



ICE – In Case of Emergency

Contact details

Complete this form for your household to access key information quickly and easily in an emergency. Store these details on your mobile device as well as keeping a paper copy.

In an emergency, ensure you are not in danger. If the danger is outside, stay inside (if it is safe to do so).

If you or another person is in danger always call 999.

If you are asked to leave your home:

- Make sure you take your medication and, if possible any medical equipment you need with you.
- Remember to tell family, friends and carers where you are going. If you are currently receiving visits from NHS or Social Care providers let them know where you have gone to.
- Take your mobile phone and charger as well as key documents like ID and your purse/wallet.
- Turn off your gas, electricity and water if it is safe to do so
- Consider whether you need to take your pets with you.
- Do any family and neighbours need help?
- Do you have any family or friends you could stay with?

Tune in to local radio, TV and social media for advice and updates.

Returning home:

- Listen to advice from the emergency services and local authorities (e.g. advice about drinking water or power loss)
- Contact your insurance company if needed
- Contact the relevant utility companies. If you turned off your gas it must be turned on again by a professional for safety reason

Contact details for household members

Name	Contact Number

Do children need picking up?

The following people can collect children from school

Name	Contact Number

We can meet or stay at

Name (near home)	Contact Number
Name (further away)	Contact Number

Family and/or neighbours who may need help

Name	Contact Number

Who can I call if I need help?

Name	Contact Number

Emergency telephone numbers

Emergency services	999	@SurreyPolice @SurreyFRS @SECAmbulance
NHS – 24/7 support	111	
Police non-urgent	101	
Power cut	105	
Surrey County Council	03456 009 009	www.surreycc.gov.uk
Local authority		
Doctor		
School		

Important information

Home and contents Insurance:	Tel:	Policy number:
Car Insurance:	Tel:	Policy number:
Gas provider:	Tel:	National gas emergency No: 0800 111 999
Electricity provider:	Tel:	
Water provider:	Tel:	
Vet/Kennel/ Cattery	Tel:	

Current medication

Medication name	Dosage/time	Who

Other useful information

Environment Agency Twitter: @EnvAgency
 Floodline Tel: 0345 988 1188 (24hr service)
 Pollution/Incident Hotline Tel: 0800 80 70 60 (24hr service)

Check your flood risk and sign up to flood alerts
 Web: <https://www.gov.uk/check-flood-risk>

Met Office Twitter: @metoffice

Check for weather warnings
 Web: <https://www.metoffice.gov.uk/public/weather/warnings>

Tune in to local radio stations

BBC Surrey: 104-104.6FM
 Heart Sussex and Surrey: 97.5-102.7FM



GO IN to a safe building.



STAY IN until you are advised to do otherwise.



TUNE IN to local TV or radio for more information.