

Your local Good Neighbour Co-ordinator is here to help support you to live independently for longer.

Please contact the Wiltshire Good Neighbours Team on:

01380 732828

or email:

wgn@communityfirst.org.uk

For further information visit

www.wiltsgn.org.uk

Wiltshire Good Neighbour is delivered through a partnership of:

 Wiltshire Council
Where everybody matters

 COMMUNITY FIRST
STRENGTHENING LOCAL COMMUNITIES IN WILTSHIRE & SWINDON

 Wiltshire ageUK

 Salisbury District ageUK



 Wiltshire
GOOD NEIGHBOURS

Householders' Guide for Emergencies

When you call 999 the first person to answer will be an operator who will ask you what service you require and your telephone number because, if the line is cut, or you are unable to continue the call, the operator can trace where you are and send the emergency services to your assistance.

Only use the 999 number for a genuine emergency.

For non-emergencies call 101

If you need more than one emergency service, ask for the most important one first and then make sure you tell the operator which other service(s) is required. For instance, if the emergency is a fire then request Wiltshire Fire & Rescue Service first but bear in mind you might also need the Police and Ambulance. The operator may well refer the information to the other services anyway but it is better to be safe than sorry.

At the heart of your rural community

Notes



Notes

Keeping Yourself in Touch

Be sure that you have a battery or wind up operated torch and radio available. The following are local radio frequencies that cover the county of Wiltshire:

Frequencies

BBC Wiltshire can be heard via:

Salisbury area: 103.5 FM

Swindon area: 103.6 FM

1368 AM

West Wilts area: 104.3 FM

East Wilts area: 104.9 FM

Local radio stations are also available

At least one of your telephones needs to be permanently connected (ideally the one by your bed) and keep a mobile phone charged.

Power Cut Emergency List

- A list of emergency contact numbers
- Two battery operated torches with spare batteries (or wind-up torches).
Note: LED torches are recommended.
- Battery operated radio. Tuned to local station.
- Telephone: as cordless phones don't work during a power cut at least one of your telephones needs to be a permanently connected, wired handset, ideally the one by your bed.
- Any essential medication and a first aid kit
- Three days' supply of bottled water and ready-to-eat foods that keep (see check list on page XX)
- Pen or pencil, paper, a penknife and a whistle
- A small amount of cash



Notes



Emergency Food Supplies: Check List

The following items are suggested when selecting emergency food supplies. You may already have many of these on hand.

- Ready-to-eat canned meats, fruits, vegetables and a can opener
- Protein or fruit bars
- Dry cereal
- Peanut butter
- Dried fruit & nuts
- Crackers
- Canned juices
- Non-perishable Long Life pasteurized milk
- High energy foods
- Vitamins

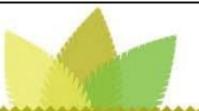


- Spare clothing in case you have to move to a friends house
- Salt for Icy steps and pathways
- Thermos flask and heat retaining mugs

We recommend that you keep a record of all your emergency contact and local service information that you may need in an emergency.

Keep this detail altogether in one place and close at hand!

Ask you local Good Neighbour Co-ordinator for an 'Emergency Contact



What to do if I have no electricity?

- Call for assistance
- Turn off all your electrical appliances and lights, but leave two lights switched on so you know when the power is back on.
- Check whether your neighbours have power or not. If it's just your home affected get your fuse box checked first before calling your supplier.
- **Stay warm - this is a priority.** If a power cut leaves you without any heating move into one room, preferably south facing, and make sure you wear several layers of clothing. Use blankets for extra warmth if needed.
- After the power cut - check water pipes for leaks, reset electric timers and clocks and



Other ways to save energy

- Turn off lights when you're not in the room
- Use low energy bulbs
- Don't leave electrical items, like the TV and DVD player, on standby – switch them off.
- Only boil as much water in a kettle as you need.
- Use a 30°C programme on your washing machine
- Turn off any electrical chargers once your appliance is at full power
- Don't block your radiators – it cuts the heat they give out
- If you have a dishwasher, fill it fully before using it, this is more energy efficient



Keep the fuel bills down

- Have your heating system serviced regularly and chimney swept.
- Check your water stopcock is working.
- Keep those drafts out! – it's a good investment to draft proof your home and an essential step to keeping it warm.
- Fit thermal linings to your curtains if you can. A heavy lined pair of curtains does a similar job at keeping the heat in.
- Check out the benefits & grants available to help with insulation & energy efficiency, such as cavity wall & loft insulation
- Many energy suppliers now have a 'Priority Service' which is available to elderly or vulnerable clients. Have you signed up to

yours?



Food Safety

If the power is out for less than 2 hours, then the food in your refrigerator and freezer will be safe to consume.

While the power is out, keep the refrigerator and freezer doors closed as much as possible to keep food cold for longer.

If the power is out for longer than 2 hours, follow the guidelines below:

A freezer that is half full will hold food safely for up to 24 hours. A full freezer will hold food safely for 48 hours. Do not open the



Make yourself warmer during Winter

- Wear several thin layers of clothing, rather than one thick layer.
- Go for clothes made from wool, cotton or fleecy fabrics
- Draw your curtains, as soon as it gets dark to keep the heat in
- Keep any windows and internal doors closed to retain heat
- A lot of heat is lost through the head and neck, so if you are chilly indoors try wearing a hat and scarf
- Your body keeps warm by burning food you've eaten, so make sure you have regular hot meals that contain carbohydrates such as potatoes, pasta, bread and rice. Try porridge with hot milk

- If you're sitting down, a shawl or blanket will provide extra warmth.
- Try to keep your feet up, because air is cooler at ground level.
- Wear warm clothes in bed.
- When it's really cold, wear thermal underwear, bed socks and even a hat.

Remember: Staying warm should be your priority!

Talk to your Good Neighbour Co-ordinator about other ways to stay warm throughout the Winter months.