Sign up to flood warnings by phone text or email, you can sign up by calling Floodline on 0345 988 1188.
- ✓ Check your insurance policy covers you for flooding.
- ✓ Make sure any drains, rivers or streams on your property are flowing and remove debris or report blockages.
- ✓ If your property is at risk of flooding, you can buy flood protection equipment.

After

- ✓ Check with someone qualified before turning on your utilities (electricity, gas, water).
- ✓ Contact your insurance company/landlord if you have any flood damage and follow their advice.
- ✓ Take photos of any damage before you start clearing up and report the flooding to your local council and the Environment Agency.
- ✓ If you are concerned about your water supply or its colour, contact your water company.

During

- ✓ Listen and watch your local news or call Floodline for advice 0345 988 1188.
- ✓ Move people, pets, animals and important items to safety (upstairs or to higher ground).
- ✓ Put flood protection equipment in place.
- ✓ Do not drive or walk through flood water.
- ✓ Turn off gas, electricity, and water (if safe to do so) and make sure to take your grab bag with you (see page 8).



Storms and gales

Strong winds are relatively common in the UK, but the most severe storms can bring damaging gale force winds. When storms occur, they can lead to flooding, damage to buildings, trees, power cables, homes, and can cause bridge and road closures.

How could it impact you?

Storms and gales can result in flying debris, uprooted or damaged trees, disrupted power supplies, and disrupted transport services.

Schools, businesses and other services may be forced to close or pause.

Remember

Keep yourself safe, especially when trying to help other people. Don't try to repair damage while the storm is in progress.



What can you do before, during and after?

Before

- ✓ Check the weather forecasts for information about weather by watching and listening to the news.
- ✓ Know who your power, water, and phone providers are and how to contact them if there is an outage.
- ✓ Contact your power suppliers to see if you're eligible to be put on Priority Service Registers (see page 9).
- ✓ Check you have food, fuel, batteries, and medication.
- ✓ Check you have the right level of insurance cover for your property and possessions and keep a list of essential contacts accessible.
- ✓ Secure doors, windows, and loose outside objects such as garden furniture, bins, plant pots, and trampolines.
- ✓ Park vehicles in a garage if possible, or move away from trees, walls, and fences.

During

- ✓ If you must travel, allow extra time, check with travel operators first, and adhere to 'Do Not Travel' notices.
- ✓ Check on those who might need extra help such as elderly relatives and neighbours.
- ✓ Don't go outside unless absolutely necessary – if you do go outside try not to walk too close to buildings, fences, or along sea fronts, beaches, or cliffs.
- ✓ If you get in trouble at the coast, contact the emergency services by dialling 999 and ask for the Coastguard.

After

- ✓ Be careful not to touch any electrical or telephone cables that have been blown down or are still hanging.
- ✓ Do not walk too close to walls, buildings, and trees as they could have been weakened.
- ✓ Make sure that any vulnerable neighbours or relatives are safe and help them make arrangements for any repairs.
- ✓ Take photos and report any damage or problems from storms to your landlord or gas, electricity and water providers. Have qualified professionals handle and repairs or inspections.
- ✓ Restock any emergency supplies.



Cold weather

While many people enjoy the winter, during periods of cold weather some people are at higher risk of illness or can seriously hurt themselves if they slip and fall.

In winter, low temperatures, freezing conditions, high winds, sleet, and heavy snow can cause disruption on our roads and transport networks.

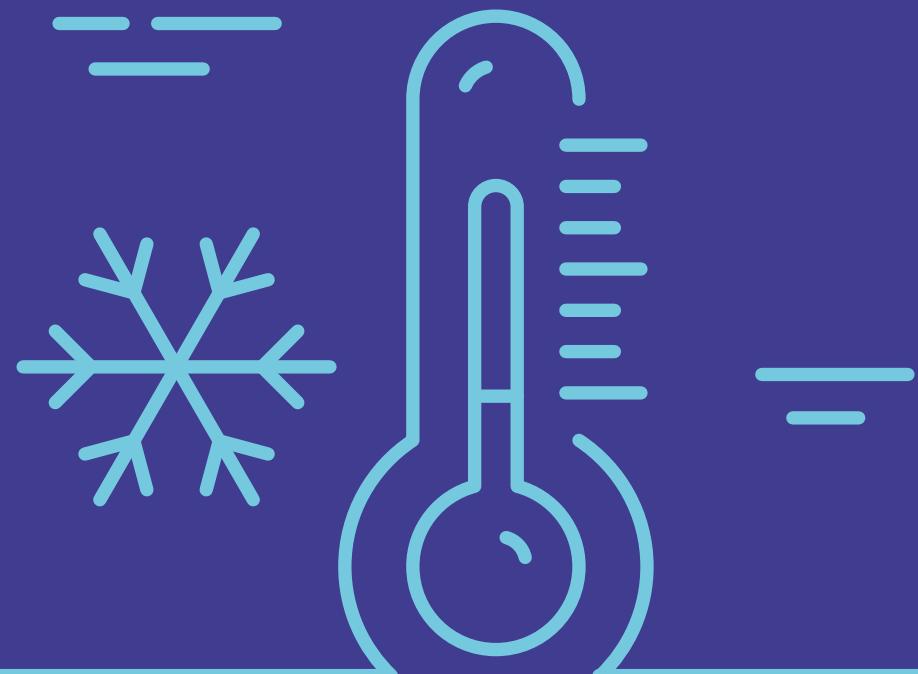
Who is most at risk?

Cold weather can affect anyone but some people may face a higher risk of being impacted by cold.

Those most at risk during the winter include older adults, people with long-term health conditions, pregnant people, babies and young children.

Remember

Have your heating and cooking appliances checked by a Gas Safe registered engineer to help protect you from exposure to high levels of carbon monoxide.



What can you do before, during and after?

Before

- ✓ Check you have enough emergency supplies of food and medication.
- ✓ Get your home weather prepared. Make sure you have enough insulation around your water tank(s), loft and any external water pipes. Check you have de-icer, salt/grit, and the necessary tools to keep your home safe and clear of snow and ice.
- ✓ Contact your water and power suppliers to see if you're eligible to be put on the Priority Service Registers (see page 9).

During

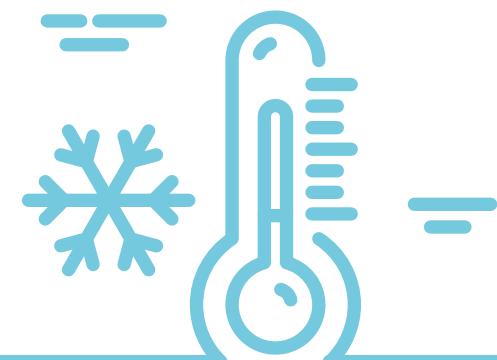
- ✓ Keep up to date with the latest weather forecast by watching or listening to the news.
- ✓ Keep your home warm - heat rooms you spend the most time in such as your bedroom and living room to at least 18 °C (65°F).
- ✓ Check on others that may be more vulnerable, such as elderly relatives and neighbours.
- ✓ Do what you can to stay active and warm indoors.

During continued

- ✓ If you need to travel - check your route before you leave and make sure your vehicle is prepared for the weather conditions including making sure your tyres have adequate tread and air pressure and that you have a blanket, food and drink in case you break down.
- ✓ Make sure your phone is charged, and you have a blanket, food and drink in case you break down.
- ✓ If you are worried about your own or someone else's health, contact your local pharmacist, GP, or NHS 111.

After

- ✓ Make sure vulnerable neighbours or relatives are safe and well – provide them with any help they may need.
- ✓ Report any damage or problems to your landlord or your utility providers and have qualified professionals handle any repairs or inspections if needed.
- ✓ Restock your emergency supplies.



Hot weather

Although many of us enjoy warmer, summer weather, high temperatures can cause people to become unwell through overheating, dehydration, heat exhaustion and heatstroke.

Hot weather can also place a strain on water and energy networks, road and rail transport, and health and fire services.

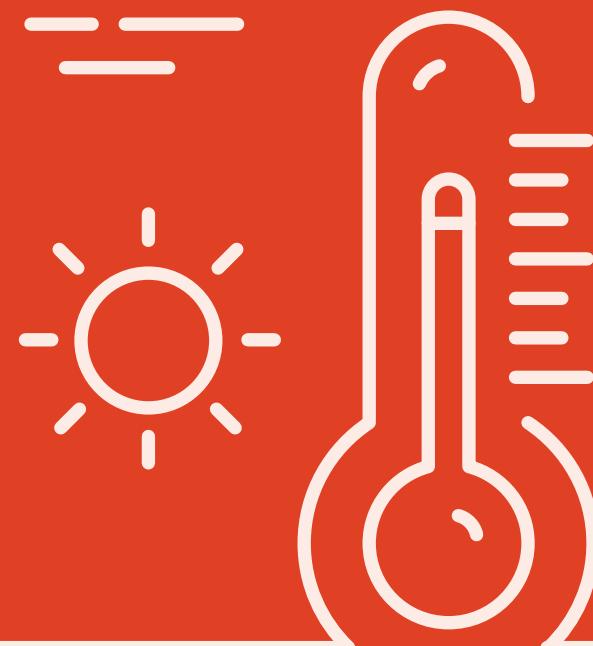
Who is most at risk?

Hot weather can affect anyone, but some face a higher risk of being impacted by heat.

Those most at risk include older adults, babies and young children, pregnant people, and people with underlying health conditions.

Remember

Symptoms of heat exhaustion include tiredness, dizziness, feeling or being sick, excessive sweating, becoming pale and clammy, being very thirsty and weakness. If you or someone else is struggling or need advice contact NHS 111.



What can you do before, during and after?

Before

- ✓ Know the symptoms of heat exhaustion and heatstroke, and what to do to reduce them.
- ✓ Consider modifying your home to keep it cool, such as installing external shutters, blinds, or growing plants to shade south facing windows.
- ✓ Contact your water and power suppliers to see if you're eligible to be put on Priority Service Registers (see page 9).
- ✓ If a period of hot weather is forecast, prepare your vehicle by checking your tyres, fluid levels, battery, and air conditioning, and pack water bottles in your car boot in case of a breakdown.

During

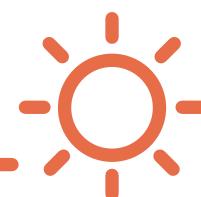
- ✓ Check the weather forecasts and warnings for heat health and air pollution forecasts in your area. Air pollution can become worse during hot weather and can cause problems for people with asthma and other breathing problems.
- ✓ Keep out of the sun at the hottest time of the day – this is between 11am and 3pm.
- ✓ Plan physical activities – exercising or walking your dog at cooler times of the day such as morning or evening.

During continued

- ✓ Drink plenty of fluids and if you go out take water with you.
- ✓ Check your route for any disruption before travelling and make sure you carry plenty of bottled water.
- ✓ Keep your home cooler by closing windows and curtains in rooms that face the sun.
- ✓ Wear lightweight loose-fitting light-coloured clothes and cover up if you go outside to protect your skin. Wear suitable clothing such as a hat and sunglasses, seek shade and use SPF30 sunscreen or above.
- ✓ Check on family, friends, and neighbours who may be at higher risk of becoming unwell, and if you are at higher risk ask them to do the same for you. If you are worried about your own or someone else's health contact NHS 111.

After

- ✓ Make sure any vulnerable neighbours or relatives are safe and well – provide them with any help they may need.
- ✓ Report damage or problems with the water or power supplies to your landlord or relevant providers.



Fire

Most fires start accidentally. Whether originating at home or as a result of a wildfire, the consequences of fire can be devastating. Fires can cause significant damage to property, businesses and infrastructure.

Taking the time to understand why fires start and what you can do to prevent them will help you keep you, others, and your property safe.

Who is most at risk?

Fire can affect anyone, but some people face a higher risk of being impacted by fire.

Those most at risk include older adults, those who live alone, people who smoke at home and people with physical mobility issues.

Remember

Get out, stay out, and call 999.



What can you do before, during and after?

Before

- ✓ Fit smoke and carbon monoxide alarms (at least one on each floor of your home) and test them regularly.
- ✓ Have an escape route planned.
- ✓ Don't overload plug sockets and check for dangerous or loose wiring and turn off appliances when not in use.
- ✓ Don't leave food cooking unattended.
- ✓ Avoid open fires and barbecues in the countryside.
- ✓ Don't leave bottles or glass in woodlands, sunlight shining through glass can start a fire.
- ✓ Check if you are eligible for a home fire safety visit from your local Fire and Rescue Service.



During

- ✓ If you are in a building that is on fire, get out, stay out and call 999 immediately.
- ✓ Don't tackle fires yourself, leave it to the professionals.
- ✓ If there's smoke, keep low where the air is clearer while you make your way out. If you can, close doors behind you to stop the fire spreading.
- ✓ Alert others by shouting: 'HELP FIRE!'
- ✓ If your clothes are on fire – lie down and roll around to make it harder for the fire to spread.

After

- ✓ Only enter the property when you are told it is safe.
- ✓ If you feel unwell after the fire, seek medical attention.
- ✓ Take photos of the damage and contact your insurance provider and letting agent or landlord.
- ✓ If you can't stay at home, arrange for doors and windows to be boarded up, and find temporary accommodation until it's safe to return to your home.

Space weather

Space weather describes events that are caused by elements emitted from the sun (e.g. solar flares and mass ejections). Common space weather events include the Aurora Borealis (Northern Lights).

Unusually strong space weather can cause disruption to a range of technologies and infrastructure like satellites and radios.

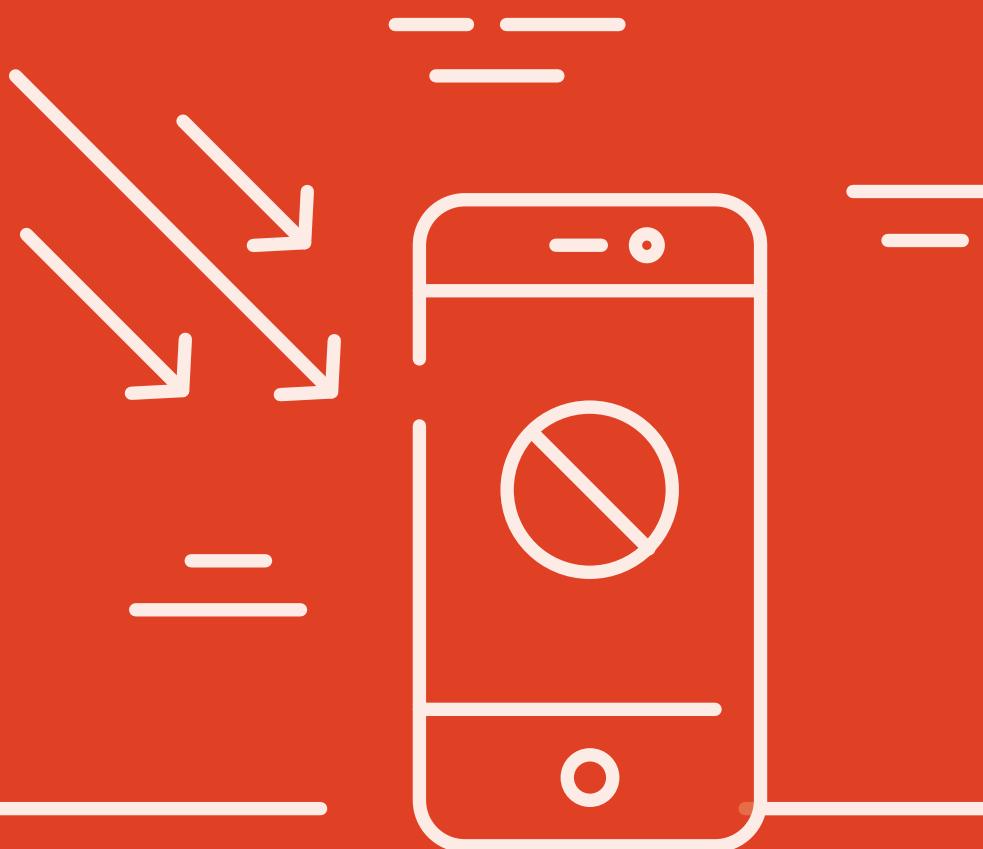
Who is most at risk?

Space weather can impact your day-to-day life including loss of power and telecommunication systems which can affect your home, travel plans, and community (including businesses).

It may also impact Global Positioning System technology, which some people have in their car or on their phone to help them navigate on journeys.

Remember

To receive automated space weather alerts and warnings you can request a specialist space weather account from the Met Office.



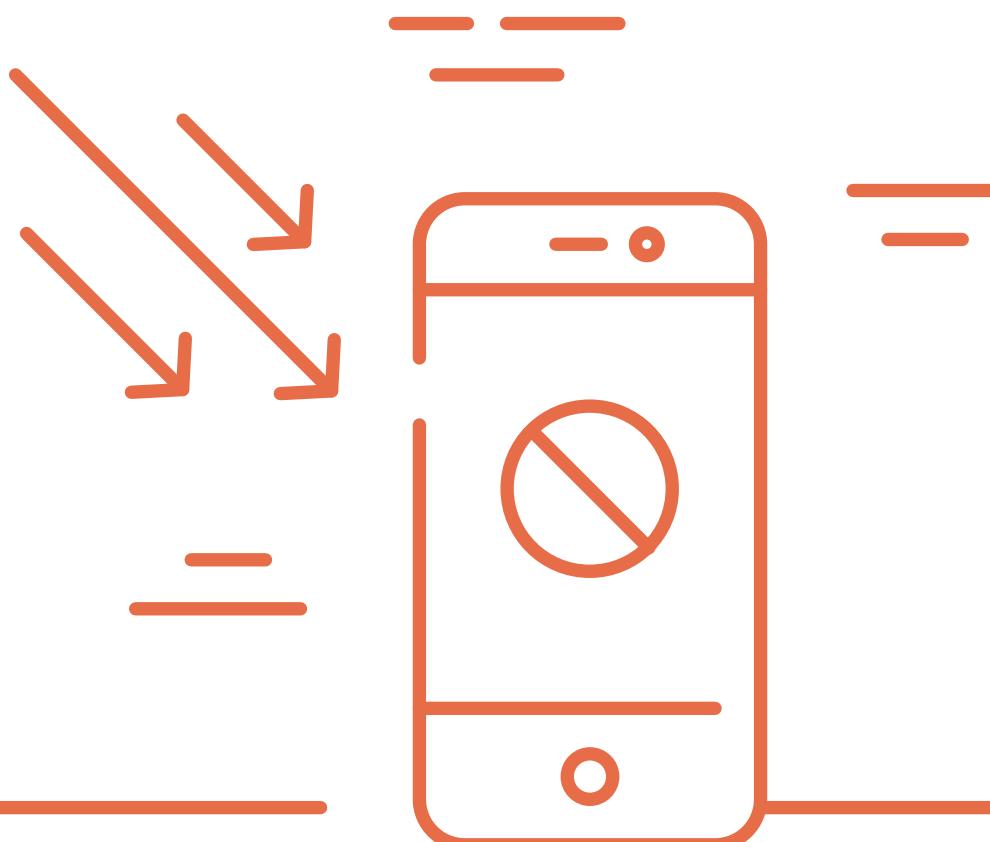
What can you do before, during and after?

Before

- ✓ Make sure you keep essential items like emergency contact numbers, a battery-operated torch, and radio. Consider buying a portable charger and charge it regularly.
- ✓ Tune in and monitor the news or the Met Office for updates on space weather impacts.
- ✓ Consider how the loss of GPS might impact your travel plans. Have a paper map on hand just in case.

After

- ✓ Restock supplies, batteries and recharge your portable power bank.
- ✓ Check if refrigerated and frozen food needs to be removed following a power cut. Some food can last up to 8 hours if the fridge and freezer are kept closed.



Infectious diseases

Infectious diseases can be caused by harmful organisms, such as bacteria, fungi, and viruses that attack the body. Diseases can be spread directly from person to person or indirectly including, by contaminated surfaces, food, water, or from animals to humans.

Who is most at risk?

While anyone can be affected by infectious diseases some people are particularly at risk of being infected, or of developing more severe illness including:

- If you have a weakened immune system
- Older adults
- Babies and young children
- If you're pregnant.

Remember

You can reduce the impact on you and your community by taking preventative action.



What can you do before, during and after?

Before

- ✓ Practise good hand-washing before eating or preparing food, after using the toilet, stroking a pet, or coughing and sneezing.
- ✓ Practise good food hygiene – wash fruit and vegetables before consuming and make sure food is cooked properly before eating it.
- ✓ Insects that bite – use insect repellent and cover up exposed skin.

During

- ✓ Speak to a health professional – contact your pharmacy, GP, or NHS 111 for specific advice about certain diseases.
- ✓ Stay at home – wash your hands often with warm water and soap, wear a face mask or cover your mouth and nose with tissue if you cough or sneeze and clean infected areas or surfaces you touch frequently.
- ✓ Protect vulnerable people - they are more likely to have serious complications from infectious diseases, so try not to visit them until you feel better.
- ✓ Rest - take the time needed to recover properly.

After

- ✓ Continue to take any prescribed medication until you have finished the course, even if you feel better.
- ✓ Try to avoid the reintroduction of the disease, by making it a habit to practice good hygiene. You can do this by regularly washing your hands and taking care to prepare food properly. This will help prevent re-infection.



Animal diseases

Risks to animal health could have serious impacts on us, the environment and the economy. These include foot and mouth disease, avian influenza and African swine fever.

Remember

Wash your hands thoroughly with soap and water if you have touched any animals.



What can you do before, during and after?

Before

- ✓ DO NOT bring animals to the UK without a valid travel document.
- ✓ Wash your hands after feeding wild birds or livestock.
- ✓ Buy and adopt pets responsibly: make sure they have been imported legally.

During

- ✓ Report any sick or dead animals you suspect might have a disease – including wild animals, or animals you own by calling the Animal Plant Health Agency (APHA) on 03000 200 301.
- ✓ Report dead wild birds by calling DEFRA on 03459 33 55 77.
- ✓ Seek advice from a vet.
- ✓ Avoid contact with wild animals especially ones you suspect might be sick.
- ✓ Follow guidance from your local council.
- ✓ Register livestock and birds when asked to do so and follow relevant guidance.

After

- ✓ Keep up to date with local and national news, and from your council about any ongoing restrictions for animals.



Pollution

Poor air quality or rare incidents involving hazardous substances can have a negative impact on your health. It is important to know what to do and how to protect yourself.

Pollutants in the form of vapours, powders or liquids can enter the air or water, rivers, coastal areas, and groundwater.

Who is most at risk?

Pollution can affect anyone, but some people face a higher risk of encountering or being impacted by pollution.

Those most at risk include those who live in an area of higher pollution, have existing heart or lung conditions, pregnant people, babies and children, and older adults.

Remember

Make sure that family, friends and neighbours who may be at higher risk are aware of, and following, actions to keep themselves safe.



What can you do before, during and after?

Before

- ✓ Call the UK Air Pollution Forecast on 0800 556677 for free updates on air quality in your area.
- ✓ Only swim in designated bathing water locations. These are areas where the water is safe to swim including specific beaches and rivers.
- ✓ If you live close to a hazardous site, such as oil refineries and water treatment works, you may be able to register with them for alerts. If they have not reached out to you it is probably because you do not live close enough to the site to be considered at risk.
- ✓ Have a grab bag prepared in case you need to leave the house in an emergency (see page 8).

During

- ✓ Follow the advice of the emergency services.
- ✓ Listen and watch local news to receive updates about pollution incidents in your area and what you may need to do.
- ✓ Remove yourself from the area to avoid exposure and stay away.
- ✓ If you are in a vehicle close your vehicles windows and consider finding a different route away from the hazard.
- ✓ Close the windows and doors of your home to help keep polluted air out.

After

- ✓ Keep checking local news and air pollution forecasts.



Transport accidents

Emergencies like car, bus, air, or train crashes or collisions, can happen because of bad weather, driver error, or technical problems. These incidents can cause travel delays, injuries including the risk to life, and damage to vehicles and property.

Remember

Always keep yourself safe, when trying to help other people during an incident or accident. Contact the emergency services if help is needed.



What can you do before, during and after?

Before

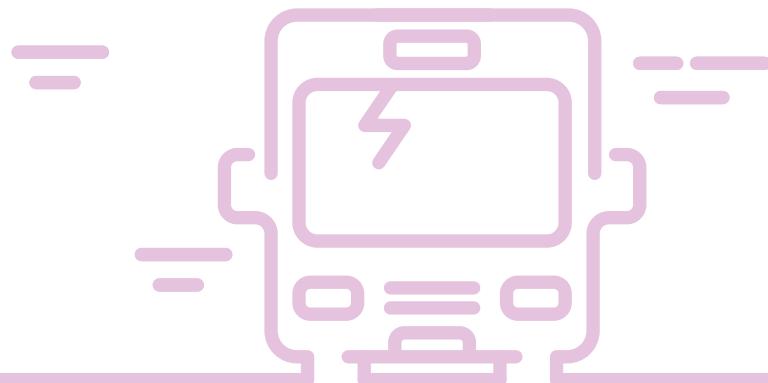
- ✓ Be aware of travel conditions before leaving on any journey.
- ✓ Make sure your vehicle is insured and kept in good condition with adequate tyre treads and pressures.
- ✓ Keep emergency contacts on hand, for example phone numbers for breakdown services, or family members.
- ✓ Plan ahead for your trips and allow extra time for possible delays.
- ✓ Learn the emergency procedures for public transport.
- ✓ Carry a small, basic first aid kit with you, or in your vehicle.

During

- ✓ If you're involved in or see an accident, check for injuries (to yourself and other people) and call the emergency services on 999.
- ✓ Stay calm and follow any instructions from the emergency services.
- ✓ Don't move injured people unless they are still in danger - moving them may make their injuries worse.
- ✓ Stay clear of the accident area if possible, so emergency services can do their job.
- ✓ If you're driving, use your hazard lights or hand signals to alert other drivers of an accident or hazard.

After

- ✓ Get medical help for injuries even if they only appear to be minor.
- ✓ Report the accident to the authorities and provide any additional details they ask for.
- ✓ Adjust your travel plans to avoid the affected areas if the accident or incident is still ongoing.
- ✓ Contact your insurance company and start a claim for damage to your vehicle or your personal items, if necessary.



Loss of essential services

Electricity, water, gas, phone, or internet outages can happen for many reasons including bad weather, accidents, or technical failures.

These events are usually over quickly with minimal impact, however longer outages could be disruptive and distressing.

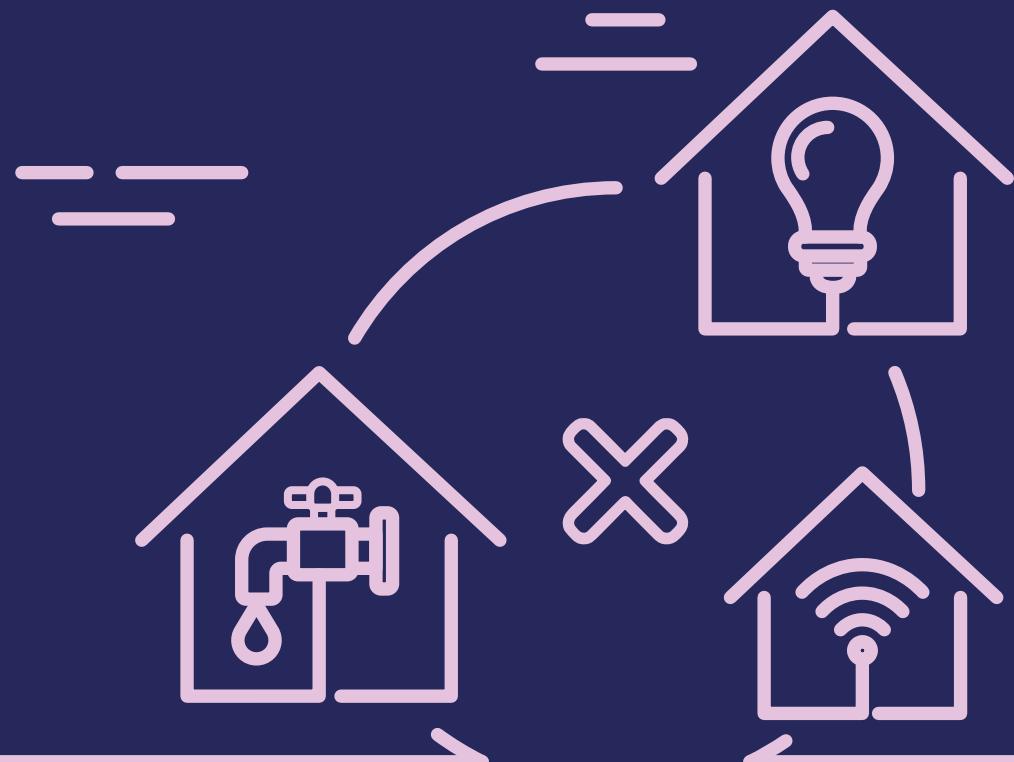
Who is most at risk?

Utilities outages can affect anyone, but some people face a higher risk of being impacted by a loss of power, water, or phone. Those most at risk include people who rely on water or electricity for medical equipment to

function, people who rely on their landline to make phone calls, older adults, babies and young children, people with long-term health conditions.

Remember

If you smell gas open doors and windows, leave the area and call National Gas Emergency Line on 0800 111 999.



What can you do before, during and after?

Before

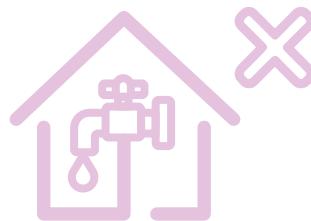
- ✓ Know who provides your electricity, water, gas, phone and internet and keep their contact details on hand.
- ✓ Contact your water and power suppliers to see if you're eligible to be put on Priority Services Registers (see page 9).
- ✓ Make a list of emergency numbers you might need, for example, family, friends, your local council, and your GP.
- ✓ Have backup power sources, like a battery-powered torch or a windup radio.
- ✓ Store essentials at home like bottled water, canned food, and basic medical supplies.
- ✓ Keep your phone charged and consider getting a portable charger pack.
- ✓ Have a grab bag prepared with essential items like clothing and medicines in case you need to leave the house in an emergency.

During

- ✓ Report outages to your service providers right away.
- ✓ If the power is out, use a battery-powered or wind-up radio to find out when it will come back on.
- ✓ To save battery life on your phone only use it when necessary.
- ✓ Use torches or battery-powered lights instead of candles which can be a fire risk.
- ✓ Follow safety instructions from your service providers or local authorities.

After

- ✓ Check with your service providers for updates and to find out when services will be fully restored.
- ✓ If needed make sure qualified professionals handle any repairs or inspections.
- ✓ Restock any supplies.
- ✓ Report any damage or problems caused by the outage to the relevant authorities or providers.



Fuel shortages

Fuel availability across the UK is usually very good. A shortage could, however, occur at any time due to a variety of different circumstances including, fuel supply, delivery, or transportation issues.

Shortages can be worsened as people often react by purchasing more fuel than they actually need.

Who is most at risk?

A lack of fuel could disrupt your daily activities including getting to and from work.

It could also affect businesses, essential services, and schools who rely on fuel to operate.

Remember

If you store fuel be especially careful. Fuel should only be stored in approved containers. Always follow the advice from the fire service on the safe storage of fuel.



What can you do before, during and after?

Before

- ✓ Plan ahead – familiarise yourself with alternative travel options including public transport services operating in your area.
- ✓ Increase fuel efficiency – motoring organisations such as the AA & RAC have top tips to help you improve your car's fuel economy.
- ✓ If you run a business or provide an essential service, plan how you would continue to operate if you were not able to purchase fuel.

During

- ✓ Listen and watch local and national news for guidance on what to do during any fuel shortage.
- ✓ Plan ahead before making any journeys – ensure you take the shortest route, avoid congested areas, and have enough fuel to complete your whole journey.
- ✓ Limit your vehicular travel as much as possible – cut back on non-essential trips by combining errands, using public transport, sharing lifts, walking, cycling, and working from home where possible.
- ✓ Be alert: during fuel shortages criminals may try to steal fuel from homes, vehicles, and businesses.

After

- ✓ Look at ways to reduce your own or your business' dependency on fuel.
- ✓ Review options you could take during future fuel shortages.



Terrorism

The chance of being caught in a terrorist incident remains low, but the threat of terrorism in the UK is real. It's important to be prepared and know how to protect yourself if you need to. This is true in the UK, but also if you are planning to travel overseas.

Remember

RUN – to a place of safety.
HIDE – It's better to hide than to confront.
TELL – the police by calling 999.



What can you do before, during and after?

Before

- ✓ Be vigilant – when in public places keep a watch for suspicious behaviour, vehicles, or packages.
- ✓ Report – if you see anything you are suspicious of report it, in confidence, to the Anti-Terrorist Hotline on 0800 789 321 or in an emergency to your local police force using 999.
- ✓ Share a concern – if you are worried about someone you know being radicalised, trust your instincts and call (in confidence) the ACT Early Support Line on 0800 011 3764. Open daily between 9am and 5pm.



During

If you are caught up in a terror attack you should take the following steps.

- ✓ RUN – to a place of safety. This is a far better option than to surrender or negotiate. If there is nowhere to go, then...
- ✓ HIDE – It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. When it is safe to do so...
- ✓ TELL – the police by calling 999.

After

- ✓ Victim Support provides a free 24/7 confidential support line on 0800 168 9111 or via their website in live chat.
- ✓ Childline offers a support service on 0800 1111 providing access to speak to a counsellor.
- ✓ Contact your GP or call NHS 111 for non-emergency medical advice and mental health support.
- ✓ There may be a charitable fund set up following an attack, which may provide some support.
- ✓ Anyone directly affected in a terrorist incident can enquire about applying for compensation via the Criminal Injuries Compensation Authority helpline on 0300 003 3601.

What is a Cyber Attack?

A cyber-attack is an attempt by someone to break into computers or networks for the purpose of stealing, changing, or destroying information or other assets.

These attacks also frequently target the direct theft of finances. They can be carried out by individuals, coordinated groups, or even countries.

There are many ways that attackers break into systems but some of the most common include targeting devices that are poorly protected and online or phone-based scams.

Remember

Keeping safe online is not just about using good technology - it's also about how you behave day-to-day and how you react when faced with a security-related decision.

Your bank, the police, or real companies will never ask for your details in an email, text, or phone call. Caller ID can be spoofed easily, so do not trust a displayed telephone number.



What can you do before, during and after?

Before

- ✓ Turn on 2-Factor Authentication ('2FA') on all online accounts.
- ✓ Use a strong and different password for each account. That way, if one gets hacked, the others stay safe.
- ✓ Make sure your devices have up-to-date antivirus software to block cyber-attacks.
- ✓ Keep your apps and software updated and turn on automatic updates.
- ✓ Back-up your files automatically so you don't lose them.
- ✓ Make sure your social media privacy settings are up to date.
- ✓ Be careful with emails and texts. If you don't know the person, don't open any links or attachments. Even if it looks like it's from someone you know but seems strange, check with them first, particularly if they're asking you to take action.
- ✓ The National Cyber Security Centre (NCSC) provides cyber security advice to protect you and your family, and the technology you rely on – visit Cyber Aware (www.ncsc.gov.uk/cyberaware) to find out more.

During

- ✓ If you think you've been the victim of a cybercrime, tricked or scammed, call Action Fraud on 0300 123 2040 (textphone 0300 123 2050) or report online at www.actionfraud.police.uk
- ✓ Make sure to let your friends and family know to avoid them falling victim of hacking as well.

After

- ✓ Try to figure out how the cyber-attack happened and what was affected.
- ✓ On a safe device, change your passwords, and logout of all other devices from the settings area of the affected apps.
- ✓ If your email address was hacked, ensure you check for any 'auto forwarding rules'. Criminals add these to retain access to your inbox even when you change passwords.
- ✓ Double-check that 2-Factor Authentication (2FA) is switched-on.
- ✓ Reset the device and restore your files from backups if needed.
- ✓ Update your security settings to stop it from happening again.

Contact information

Non-emergency numbers:

Police: 101

NHS: 111

Power cuts: 105

Gas Emergency: 0800 111 999

Floodline: 0345 988 1188

Environment Agency incident hotline: 0800 80 70 60

If someone's life is in danger - **call 999**

Use this space to write down some useful contact details for emergencies including the name and number of your GP, an emergency contact like your partner or friend and the details of your water, gas, and electricity providers.

Emergency contact	Phone number
Electricity company	
Gas company	
GP	
Home insurance	
Water company	

Useful online links

If you would like more information relating to any of the risks in this booklet you can access this by visiting the below websites.

Flooding

Sign up for flood warnings

www.gov.uk/sign-up-for-flood-warnings

Make a flood plan for your home, business or community

www.gov.uk/government/publications/personal-flood-plan

Storms and Gales

Check the weather forecast for your area

www.metoffice.gov.uk

National Highways has information on travelling in snow and ice, strong winds, fog, rain, and extreme heat

www.nationalhighways.co.uk/road-safety/travelling-in-severe-weather

Hot Weather

Visit this website to find out if you're eligible to join the Priority Services Register

www.thepsr.co.uk

Fire

Complete an online Home Fire Safety Check

<https://nfcc.org.uk/our-services/prevention/online-home-fire-safety-check/>

Infectious Disease

Check advice related to your infection

www.nhs.uk/conditions

Cold Weather

Information about Cold-Health Alerts

www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice/cold-weather-alerts#?tab=coldWeatherAlert

Pollution

Check before swimming, even in bathing waters, using the UK Gov 'Swimfo' website

www.gov.uk/government/news/swimfo-helps-people-choose-where-and-when-to-swim

Space Weather

Learn more about space weather

www.metoffice.gov.uk/weather/specialist-forecasts/space-weather and sign up for specialist space weather account.

Be prepared checklist

Further advice on how to make a grab bag

www.prepare.campaign.gov.uk/get-prepared-for-emergencies

Need help getting online?

If you have difficulty accessing technology, speak to friends and family or visit your local library and ask for help.

For further support with getting online the Good Things Foundation has Digital Inclusion Hubs across the country which can provide digital support.

Your local library may be able to signpost to this support. Or if you have any friends or family who are online they can visit the Good Things Foundation at www.goodthingsfoundation.org

Notes

The background of the page is a solid orange color. There are two prominent yellow curved lines: one in the upper left corner that curves upwards and to the right, and another in the lower left corner that curves upwards and to the right. Both curves are smooth and have a slight shadow underneath.

This guide walks you through
simple, practical steps to ensure
you're ready to face emergencies
with confidence and resilience.

**Please store this document
somewhere safe.**