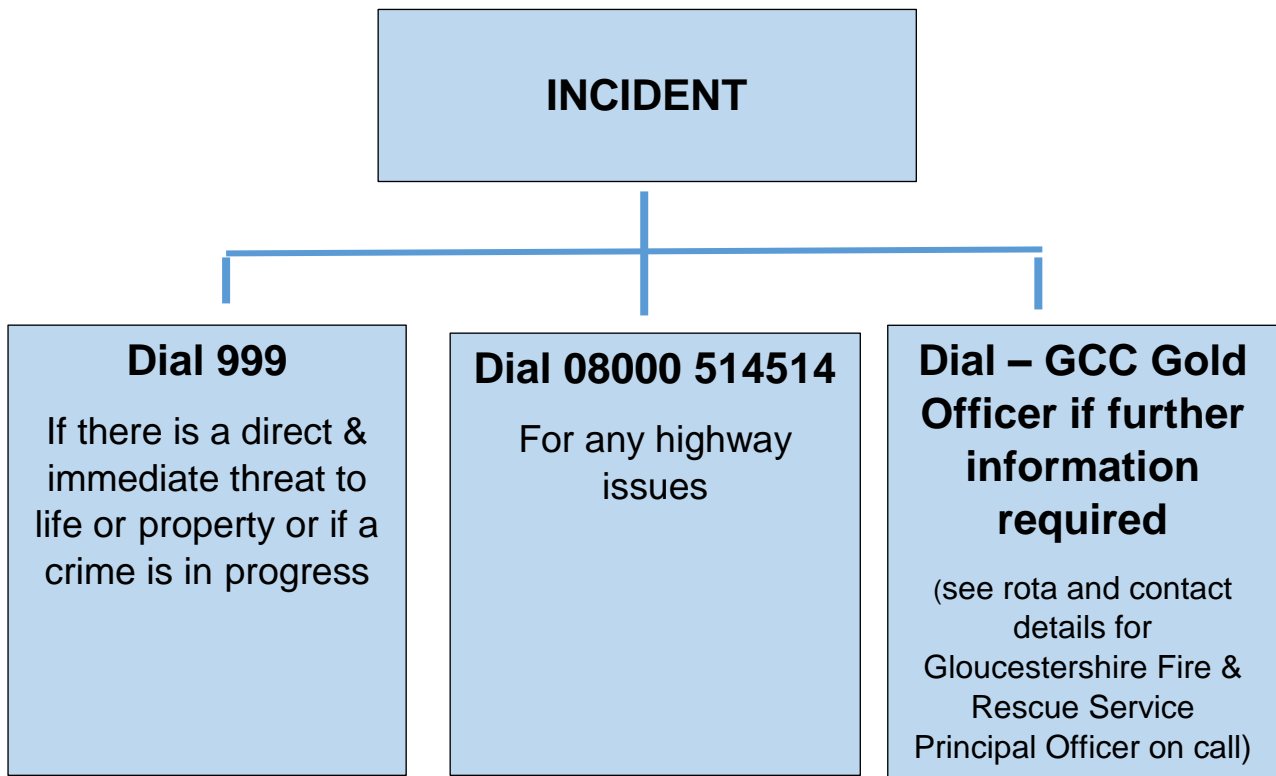


MEMBERS GUIDANCE IN THE EVENT OF AN INCIDENT



Other useful contact numbers

Please see the next page for a list of other useful contacts.

In addition the Gloucestershire Local Resilience Forum 'Are you Ready Booklet' contains a lot of useful information.



<https://glosprepared.co.uk/wp-content/uploads/2018/11/Are-you-ready-booklet-Web-version.pdf>

Please note that as the booklet was produced in 2018 some of the contact details at the back of the book may be out of date therefore please refer to the list on the next page.

Useful Contact Numbers and Websites for Emergencies

Organisation	Telephone	Website
Emergency Services	999	
Police (non emergency)	101	www.gloucestershire.police.uk
Fire & Rescue Service (non emergency)	01452 888777	https://www.gloucestershire.gov.uk/glosfire/ Social media @Glosfire
Health and Social Care		
GCC Emergency Duty Team- Out of Hours	01452 614194 (4.45pm- 8.45am every day)	NB only for social care emergencies out of hours
NHS 111 Service When medical help required but not 999 emergency	111 (24hr)	https://111.nhs.uk/
Highways		
GCC Highways Team	08000 514 514 (24hr)	https://www.gloucestershire.gov.uk/highways/roads/roads-in-severe-weather/current-road-closures/ Social media @GlosRoads
Highways England A40, A417/A419 and the motorways	0300 123 5000	http://www.trafficengland.com/?evtID=2621626 Social media @HighwaysSWEST
Environment Agency		
Incident Hotline	0800 80 70 60 (24hr)	https://flood-warning-information.service.gov.uk/warnings Flood Warnings
Floodline	0345 988 1188 (24hr)	https://flood-warning-information.service.gov.uk/river-and-sea-levels River Levels
Water / Sewerage Companies		
Thames Water	0800 316 9800 (24hr)	Interactive map of latest incident info www.thameswater.co.uk/help-and-advice/work-in-your-area
Severn Trent Water	0800 783 4444 (24hr)	Interactive map of latest incident info https://www.stwater.co.uk/in-my-area/check-my-area/
Bristol Water (NB Water supplier only- contact Wessex Water for sewerage issues).	0345 702 3797 (24hr)	Service status information www.bristolwater.co.uk/service-status/
Wessex Water	0345 600 4 600 (24hr)	www.wessexwater.co.uk
Dŵr Cymru (Welsh Water)	0800 052 0130 (24hr) water 0800 085 3968 (24hr) sewer	Interactive map of latest incident info www.dwrcymru.com/en/In-Your-Area.aspx

Gas Leaks	0800 111 999 (24hr)	www.nationalgrid.com
Gas Distributor		
Wales and West Utilities	0800 912 2999	www.wvutilities.co.uk
Electricity Distributors		
Power Cut any supplier	105	
Western Power Distribution	0800 6783 105 (24hr) or 105	www.westernpower.co.uk Loss of supply interactive map http://www.westernpower.co.uk/Power-outages/Power-cuts-in-your-area.aspx
Scottish and Southern Electricity Network	0800 072 7282 (24hr)	https://www.ssen.co.uk/home Loss of supply interactive map https://www.ssen.co.uk/PowerTrack/
School Closures		
GCC School Closures		https://closures.gloucestershire.gov.uk/
Weather		
Met Office		https://www.metoffice.gov.uk/
Lightning Map		www.lightningmaps.org
Animal Welfare		
RSPCA	0300 1234 999	To report cruelty, neglect or animal in distress
Crime		
Crimestoppers	0800 555 111	https://crimestoppers-uk.org/
Anti-Terrorist Hotline	0800 789 321 (24hr)	
Location		
What3Words	Tool to find and share exact locations. Can be used to direct Emergency Services to a specific location. World divided into 3 metre squared and each square given a unique word combination.	https://what3words.com/ Also available as a Free App
Other Useful Contacts (please use this to note any other contacts that may be useful to you).		