

Produced by: The National Consortium for Societal Resilience [UK+] (NCSR+),
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MY FAMILY, OUR EMERGENCY PLAN

Take 20 minutes before the next storm.
Can your family afford not to?

The next storm to hit Staffordshire will happen – it's 100% certain. We don't know when it will happen, but it may bring floods, fallen trees, power cuts, damage to your home or car. It may disrupt you, your children's school, older relatives, or vulnerable neighbours. We've all been there. And, we'll be there again.

So, take 20 minutes to prepare an emergency plan by filling out the grid on the next page.

As a family, or with friends, chat about past storms, contacts you'll need, and what to do if you have no electricity or cannot get to the shops for days. Take 20 minutes to prepare now. **You'll sleep better, will feel more in control, and you'll recover better when the storm passes.**

How to spend the next 20 minutes

Preparing doesn't need to take hours, just spend:

- **5 minutes** to identify key contacts (write these down in case your mobile phone lacks charge).
- **1 minute** to select the disruptions you're most concerned about.
- **10 minutes** to agree your first actions.
- **2 minutes** to discuss when and how your plan will kick into action.
- **2 minutes** to reflect on important things you've discussed.

A little preparation can make all the difference.

What to write in your family emergency plan?

- **Emergency contacts and important medical information** for services in Staffordshire that you need
- **A local place to meet if you get separated** such as a Staffordshire police station.



- **Local radio frequencies** for news updates.
- **Contacts for family and friends** you want to check on.
- **Plans for precious treasures** such as pets.

Store this plan with other important documents (e.g. insurance policies). Take these documents if you need to get out quickly.

Then what?

You have a plan – great! What else can you do:

- **Sign up for emergency alerts** to get warnings in advance (e.g. Met Office).
- **Check your insurance** covers floods/storms.
- **Get supplies** including tinned food, medicines, wind-up radio, bottled water.
- **Create a message group with neighbours** to support each other (e.g. on WhatsApp).
- **Know how to turn off your home's utilities** such as electricity, gas and water supply.
- **Protect your home** such as with a flood barrier for external doors.

Doing a little will help a lot

Just 20 minutes. Having that phone number or document could save you hours of panic and frustration after a disruption. Talk to your family so that everyone knows.

Staffordshire is a safe place. But your family will never, ever regret being more prepared.

MY FAMILY, OUR EMERGENCY PLAN

Our family's name

The Newtons at no. 15, Staffordshire

Our key contacts
(in Staffordshire and beyond)

Family, friends & neighbours	Agencies
<i>Family member 1 - 07800 1111</i>	<i>Home insurance - 0800 111 1111</i>
<i>Family member 2 - 07800 1111</i>	<i>Car insurance - 0800 111 1111</i>
<i>Family member 3 - 07800 1111</i>	<i>Staffordshire School -0800 111 11</i>
<i>Friend 1 - 07800 111</i>	<i>The Vet – 0800 111 1111</i>
<i>Friend 2 - 07800 1111</i>	<i>Utility company - 0800 111 1111</i>
<i>Neighbour - 07800 1111</i>	<i>Local council - 0800 111 1111</i>
	<i>Doctor's surgery - 0800 111 1111</i>
	<i>Local radio frequency – FM91.1</i>

Disruptions likely to affect our family in Staffordshire? (tick all that apply)

Flooding	☐	Wildfire	☐	Terrorist attack	☐
Snow and ice	☐	Power outage	☐	Public disorder	☐
Heatwave	☐	Water outage	☐	Industrial accident	☐
Storms and wind	☐	Rail accident	☐	Other:	

What safe place will meet if we cannot return home:

The Police Station, Stone

First actions in a disruption

- 1. Get out the house to and go across the road. Check everyone is safe*
- 2. Tell the emergency services if someone needs immediate help*
- 3. Tune in to local TV and Staffordshire's radio stations for updates*
- 4. Turn off gas, electric, water if possible*
- 5. Ask the Neighbours WhatsApp group if anyone can help us*
- 6.*

When and how will we act on our plan

When will we act on our plan	How we will know to act
<i>When it's obvious that we need to</i>	<i>We hear a big bang</i>
<i>When we get an alert to our mobile phone</i>	<i>Alert received from Met Office, Staffordshire Police</i>
<i>When neighbours tell us</i>	<i>WhatsApp group</i>
<i>When emergency services warn us</i>	<i>Knock on our door</i>

Important things for us to remember

- Be kind to ourselves and each other, and be calm and reassure kids*
- People want to help – so ask for help if we need it – don't struggle*
- All schools and nurseries have plans in place to cope with disruptions*
- Photograph damage for insurance and don't throw out damaged items*
- Have some cash available in case bank services go down*
- Consider getting a first aid kit and some first aid training*
- Medical information for Mum ... medication 1 2 3*
- Sign up for priority services register with utility companies*
- Rely on information from Staffordshire's officials – not influencers*

My family's emergency plan was last updated on

14 January 2026