



Are You Prepared?



**PLEASE READ THIS BOOKLET THEN KEEP IN A SAFE
BUT ACCESSIBLE PLACE**

Dear Resident,

Milton Keynes is a fast growing, vibrant city but we are not immune from unpredictable and unexpected events that can happen quickly and without warning, such as flash flooding, transport accidents, major fires etc.

This booklet has been put together jointly between the council, Milton Keynes Emergency Services and health professionals to offer advice on what you can do to help prepare yourself, family and friends for such events.

We hope you find the information useful – the council and our partners are glad of the opportunity to offer our citizens advice to enhance their safety and well-being. Please give it your full attention and let us know if there are ways we can make the next version more useful.

Isobel McCall
Leader of the Council

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Emergencies



The council's Emergency Planning Unit co-ordinate the planning and preparation of the local authority's response to a major incident. We endeavour to deal with any incident with the aim of:

Protecting the people and environment of Milton Keynes, mitigating the effects of the incident and maintaining normal council services, whilst providing support to the responding emergency services.

What you can do to prepare for emergencies

We all know that being prepared for any event is always an advantage. Knowing what to do and how and who to contact quickly will lessen any sense of panic and alleviate stress.

To help you prepare for any kind of emergency, we have listed in this leaflet some suggestions to help you. We have also included some links to other websites regarding specific emergencies i.e. flooding, fire etc.

During any emergency, where the building you are in is not directly affected or in danger of being affected, the general rule is to 'Go In, Stay In and Tune In' (i.e. turn on the radio or TV and listen to instructions via the local news).



Tune in to

BBC Three Counties Radio on 95.5, 104.5 & 103.8 FM and on 630 & 1161 AM

Milton Keynes' Horizon Radio 103.3 FM

Useful safety tips for your home



- Have a smoke alarm fitted, ideally one on each floor of your property. Batteries should be checked at least once a year
- Identify escape routes out of each room as far as possible. Test these with your family and always keep these routes clear of clutter
- Know where window and door keys are kept
- Do not leave candles burning unattended
- Do NOT smoke in bed
- Shut doors at night – this helps to stop fire spreading
- Do not leave your TV or other electrical equipment on standby
- Find out how to turn off your electricity, gas and water supplies
- Keep a list of emergency telephone numbers by your phone or programmed into your mobile. You should consider including the following numbers:
 - Close family and friends
 - Local numbers for the council
 - Gas
 - Electricity
 - Water
 - Environment Agency, Floodline etc
 - School/College/University
 - Local GP surgery
 - NHS Direct
 - Veterinary surgery
 - Insurance companies
- Remember to dial 999 for Police, Fire & Ambulance



- Store important documents i.e.wills; passports, birth / marriage certificates; insurance policies; photos in a fireproof container or safe deposit box. If you keep these in your home try to find a safe place that is easily accessible so that you can take them with you should you need to evacuate
- Many people have joined the ICE (In Case of Emergency) service, for more details on this please go to <http://www.icecontact.com/>

Other useful sites for guidance...

<http://www.electricity-guide.org.uk/>

<http://www.water-guide.org.uk/index.html>

<http://www.gas-guide.org.uk/>

For financial advice following a crisis:

http://www.jobcentreplus.gov.uk/JCP/Customers/WorkingAgeBenefits/Dev_013949.xml.html Or call jobcentreplus 01908 455500

Emergency box

It is a sensible idea to put together an 'emergency box' that is easily accessible to household members for use in all types of emergency. Listed below are some suggestions for the contents of this box:



- Wind-up or battery-operated radio (with spare batteries)
- Torch (with spare batteries)
- Candles and waterproof matches
- First Aid kit and manual
- Medications, toiletry and sanitary supplies, nappies
- Extra car and house keys
- Car emergency repair kit – (try and keep at least ¼ tank of petrol in your car at any one time)
- Rubber gloves
- Bottled water – 3 days supply
- Small supply of ready to eat food that does not require preparation or cooking – 3 days supply
- Copies of important family documents and insurance certificates/rent card
- Family & friends contact details
- Playing cards or games
- Copy of these notes



Attached to the top of your 'emergency box' you may like to put a list of evacuation items you can gather together quickly to take if you ever need to evacuate your home:

- Essential medication and prescriptions
- Baby food, nappies, toiletries and sanitary supplies
- Cash, credit cards
- Spare clothing/strong shoes; hats, gloves
- Rucksacks or strong bags
- Sleeping bags/blankets
- Mobile phone and charger
- Personal items e.g. glasses, spare contact lenses etc
- Pet carrier/collar and lead (take pets with you if possible, as the emergency could be prolonged). Also any pet vaccination certificates might be useful



There will be other items that can be added to the above depending on your location, i.e.

if you live in an area prone to flooding you will need Wellington boots and waterproof clothing. You may also like to keep other useful equipment in a separate storage place i.e. sandbags.



What to do if an emergency occurs

If there is an incident near your home the police will advise on any action that needs to be taken. If you are aware of an incident before the police arrive and you know that your house is safe then you should always Go In, Stay In and Tune In, closing all external doors and windows. Make your own assessment of the situation and tune into your local TV or radio station.

If you think you may be asked to evacuate your home, locate your emergency box and start to collect any evacuation items you need to take with you. Once instructed by the police to leave your property, turn off your water, gas and electricity supplies and remember to close and lock windows and doors before leaving. You may decide to make your own way to family or friends – in which case make sure you let someone know where you have gone, but if you have no-where to go be assured that the police and the local council will provide adequate shelter for you until it is safe for you to return to your property. The shelter provided will often be known as a Rest Centre and will probably be situated in a local leisure centre/village hall etc., whilst being at a safe distance from any impending threat. If you are evacuated from your home you will be directed to the nearest rest centre.



BBC Three Counties Radio on 95.5, 104.5 & 103.8 FM and on 630 & 1161 AM
Milton Keynes' Horizon Radio 103.3 FM

Flooding Advice



To find out if you live in a flood risk area go to www.environment-agency.gov.uk or call the Environment Agency Floodline on: **0845 988 1188**. It is **a householder's responsibility to protect their home**.

If you live in a flood risk area, you are advised to obtain flood defences to protect your home. The Council will supply sandbags. If you are requesting them during a flooding emergency, be prepared for delays in obtaining them as other priorities may demand more immediate attention.



If your property is under threat of flooding:

- Move as many possessions upstairs as you can including food/water and important documents
- Move external items such as dustbins and garden furniture to safer locations
- Pack a selection of warm, dry clothing and other essentials such as medication, important contact numbers in case you have to evacuate your property
- Move your car to higher ground

For more details on flood protection for your home please see:

<http://www.environment-agency.gov.uk/subjects/flood/826674/829803/>

<http://www.damfast.co.uk>

For more information on where to get Flood Products – go to:

[http://www.environment-](http://www.environment-agency.gov.uk/subjects/flood/826674/830330/877142/877272/)

[agency.gov.uk/subjects/flood/826674/830330/877142/877272/](http://www.environment-agency.gov.uk/subjects/flood/826674/830330/877142/877272/)

<http://www.airegroup.com/Products.asp?prodtitle=162>

See your local Thompson's or Yellow Pages or go to:

http://www.hss.com/index.php?f=content/flood_assistance.htm

To register with the Floodline Service please go to:

<http://www.environment-agency.gov.uk/> or call: **0845 988 1188**

For financial advice following a crisis:

http://www.jobcentreplus.gov.uk/JCP/Customers/WorkingAgeBenefits/Dev_013949.xml.html Or call jobcentreplus 01908 455500

Fire Advice

In the event of a fire :

- Get all members of the household together and get out. If there is a lot of smoke, crawl along the floor where the air is clearer
- Stay out
- Call 999
- Alert neighbours as they too may need to evacuate
- If you cannot get out, stay together in one room near an open window. Push a blanket or something similar along the bottom of the door

Further advice can be found at:

<http://www.bucksfire.gov.uk>

<http://www.fireservice.co.uk/safety/>

For financial advice following a crisis:

http://www.jobcentreplus.gov.uk/JCP/Customers/WorkingAgeBenefits/Dev_013949.xml.html

or call jobcentreplus 01908 455500



Suspicious Activity



Always report suspicious activity

While it's important that we all go about our daily business normally, it's also sensible to remain alert to danger and to report any suspicious activity you see or hear.

Helping us keep everyone safe

To help us, you should always remain alert and report suspicious activity:

- In an emergency call 999
- Call the anti-terrorism hotline on 0800 789 321 to report any suspicious activity
- Call Crime Stoppers on 0800 555111

For more information about terrorism visit www.mi5.gov.uk

Human Health

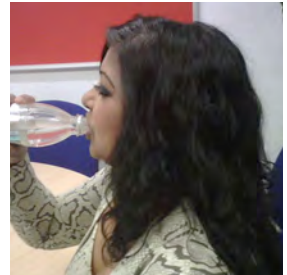
Over the years various epidemics have affected the population of Great Britain and will continue to do so. The winter months bring an increase in seasonal flu and there are basic hygiene rules that can help **reduce the risk of infection**:



- wash hands frequently and thoroughly (particularly after contact with people who are ill)
- cover mouth and nose with a tissue while sneezing or coughing
- dispose of used tissues promptly and carefully – bag and bin them
- avoid unnecessary travel
- avoid crowds where possible
- ensure your children follow this advice
- take advantage of the seasonal flu injection offered via your GP during the winter months
- keep a supply of in-date medication ie Paracetamol and a thermometer
- identify friends/relatives who could collect medicines on your behalf
- ask your local pharmacist for advice on minor illness

At the time of writing there is a current world-wide threat of Influenza Pandemic which may occur as a result of Avian (Bird) Flu or as a new strain of flu from another source. In the event of Influenza Pandemic, as well as complying with the above hygiene advice, you are advised to:

- stay at home if you are ill, or think you may be ill
- drink plenty of fluids
- take medicines to reduce fever, aches and pains



If your symptoms are getting worse, contact the national pandemic Flu-Line via NHS Direct on 0845 4647. **Please take your temperature BEFORE ringing the Flu-Line** (watch out for local information regarding the Flu-Line). Further information regarding any health threats and advice including influenza pandemic, heatwave and severe cold, can be found at your local GPs surgery or Milton Keynes Primary Care Trust website at

- www.miltonkeynes.nhs.uk ▷ **Your Health** ▷ **Public Health** ▷ **Influenza**

- www.who.int/en/ (World Health Organisation)

- <http://www.dh.gov.uk> (Department of Health)

For more advice on Pandemic Influenza:

<http://www.dh.gov.uk/en/PandemicFlu>

Animal Health

Most animal diseases do not directly affect human health but the consequences to the farming community and market availability/prices can be severe. It is of the utmost importance that, whenever there is any animal disease outbreak, we all follow the guidelines given to help stop the spread. **Always** wash your hands after contact with animals.

Up-to-date information on any current animal health threats can be found on the DEFRA website at:

<http://www.defra.gov.uk/animalh>

or via the Milton Keynes Council Trading Standards website at:

<http://www.tradingstandards.gov.uk/milton-keynes/AHealth.htm>

Environment

The Council work alongside the Environment Agency in order to reduce the effects of environmental emergencies particularly flooding. The Environment Agency monitor river levels and inform us of rivers that are likely to burst their banks. We can then send out our own Flood Monitors to assess the situation and give us regular, accurate updates. This information means that we can warn any householders of the likelihood of their properties flooding and whether they need to evacuate.

For further information on the work of the Environment Agency or to register with their Floodline Service to receive warning messages please go to:

<http://www.environment-agency.gov.uk/>

or call: General Enquiries: 08708 506 506 (Mon-Fri 8-6)



Business Advice



As well as taking care of the family, people at work have a duty of care to put plans in place to ensure that staff and customers are protected during and after a disruptive incident.

Free Business Continuity Planning advice and help is available from Milton Keynes Council. No matter how small or large your company is Business Continuity Planning is essential.

Fire, flood, severe weather, fraud, and loss of a key employee can all challenge your resilience. Business Continuity Planning will not only help you and your staff reduce the impact of a critical incident and help your business continue to deliver throughout the crisis, but you can also gain valuable insights into how your organisation works and how it can improve.

Business advantages include:

- Better information about what is going on in your organisation
- Identify what is critical to recovery
- What to recover first, how, and how soon, in order to survive
- Efficient use of crisis resources
- Stop your teams falling apart
- Reduce effects of staff trauma
- Communicate with customers when all normal systems are down
- Protect your brand and increase credibility
- Gain the business edge when tendering for new contracts



How to get help and advice:

Milton Keynes Business Resilience Forum is an informal association of local people who share their ideas, expertise and business continuity questions with each other.

Here you can get help and advice on how to start Business Continuity planning, and opportunities to exercise your plans too. Our website is: [www.milton-keynes.gov.uk /business-resilience](http://www.milton-keynes.gov.uk/business-resilience).



To get individual business help from Milton Keynes Council's Strategic Risk & Business Continuity Manager please email: businessresilience@milton-keynes.gov.uk

Faith Communities

The Emergency Planning Unit is working with the faith communities in Milton Keynes. Accidents and major incidents occur indiscriminately across cultures and religions and we all need to help and protect one another during any incident, respecting each others traditions and beliefs.

Volunteers

What has been proved, time and again, is that during an emergency voluntary organisations play a major role. The Milton Keynes Council and Bucks County Council Emergency Planning Units work together with various voluntary organisations who are all ready and willing to help during a major incident and include organisations like the WRVS; Red Cross; St John Ambulance; Women's Institute; Salvation Army etc. We are grateful to all such organisations for the support they give.

If you would like to join a voluntary agency please call 01908 662744 or email enquiries@volunteermk.org.uk.

Further details can also be found at <http://www.volunteermk.org.uk>

Parish & Town Councils

Some Parish & Town Councils across Milton Keynes are putting together an Emergency Plan for their Parish/Town by identifying what local risks are in the area and what local resources they have to deal with these. Your Parish Clerk will be able to tell you if you have such a plan for the area in which you live.



An electronic version of this document can be found at www.milton-keynes.gov.uk/emergencyplanning

The authors of this booklet would like to thank the following organisations for their contribution and support in its production:

Milton Keynes Police Service



Bucks Fire & Rescue Service



Milton Keynes Primary Care Trust



South Central Ambulance Service



Milton Keynes Hospital NHS
Foundation Trust (MKHFT)



This booklet has been produced by the Milton Keynes Council Emergency Planning Unit. If you have any comments or queries regarding emergency planning in Milton Keynes please contact the Unit on 01908 252967 or emergencyplanning@milton-keynes.gov.uk

Disclaimer

Milton Keynes Council has developed this guidance in association with its local responder partners; it is the responsibility of residents and businesses to take appropriate steps to safeguard their lives and property by developing and implementing their contingency plans.

Whilst every care has been taken in the preparation of this publication, Milton Keynes Council will not be liable for any loss, damage or costs of any nature arising directly or indirectly from reliance placed on the material in this publication.



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