

Emergency contact numbers

Surrey County Council	03456 009 009 (8am-6pm weekdays) or text only on 07527 182 861
Highways emergencies	0300 200 1003 (24 hours)
Adult Social Care	0300 200 1005 (8am-6pm weekdays) 01483 517898 (out of hours)
District and Borough Councils	
Elmbridge Borough Council	01372 474474 01372 466114 (out of hours)
Epsom and Ewell Borough Council	01372 732000
Guildford Borough Council	01483 50 50 50
Mole Valley District Council	01306 885001 01372 376533 (out of hours)
Reigate and Banstead Borough Council	01737 276000 07699 391689 (out of hours)
Runnymede Borough Council	01932 838383
Spelthorne Borough Council	01784 451499 01932 425060 (out of hours)
Surrey Heath Borough Council	01276 707100
Tandridge District Council	01883 722000
Waverley Borough Council	01483 523333 02392 242161 (out of hours)
Woking Borough Council	01483 755855
Environment Agency	
Floodline service	0345 988 1188
Pollution or incident	0800 80 70 60 (24 hours)
Utility providers (infrastructure)	
Gas (National Grid)	0800 111 999
UK Power Networks	105
Scottish and Southern Electric Power Distribution	105
Thames Water	0800 316 9800 (sewerage flooding) 0800 714 614 (water leaks)
South East Water	0333 000 0365
Affinity Water	0345 357 2407
BT	0800 121 7667
Animal Welfare (RSPCA)	+0300 1234 999



SURREY PREPARED

A short guide on how to be prepared for local emergencies



If you or someone else is in imminent danger call 999 and choose from fire, ambulance or police.

For more information or advice on household resilience, or on setting up community resilience groups, please refer to our website, email or call us.

✉ community.resilience@surreycc.gov.uk

🌐 www.surreycc.gov.uk/surreyprepared

🐦 @SurreyPrepared

☎ **03456 009 009** 8am-6pm weekdays

Preparing your home

Visit surreycc.gov.uk/fire for information on indoor and outdoor fire safety and to book a free fire safety check. Alternatively, call **0800 085 0767**.

There is also information at surreycc.gov.uk/surreyprepared about making a household resilience plan including keeping a list of important numbers.

- Make sure your whole family (especially children) know how to evacuate the house in case of fire or a gas leak – do not attempt to tackle these yourself. Leave it to the professionals and call 999 if in doubt.
- Check smoke and carbon monoxide alarm batteries weekly.

Evacuation

To keep you safe it is also important to evacuate if requested by the emergency services.

- Have a bag of essentials ready including medication, spare glasses and documents - and think about where pets could be looked after. You are free to make your own arrangements on where to stay, or you can stay at an emergency centre where advice and assistance will be available. Make sure that any family members who may be worried know where you are.
- Ensure you know how to safely turn off the electricity, gas and water in your home in case you need to evacuate.

Wildfire

Surrey has many green spaces, and in dry weather there is a danger that grass and trees can catch fire. Be very careful with BBQs where these are permitted, and while smoking in the outdoors.

If you see a wildfire call 999 and ask for the fire service. Don't put yourself in danger.

Flooding

Visit flood-warning-information.service.gov.uk and check your flood risk and sign up to receive free flood warnings from the Environment Agency.

If your property is at risk from flooding visit nationalfloodforum.org.uk to find out about protecting your home and insurance. You can also call **01299 403 055**.

For advice on preparing for and dealing with a flood visit surreycc.gov.uk/floodingadvice

Water safety

- Never go into or drive through flood water – it is likely to contain sewage and there may be hidden holes or strong currents.
- If it is sewage flooding, notify Thames Water as soon as possible.
- Rivers, ponds and reservoirs are dangerous to enter no matter how inviting.

Severe weather and winter

The British weather is unpredictable. Check guidance from the Met Office and sign up for weather alerts at metoffice.gov.uk. You can also keep up to date with weather forecasts and disruptions in the media and on local radio.

- Avoid driving in icy conditions or in very severe weather such as snow or gales.
- If you have to drive carry water, some food and perhaps a blanket in case you get caught in disruption on the roads – even in very hot weather, as road surfaces can melt.
- Check on neighbours – is there anyone who might not be able to go to the shops as easily if it is very hot or cold or who might need help?

Power, gas and water loss

For extra help in power cuts, join the Priority Services Register if you have a young baby, health care requirements or sensory or mobility limitations, or are an older person.

Check your electricity distribution company and eligibility by calling UK Power Networks on **0845 601 4516** or by visiting their website.

Consider also registering with your water company for help in a shortage, and contact Action Surrey on 0800 783 2503 for help with bills and affordable warmth. www.actionsurrey.org

- It's useful to have an 'old fashioned' analogue (non electric) phone as it will still work if the power goes off.
- Torch batteries expire – check them if you rarely use your torch.
- Check with your neighbours during a utility failure – they may not be so well prepared and might appreciate some help.
- Purpose-made glow sticks are a safer alternative to candles.

Health

See healthysurrey.org.uk for seasonal advice, flu jab and health check information, or ask your GP.

Schools

Visit surreycc.gov.uk/schools to check if any schools are closed because of bad weather.

Transport

Check our map at travel.surreycc.gov.uk before you travel to find out if your journey might be affected.

You can report storm damage to roads or fallen trees by calling **03456 009 009**.