Responding to an incident

- Ensure you are not in danger. If people are injured or there is a threat to life, dial 999 and follow instructions.
- If it is safe to do so:
  Go in a safe building
  Stay in until you are advised to do otherwise
  Tune in to local radio for more information
- If the danger is inside:
  Get out, **stay out** and **call emergency services**

Key Contacts (household and emergency):

Name:	Mobile Number:

Meeting Point: If we cannot get home we can meet / stay at:

Near home:
Further away:

If required and safe to do so:

- ☐ Turn off utilities (Electricity, Water, Gas)
- ☐ Install protection measures e.g. flood doors
- ☐ If evacuating, collect grab bag kept here: ……

If you need assistance: Who can you call for help?

Name:	Mobile Number:

Preparing for Emergencies - Are You Ready?

Household Emergency Plan

Families and households can better cope with emergencies by preparing in advance and working together as a team. This leaflet covers the basic steps to being prepared for emergencies:

- **Have a Plan**
- **Have a Grab Bag**
- **Stay Informed**

For more information about Emergency Planning in Cumbria visit:
www.cumbriaprepared.org.uk

For information about Emergency Planning in your community visit ACT's website: www.cumbriaaction.org.uk

ACTion with communities in cumbria

Cumbria PREPARED

Produced by ACTion with Communities in Cumbria - Charity No: 1080875 Company No: 3957858 (Registered as Voluntary Action Cumbria).
Information correct as of March 2025.
PUB025

Have a Plan

Make a plan with all members of your household and review annually.

Getting prepared - Checklist

- ☐ Know where and how to safely turn off utilities:
  - Electricity ……..
  - Water ……...
  - Gas ……
- ☐ Set up you Grab Bag (see below)
- ☐ Ensure you have valid building and contents insurance.
- ☐ Fit smoke and carbon monoxide detectors, and test regularly.
- ☐ Prepare escape routes from your house and teach all householders.
- ☐ Microchip your pets and consider their needs in an emergency.
- ☐ Find out if your local community has Community Emergency Hub or a Community Emergency Plan.

Have an Emergency Grab Bag

Know where your 'grab bag' essentials are to save time in an emergency.

Grab Bag - Checklist

- ☐ Wind up or battery radio (with spare batteries)
- ☐ Torch with spare batteries
- ☐ Copy of key Emergency Contacts
- ☐ Copies of important documents
- ☐ Medication, repeat prescriptions, tissues, toiletries, sanitary supplies
- ☐ Mobile phone charging cable and power bank
- ☐ Spare warm clothing, sleeping bags or blankets, books and games
- ☐ Snacks and bottled water
- ☐ Small amount of cash
- ☐ Food & equipment for babies, children and pets (if applicable)

Stay Informed

In major emergency situations it may be necessary to issue warnings and advice to the public. These would normally be broadcast via local radio or TV channels. You can also sign up in advance to receive relevant information.

- ☐ Tune into local radio (BBC Radio Cumbria 95 - 105 FM)
- ☐ Check relevant media accounts (see below)
- ☐ Register with the Priority Service Register for your utilities (water, gas and electricity) if you require extra assistance in an emergency **thepsr.co.uk**
- ☐ **Sign up for:**
  Severe Weather Warnings: **metoffice.gov.uk/about-us/news-and-media/media-centre/subscribe-to-email-alerts**
- ☐ Flood Warnings: **flood-warning-information.service.gov.uk**
- ☐ **Be ready for:**
  Know when you might receive an Emergency Alerts **gov.uk/alerts**

Important Contacts List

Contact	Phone	Web and More Information
Flooding - Floodline	0345 988 1188	check-for-flooding.service.gov.uk
Power Outage	105	Powercut105.com
Mains Water or Mains Sewerage	0345 672 3723	unitedutilities.com/
Gas (check your area) North Cumbria: Northern Gas Network South Cumbria: Cadent Gas	0800 11999 (emergency number)	northerngasnetworks.co.uk/in-your-area/incidents/ cadentgas.com/incidents
Local Authority (check your area) Cumberland Council Westmorland and Furness Council	 0300 373 3730 0300 373 3300	 cumberland.gov.uk westmorlandandfurness.gov.uk
Police (in a non-emergency)	101	cumbria.police.uk
House Insurance		
Car Insurance		

Be prepared for winter disruptions like power cuts or flooding:

- ☐ Create a **grab bag** with essentials
- ☐ Know how to **turn off utilities**
- ☐ Keep **emergency contacts** handy
- ☐ Download the **Emergency Plan Toolkit** https://www.cumbriaaction.org.uk/resources/research-other/pub024b2020-02householdepleafletview-on-screen.pdf

Warm Hubs

Find a warm, welcoming space near you—or set one up in your community:

- ☐ Tea, biscuits, and friendly faces
- ☐ **Warm Spot Toolkit & Info** Find local support for cost of living and welfare | Cumberland Council
- ☐ **Local Libraries** → safe spaces with books, puzzles, and crafts
- ☐ **Churches & Village Halls** → warm drinks and some provide warm meals

Minor Ailments—Pharmacy

This service is for everyone!

Your pharmacist can provide treatment for **allergies, colds, flu, aches, pains, ear care, eye care, head lice, mouth care & skin care**.

If you don't pay for your prescriptions then you won't be required to pay for any medication provided.

Text **64746** to locate your nearest Pharmacy.

Get Vaccinated

Protect yourself and others this winter:

- ☐ **Flu** → 65+, pregnant, long-term conditions, children
- ☐ **COVID-19 Booster** → 75+, care home residents, immunosuppressed
- ☐ **RSV** → Pregnant women (28+ weeks), adults 75–79
- ☐ **Pneumococcal** → babies under 2, 65+, or those with serious long-term health conditions
- ☐ **Shingles** → adults turning 65, those 70–79, and 18+ with severely weakened immune systems
- ☐ Book early with your **GP or pharmacist**

Stay Stocked

Check your **medicine cabinet** and replace expired items.

- ☐ **Pain & Fever**: Paracetamol, Ibuprofen
- ☐ **Cold & Flu**: Decongestants, cough syrup, lozenges, vapour rub
- ☐ **Digestive Health**: Antacids, anti-diarrhoeals, rehydration salts
- ☐ **First Aid Supplies**: Plasters, antiseptic, thermometer, tweezers
- ☐ **Other Essentials**: Antihistamines, eye drops, nasal sprays

Tips: Always check expiry dates, keep children's medicines safe, and ask your pharmacist for advice.

Pharmacy First

You may have a common health problem that does not require being seen by a doctor or nurse.

Your local pharmacist can help you find the right medication for you or direct you to further care if necessary.

Digital Health Tools

- **NHS App** → book appointments, order prescriptions, blood results
- **GetUBetter App** → self-manage muscle, bone & joint issues
- **Healthier Together App** → Guidance for pregnant women, children & young people
- **Online GP Consultations** available
- **NHS 111** → get help for your symptoms online or by phone for urgent advice

Financial Help

- **Citizens Advice** → free support with debt, benefits & budgeting
- **Take Charge** → help with energy bills & home improvements
- **Futureproof Cumbria** → free home energy assessments to cut bills https://futureproofcumbria.org.uk/homes/free-home-energy-support/

Mental Health Support

If you or someone you know is in crisis:

- North Cumbria Crisis Team: Call **NHS 111** & select the mental health option
- Samaritans: **116 123 (24/7)**
- **Andy's Man Club (Wigton)** → peer support for men of all ages

Cumbria Fire & Rescue

Contact the fire service to book a **Safe & Well Visit** to carry out a home fire safety assessment & fit smoke detectors (if required).

- Complete the online home fire safety check or call **0800 3584 777**

Food Support

Protect yourself and others this winter:

- **Wigton Food Pantry** → Wednesdays, 9 – 11:30am
  St Cuthberts Church Hall, Strand Terrace, Old Catholic School Hall, Wigton CA7 9HT
- **Aspatria Rainbow Pantry** → Fridays 10am—4pm, the Rainbow Room on King Street—absolutely everybody is welcome.
- **Keswick Food Share** → Wednesdays 10am—1pm, in the old Citizens advice office next to Keswick Library and open to anyone with a CA12 Postcode.
- **Silloth** → info coming soon.

Local Support

- **Age UK** 0800 169 65 65
- **Cumberland Family Hubs** offer services to families, parents, children and young people. Find your nearest one on the Cumberland Family Hubs website.
- **The Northern Fells Group** is a community charity based in North Cumbria—07376 211 995
- **The CommuniTea Hub Wigton** is a vibrant community space where everyone is welcome. It's a place to connect, create, and access support, offering something for all ages
- **Work Well Project** supports working-age people whose health puts them at risk of being out of work.

Stay safe, stay warm, and look after one another this winter!