

Matthews Household Emergency Guide

Rowan House · Irthington · Cumbria CA6

5 adults + 1 small dog · Shelter-in-place first · Offline copy

Last updated: **5 Oct 2026** (Europe/London) · Weekly refresh (extra contacts: Floodline textphone, Cumberland Highways and Safeguarding; autumn clocks-change check; print-friendly blanks)

ESSENTIAL Do these **USEFUL** Strongly recommended **NICE-TO-HAVE** If capacity allows

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Practical guide for storms, power cuts, flood risk, snow isolation, and short disruptions. Calm actions, UK sources, no fantasy scenarios. Store this file (and the HTML twin) on a phone/tablet/USB that works without internet.

Priority tags: Essential · Useful · Nice-to-have

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1. How to use this guide

ESSENTIAL Read this once calmly on a normal day. Fill the blanks in §3, §16 (who takes what), §19, and §21 FILLs. Confirm Anker units on-site (§13). Print or save PDF. Keep one copy offline on a charged device plus USB.

Three decision modes

1. **Shelter-in-place (default)** — Home is safer than roads. Power cut, storm, snowed-in lane, minor flood warning elsewhere. Stay put, conserve heat/water/comms, follow playbooks.
2. **Evacuate with time** — Official advice, rising flood water threatening property, structural risk, or prolonged isolation with medical need. Take grab bags, documents, dog, phones, meds. Lock up if safe. Tell your out-of-area contact.
3. **Fire / leave empty-handed** — Get everyone (and dog) out first. Do not search for bags. Meet at the outdoor meeting point. Call 999 from outside or a neighbour's phone. Clothes and kit can be replaced; people cannot.

Rule of thumb: If you can smell smoke, hear a CO alarm, or see rising water at the threshold — leave immediately. Kit comes second.

Carbon monoxide — never ignore

Never use petrol/diesel generators, charcoal BBQs, camping stoves, or portable gas heaters *indoors* or in a garage/conservatory attached to living space. They produce carbon monoxide (CO), which you cannot smell and which kills. Only use outdoor-rated kit outdoors, well away from doors and windows. **Charcoal can keep producing CO for hours after flames look extinguished** — leave it outdoors while cooling. Petrol generators: outdoors only, generous spacing from openings (practical ≥ 6 m), never back-feed a wall socket. Keep CO alarms fitted and

tested. If a CO alarm sounds: get fresh air, go outside, call 999 if anyone feels ill (headache, dizziness, nausea, confusion).

Refresh this guide yearly (or after a real event). Update phone numbers, meds, and kit expiry dates.

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1a. Info bank (chapters 01–16 + perplexity/)

USEFUL Deeper offline reference lives in info-bank/ beside this guide:

Path	What
info-bank/INDEX.md	Chapter index + quick contacts
info-bank/01–15	Official UK-primary chapters (Prepare, EA, ENWL, UU, FSA, NHS, CO, Anker/Starlink maths, grab/car, aftercare)
info-bank/16-perplexity-deep-research-digest.md	Merged ESSENTIAL / USEFUL digest of unique Perplexity facts (~9 KB)
info-bank/MERGE-NOTES.md	What was new, conflicts resolved, claims ignored
info-bank/perplexity/01–05	Raw Deep Research reports (audit trail — do not delete)

Copy the whole emergency-prep/ folder (guide + info-bank/) onto phone/USB for Faraday-bag offline use — see README-offline.md.

Critical net-new numbers from the digest are also folded into §§ below (water maths, EA warning timings, Starlink duty cycle, FSA freezer hours, Cumberland report contacts). Prefer UK primary sources if anything disagrees.

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2. Local risk picture — Irthington / Cumbria

Rural north Cumbria near Carlisle. Property-specific flood risk depends on proximity to the Irthing/Eden system and local drainage — check your address on the Environment Agency map when online, then note the result below.

Risk	Likelihood / impact	What it means for Rowan House
Storms / high wind	Common in autumn–winter	Fallen trees, blocked rural lanes, power cuts, damaged roof tiles, debris.
Flood (fluvial / surface)	Property-specific; regionally significant	Check EA flood maps for CA6 address. Surface water on lanes after intense rain. Cumberland Council does <i>not</i> issue sandbags to households.
Snow / ice isolation	Periodic winters	Unclassified rural lanes may not be gritted promptly. Plan for 48–72h+ without easy exit.
Power cuts	More common rurally	SP Electricity North West (formerly Electricity North West / ENWL) covers CA6. Report via 105 (or 0800 195 4141). Heating, cooking, well pumps, and broadband may all fail together.
Water supply interrupt	Less common; plan anyway	United Utilities. Stored water buys time; boil notices may follow repairs.
Heat / telecoms	Medium	Heatwaves stress people and pets; mobile/broadband outages during storms.
Wildfire / civil unrest	Low for this area	Do not over-invest. Focus on weather and utilities.

Fill in:

- Our EA flood risk for this address: _____
- Nearest gritted / primary route we use in snow: _____
- Notes from last local disruption: _____

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3. Family plan one-pager (fill blanks)

ESSENTIAL Complete this on a calm day. One printed copy on the fridge; one photo in each adult's phone (offline).

- Household address: Rowan House, Irthington, Cumbria CA6 _____
- Adult 1 – name / mobile / role: _____
- Adult 2 – name / mobile / role: _____
- Adult 3 – name / mobile / role: _____
- Adult 4 – name / mobile / role: _____
- Adult 5 – name / mobile / role: _____
- Dog – name / microchip no. / vet: _____

- Out-of-area contact: _____
- Outdoor meeting point (fire): _____
- Alternative meeting point: _____
- Electricity shut-off location: _____
- Water stopcock location: _____
- Gas / oil / LPG shut-off: _____
- Who knows how to shut each utility: _____

Suggested roles for 5 adults (adapt)

Role	Focus	Who
Lead / decisions	Coordinates; radio/alerts; shelter vs leave	_____
Comms	Phones charged; out-of-area contact; texts	_____
Welfare / medical	Meds, first aid, vulnerable people, dog	_____
Utilities / safety	Shut-offs, CO/smoke, torches, no indoor combustion	_____
Logistics / kit	Water/food; grab bags; vehicle	_____

Roles can rotate. In fire mode: everyone exits — roles resume only after assembly outdoors.

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4. Critical phone numbers

ESSENTIAL

Write these on paper too. Mobile signal can fail; a landline or neighbour helps.

Service	Number	When
Emergency (police / fire / ambulance / coastguard)	999	Immediate danger to life or property
Police non-emergency	101	Crime / concern, not life-threatening
NHS non-emergency	111	Medical advice when not 999
Power cut (any UK network)	105 (alt 0800 195 4141)	Report / get info – SP Electricity North West for CA6
Floodline (Environment Agency)	0345 988 1188	Flood warnings & advice (24h)
United Utilities (water)	0345 672 3723	Supply issues / leaks / boil notices
Gas emergency	0800 111 999	Smell gas – evacuate, call from outside
Cumberland Council	0300 373 3730	Local services (verify if changed)
NHS 111 / GP out-of-hours	111	Note your GP surgery below

Fill in: GP _____ · Vet _____ · Neighbour _____ · Insurer _____
 _____ · SP ENW / Extra Care notes _____

More local numbers

Service	Number	When
Floodline textphone	0345 602 6340	Flood warnings sign-up / advice for anyone who can't use voice calls (24h)
Cumberland highways / flooded roads / drains	0300 373 3736	Highway flooding (not life-threatening – use 999 if danger)
Cumberland property flooding report	LFRM@cumberland.gov.uk	After safety addressed – not an emergency channel
UU Priority Services	0345 072 6093	Extra help / alternative water (confirm on UU site)
Cumberland Adult Safeguarding Hub	0300 373 3732	Worried about a vulnerable adult (neighbour/family) – not life-threatening; 999 if danger
Cumberland Children's Safeguarding Hub	0333 240 1727	Worried about a child's safety – 999 if immediate danger

Radio Cumbria (BBC): In a power cut with no data, a battery / wind-up radio on BBC Radio Cumbria is often the best local updates channel. Typically around **95.6 / 96.1 / 104.1 FM** depending on transmitter (confirm): _____ MHz. Also DAB “BBC Radio Cumbria” if your set works.

5. Alert sign-ups

Do these *before* an emergency, while you have internet.

Alert	Priority	Prior signup?	Notes
GOV.UK Emergency Alerts (mobile)	Essential	No (system push) — keep phone on	Severe national/regional warnings
Environment Agency flood warnings	Essential	Yes — register address	gov.uk/sign-up-for-flood-warnings
Met Office weather warnings	Essential	App / website	Yellow/Amber/Red
Priority Services Register (PSR) / SP ENW Extra Care	Useful	Yes via energy & water	Extra support if medically dependent on power
Cumbria Prepared / council	Useful	Optional	cumbriaprepared.org.uk
Check Flood Risk map	Useful	One-time	gov.uk/check-flood-risk — note in §2

Fill in: EA registered? _____ · PSR registered? _____

6. Essential 72-hour kit (5 adults + small dog)

ESSENTIAL Aim to shelter for **3 days** without shops or reliable power/water.

Water

- **People (Prepare/WHO):** 2.5–3 litres per adult per day drinking minimum; ~**10 L**/adult/day if including basic cooking + hygiene.
- **72-hour drinking floor:** 5 adults × 3 days × ~3 L ≈ **45 L** + dog ~**2–3 L** → ~**45–48 L** minimum stored.
- **7-day planning (5 adults + small dog)** — from info-bank Ch.16 digest:
- Drinking-only floor ≈ **111 L**
- Practical potable (≈5 L/adult + dog) ≈ **181 L**
- Comfortable (≈10 L/adult + dog) ≈ **356 L** (heavy — stage gradually; ~361 L ≈ 361 kg)
- Food-grade / commercial bottles, cool dark place, rotate every 6–12 months.

Food (no-cook or minimal heat)

☐ [] 3 days ready-to-eat / no-cook for 5

☐ [] Manual tin opener

☐ [] Easy-wash or disposable crockery + washing-up kit

☐ [] 3 days dog food + collapsible bowl

Light, heat awareness, CO

☐ [] LED torches (one per adult) + spare batteries; headtorch

☐ [] Battery / wind-up radio (BBC Radio Cumbria)

☐ [] Power banks charged; cables

☐ [] Warm layers, blankets

☐ [] Working **smoke** and **CO** alarms – test monthly

☐ [] **Clocks go back Sun 25 Oct 2026** – use it as the autumn check: test smoke/CO alarms, swap torch/radio batteries, re-pack grab bags and car kit for winter

Candles are a fire risk – prefer LED. Never burn charcoal or run generators indoors.

Health & hygiene

☐ [] 7+ days prescription meds if possible

☐ [] First aid kit (see §16)

☐ [] Toilet paper, wipes, bin bags, sanitiser, period products

☐ [] Nappies / incontinence if relevant

Documents, cash, keys

☐ [] ID / insurance / prescription copies in waterproof pouch

☐ [] Small cash float

☐ [] Spare keys with trusted person if appropriate

Comms & info

☐ ☐ This guide offline on phone + USB

☐ ☐ Paper copy of §3–§4

☐ ☐ Fully charged phones; spare charged power bank

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7. Useful 7–14 day upgrades

USEFUL After the 72-hour baseline is solid.

☐ ☐ Rotated pantry for 7–14 days (planning aid: ~**2,250 kcal**/adult/day +10% → ~**87k kcal**/7 d or ~**173k**/14 d for five adults; keep ≥3 days truly no-cook)

☐ ☐ Outdoor camping stove + fuel (*only outdoors*) + pans

☐ ☐ Extra water toward ~**181 L** (7-day practical) or more if space/floor loading allows

☐ ☐ Water filter / purification tablets

☐ ☐ Cold-rated sleeping bags; draft excluders

☐ ☐ LED lanterns

☐ ☐ Property flood measures if EA risk medium/high

☐ ☐ Generator only if outdoor-only siting + CO discipline (advanced, not default)

☐ ☐ Starlink Mini + Anker C1000/C300 + solar (see §13)

☐ ☐ Neighbour mutual-aid agreement

NICE-TO-HAVE board games, offline e-reader, spare glasses, comfort snacks, dog toys, thermos, solar garden lights for corridor light.

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8. Grab bag packing list

ESSENTIAL **One manageable bag per adult** (plus shared docs/first-aid module + dog carrier/module). Keep near the usual exit. Re-pack seasonally.

- ☐ [] Water bottles + energy bars / snacks
- ☐ [] Torch + batteries; power bank + cable
- ☐ [] Documents pouch copy + small cash
- ☐ [] Prescription meds + basic first aid
- ☐ [] Phone + charger; offline copy of this guide
- ☐ [] Warm layer, waterproof, hat, gloves; spare socks
- ☐ [] Hygiene kit
- ☐ [] Whistle; notepad + pencil
- ☐ [] Spare glasses / contacts if needed
- ☐ [] House / car keys if evacuating by vehicle
- ☐ [] Paper list of critical numbers

In fire “empty-handed” mode: do not delay for the bag.

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9. Pet (dog) checklist

ESSENTIAL

- ☐ [] 3–7 days food; collapsible bowl
- ☐ [] Water included in household total
- ☐ [] Lead, harness, muzzle if required for transport
- ☐ [] Carrier / crate if used
- ☐ [] Waste bags; towel; familiar blanket
- ☐ [] Vaccination record copy; microchip in §3
- ☐ [] Any meds / flea treatments

☐ [] Photo of dog with owner

☐ [] Pet-friendly rest centres / boarding: _____

Never leave dog in a closed car. In flood: leash early.

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10. Power cut playbook

ESSENTIAL

1. Check if it's just you; call **105**.
2. Keep fridge/freezer closed. **FSA** approximate (doors shut): **fridge ~4 hours**; full freezer **~48 hours**; half-full **~24 hours**. If fridge reaches **≥8°C**, eat or discard refrigerated food within **4 hours**. If in doubt, throw it out. (*Flood aftercare* also uses a conservative freezer **>24 h** discard – §20.)
3. Switch off high-load appliances at the wall (leave one lamp on as a “power’s back” signal).
4. Layer clothing; one-room strategy at night.
5. LED torches / lanterns; battery radio for Radio Cumbria.
6. Charge phones from power banks; short texts to out-of-area contact.
7. If on a private water pump: treat as dual utility outage.

Heating without CO risk: duvets, layers, safe hot drinks. **Do not** bring BBQs, generators, or camping heaters indoors.

Useful: PSR if medically dependent on electricity. Cool box + ice packs ahead of winter storms.

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11. Flood playbook

ESSENTIAL

Cumberland Council does not distribute sandbags to householders. Arrange your own products in advance.

EA timing (planning): Flood Alerts often **2–12 hours** ahead; Flood Warnings often **30 minutes–2 hours** – act on the message, do not wait for water at the door.

Warning tiers: **Flood Alert** (possible – prepare) → **Flood Warning** (expected – act) → **Severe Flood Warning** (danger to life – evacuate when told).

Do not enter the attic if trapped by rising water — move to the highest *safe occupied* level, use the roof only if necessary, call **999**.

After immediate safety: report internal flooding to Cumberland (**LFRM@cumberland.gov.uk** / council form).

Highway flooding: **0300 373 3736**.

1. Watch EA warnings: Alert → prepare; Warning → act; Severe → significant threat to life — follow emergency services.
2. Move irreplaceables and electrics upstairs early.
3. Switch off power/gas at mains *only if safe* — never stand in water to operate electrics.
4. Do not walk or drive through flood water.
5. Leave when advised (or earlier if routes closing). Grab bags, dog, meds, documents.
6. After: don't switch electrics on until checked; assume contamination; photograph for insurance.

Useful: Once a year on a calm day, walk through a short **flood drill** (who grabs which bag, where valuables go upstairs, how temporary barriers deploy if you own any, where the dog kit lives). Flood Hub also recommends reviewing the plan after any real event.

Fill in: Flood products on site _____ · Insurance flood cover checked _____

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12. Snow / isolation playbook

ESSENTIAL Rural lanes around Irthington may wait for gritters. Assume you might not drive out for a day or more.

- Before Amber/Red snow/ice travel: check Met Office + traffic; delay non-essential trips.
- Keep §18 car kit in the vehicle; phone charged; tell someone your route.
- At home: clear paths only if fit/safe; dig out exhaust if snow buries a running vehicle (CO risk).
- Conserve heating; one warm room; check on neighbours if safe.
- Dog: short toilet breaks; paw care; towel dry.

Fill in: Nearest gritted route _____ · Who we check on / who checks on us _____

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13. Starlink Mini + Anker power playbook

USEFUL Confirmed from order emails (gear-from-email.md, searched 27 Sep 2026). Specs only where stated in mail — nothing invented.

Confirm on-site: Anker SOLIX C1000 and C300 have Amazon *order confirmations* but **no dispatch/delivery emails** were found. Verify both units (and the 100W panel) are physically at Rowan House before relying on them. Starlink Mini has activation + survey evidence and is treated as on hand.

Confirmed kit

Item	Specs (from email)	Order / refs	Notes
Starlink Mini Kit	Built-in WiFi. Box: kickstand, pipe adapter, 15m DC cable, PSU, plug.	ACC-6061989-11400-10; ORD-75117339-26063-96; paid £418 Dec 2024; activated Jan 2025	Hardware is offline-capable; service needs account/payment when networks work.
Starlink plan	Roam 10GB	Same ACC; SL-3118741-24041-61	Paused Feb 2025; reactivated Jul 2025; Standby notice Jan 2026.
Anker SOLIX C1000 + 100W solar	1800W (up to 2400W); LFP; 4× AC. Wh: confirm on unit label	Amazon 204-5812836-5521962; £539 Jul 2025	Order confirm only — confirm on-site .
Anker SOLIX C300	288Wh LFP; 300W (600W surge)	Amazon 205-7093223-0502734; £179.98 Aug 2025	Order confirm only — confirm on-site . Grab / lighter loads.
Power banks + charger	321 (5Ah); 633 (10Ah); Nano II 65W	202-7371240-9420345; 205-1303709-0309960	Phone/tablet — not whole-house.

Practical playbook

1. **Power priority:** (1) phones / radios / medical devices; (2) Starlink Mini for short online windows; (3) fridge/freezer only if C1000 Wh/runtime allow — measure draw; keep doors shut first (§10). No immersion heaters/ovens/whole house.
2. **Solar → C1000 in daylight:** Deploy 100W panel outdoors, angled to sun, dry connections. Charge by day; use stored power after dark.
3. **C300 for lighter loads / grab:** Phones, laptop, lights, brief Starlink sessions; easier to carry.
4. **Starlink Mini draw:** Prefer short sessions; measure watts if you have a plug meter; note runtime after practice.
5. **Keep Starlink dry + clear sky:** Dish outdoors with sky view; battery/electronics under cover.
6. **CO:** Battery stations + solar produce **no CO** (unlike petrol generators). Still never run combustion indoors.
7. **Practice once** on a calm weekend.
8. **Service honesty:** Kit is hardware; Roam data needs paid/active account. If paused/Standby, restore when you have ordinary internet — or accept offline-only (radio, stored maps).

Setup order: Solar → charge C1000 → power Mini from C1000 (or C300 for a short window) → phones from power banks / Nano II → fridge only if budget allows after comms/medical.

Runtime planning (C1000 1,056 Wh – confirm label)

Public datasheet capacity **1,056 Wh** (A1761). Planning usable via AC inverter $\approx \times 0.85 \rightarrow \sim 898 \text{ Wh}$. (Gen 2 is a different $\sim 1,024 \text{ Wh}$ product – check your label.)

Starlink Mini average **20–40 W**; USB-PD need **100 W / 20 V / 5 A** (Starlink: below **65 W** PD will not work). Prefer Mini’s own PSU on C1000 AC, or C1000 **100 W USB-C** + official cable – **not** the 30 W USB-C port.

Online pattern (Mini + ~30 Wh/day phones)	Est. duration on ~898 Wh usable
Continuous	~0.9–1.4 days
8 h/day	~2.6–3.9 days
4–6 h/day	~3.3–6.9 days

Practice: two or three short online windows totalling $\approx 4\text{--}8 \text{ h/day}$, then shut dish and unused outputs. FM radio stays the independent fallback.

Faraday / EMP bag – honest note

Consumer Faraday pouches can shield small *powered-off* electronics from some EMP/static/RF – useful for a spare phone, USB with this guide, and spare radio. They are **not magic**: they do not protect connected gear, whole-house wiring, vehicles, or Starlink already deployed. Keep spare phone + guide + USB in a lined bag with silica gel; rotate charge quarterly; don’t rely on bags as a primary survival strategy.

Fill in:

- C1000 Wh on unit label: _____
- C1000 / C300 / panel physically confirmed (date / location): _____
- Faraday bag location: _____
- Measured Mini draw / runtime: _____
- Starlink account status last checked: _____

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14. Food & water rotation calendar

USEFUL

 Write dates on containers with a marker.

Item	Check / rotate	Notes
Stored drinking water	Every 6–12 months	Replace; clean containers
Tinned food	Use-by / best-before; oldest first	Bulging/rusted → discard
Dry goods	12 months visual	Airtight; pest control
Dog food	Per bag date	Don't overstock wet past comfort
Meds / first aid	Every 6 months	Replace expired
Batteries / power banks	Quarterly charge	Store cool
Grab bags	Every 6 months + season change	Refresh water/snacks/clothes
This guide + contacts	Annually (e.g. each September)	Update numbers & kit

Fill in: Last full rotation _____ · Next annual review _____

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15. Documents & cash

ESSENTIAL

- ☐ [] Photo ID copies
- ☐ [] Home insurance summary + insurer phone
- ☐ [] Vehicle insurance / V5C copy if relevant
- ☐ [] Prescription list; NHS numbers
- ☐ [] Bank / card customer service numbers
- ☐ [] Property deeds location / solicitor
- ☐ [] Pet microchip + vaccination record
- ☐ [] USB encrypted backup of key PDFs (optional)
- ☐ [] Small cash in mixed notes/coins

Store pouch waterproof; grab-bag copy separate from originals.

16. Medical & first aid

ESSENTIAL

Not medical advice. Household stock / planning checklist only. Check suitability, allergies, pregnancy, age limits, and other medicines with a pharmacist or GP. Follow NHS 111 / 999 and label doses. When in doubt, do not take it – ask.

First aid kit (core)

- ☐ ☐ Dressings, plasters, sterile wipes, tape, triangular bandage
- ☐ ☐ Gloves, scissors, tweezers, thermometer
- ☐ ☐ Saline / eyewash; antiseptic
- ☐ ☐ Hydrocortisone 1% cream
- ☐ ☐ Gauze, cohesive bandage, blister plasters

UK OTC stock list

- ☐ ☐ **Paracetamol** – first-line pain/fever (mind max daily dose)
- ☐ ☐ **Ibuprofen** – only if safe for that person (pharmacist check: asthma, ulcer, kidney, late pregnancy, etc.)
- ☐ ☐ **Cetirizine or loratadine** – non-drowsy antihistamine
- ☐ ☐ **ORS / Dioralyte** – oral rehydration
- ☐ ☐ **Loperamide** – short-term adult diarrhoea when appropriate
- ☐ ☐ **Antacid**
- ☐ ☐ **Hydrocortisone 1% + antiseptic + saline**
- ☐ ☐ **Period products** – spare in grab bag
- ☐ ☐ Spare glasses / hearing-aid batteries if needed

Prescription & emergency meds

- ☐ ☐ 7–14 days spare of regular prescriptions if GP/pharmacy allows
- ☐ ☐ EpiPen if prescribed – location, expiry, household training
- ☐ ☐ Inhalers / diabetic / other critical kit – duplicates in grab bag if advised
- ☐ ☐ Printed dose list in documents pouch

Dog – important

No human painkillers for the dog. Never give paracetamol, ibuprofen, or other human painkillers – they can be toxic. Use only vet-prescribed meds. Keep vet out-of-hours number in §4.

Label the household OTC box **HUMANS ONLY – NEVER GIVE TO DOGS**. Prefer single-ingredient pain/fever meds; avoid multi-symptom cold/flu sachets as the default (easy accidental paracetamol overdose). Ask a pharmacist to review the box against household conditions.

Who takes what (5 adults – fill in)

Adult	Name	Allergies	Critical / prescription meds	OTC notes (e.g. no ibuprofen)
1				
2				
3				
4				
5				

CO poisoning symptoms

Headache, dizziness, nausea, breathlessness, collapsing, confusion. Get fresh air, leave the building, call 999. Tell operators you suspect carbon monoxide.

Fill in: First aid kit location _____ · Who is first-aid trained _____ · EpiPen / critical kit locations _____

NHS 111 for advice; 999 for emergencies.

17. Tools & shut-offs

ESSENTIAL Every adult should know shut-off locations (§3).

- ☐ [] Torch + spare batteries at known locations
- ☐ [] Basic tool kit: screwdrivers, pliers, adjustable spanner, duct tape, cable ties
- ☐ [] Utility knife / scissors
- ☐ [] Fire extinguisher + fire blanket in kitchen – know PASS
- ☐ [] Smoke + CO alarm test locations
- ☐ [] Ladder only if trained/safe – roof work is for professionals in storms
- ☐ [] Gloves, eye protection for debris

Fill in: Extinguisher location / last service _____ · Stopcock photo taken? _____

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18. Car winter kit

USEFUL

- ☐ [] Ice scraper + de-icer; blanket; warm layer
- ☐ [] Torch; 12V phone charger; power bank
- ☐ [] Water + snacks; critical meds
- ☐ [] Hi-vis; warning triangle if required
- ☐ [] Compact shovel; traction aids
- ☐ [] Jump leads or jump pack
- ☐ [] First aid; gloves
- ☐ [] Winter screenwash; fuel not run to empty

If stuck: stay with the vehicle unless safety demands otherwise; clear snow from exhaust before running engine for heat; crack ventilation to reduce CO risk; call for help.

19. Household inventory (blank – fill what you own)

Do **not** invent gear. Tick and annotate only what is actually on site. Starlink/Anker details are in §13 – still confirm Anker units on-site.

Water & cooking

- Water containers (size × count) / location: _____
- Water filter / tablets: _____
- Outdoor stove / fuel / location: _____
- Manual tin opener / outdoor pans: _____

Power & light

- Torches / lanterns / headtorches: _____
- Radio: _____
- Power banks: _____
- Generator (if any – outdoor only): _____
- Starlink Mini + Anker C1000/C300/solar (§13): Confirm locations / Wh label _____

Safety

- Smoke alarms: _____
- CO alarms: _____
- Extinguisher / blanket: _____
- Flood products: _____

Bags & stores

- Grab bags: _____
- Document pouch: _____
- Food store / approx days: _____
- Dog kit: _____
- Faraday bag + spare phone / USB: _____

Other owned gear

-
- _____

-
-

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20. After-event recovery notes

Flood clean-up extras (info-bank Ch.16): Pump only when the **outside** water level is **lower** than inside. Do **not** high-pressure wash contaminated mud (aerosolises sewage). Wash salvageable textiles separately at **60°C** where fabric allows. Ask Cumberland about contaminated sandbag / skip disposal. Private well/spring/septic: stop use until assessed.

USEFUL

1. Account for all people and dog first.
2. Do not re-enter if structural damage, gas smell, or flood contamination until cleared.
3. Photograph damage before clearing (insurance).
4. Contact insurer early; keep receipts.
5. Food safety: discard per FSA rules if temperatures rose.
6. Electrics/gas: qualified trades after flood or surge damage.
7. Rest, simple meals, ask neighbours/council for support routes.
8. Debrief within a week; update this guide and inventory.
9. Replace used kit; recharge; rotate water.

Fill in: Post-event notes _____ · Actions / purchases _____

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21. Crisis questions – answers when you need them

Essential in a crisis. Calm answers for the moment you need them. Household-specific facts marked **FILL** — write them on a calm day. If life is at risk → **999** first.

One adult reads; another acts. Cross-refs: §3 plan · §4 numbers · §10–§13 playbooks · §16 medical · §20 recovery. Standalone copy: `crisis-qa.md`.

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A. Immediate danger

A1. Is this life-threatening right now?

If anyone is unconscious, not breathing normally, has severe bleeding, chest pain, suspected stroke, major burn, trapped, or the building is on fire / collapsing / filling with smoke or flood water at the door — treat as **life-threatening**. Call **999**. Do not wait for a second opinion from this guide.

A2. Who dials 999?

One designated adult dials and stays on the line. Say: location (**Rowan House, Irthington, near Carlisle, CA6** + exact postcode **FILL**), what is happening, how many people/dog, any hazards (gas, flood, power lines). Another adult starts evacuation or first aid. Do not all crowd the phone.

A3. What if we cannot get through on 999?

Keep trying. Use another mobile / network. Ask a neighbour. If voice fails, some areas support **EmergencySMS** (pre-register) — **FILL** whether anyone here is registered. Do not drive through flood or storm debris to “get signal” unless that is clearly safer than staying.

A4. Fire — how do we leave?

Get everyone and the dog out **immediately**. Use the nearest safe exit. Close doors behind you if you can without delay. **Do not** stop for grab bags, phones, or valuables. Meet at the outdoor meeting point (**FILL** — write in §3). Call **999** from outside or a neighbour’s phone. Do not go back in.

A5. Fire — take the dog?

Yes — take the dog with you if you can do so without delaying exit. Lead/harness by the door helps. If the dog panics and you cannot catch them safely in seconds, get people out and tell the fire service the dog is still inside. Never re-enter for pets.

A6. Where is the outdoor meeting point?

FILL (front gate / opposite verge / named landmark — agree and write in §3). Alternative if the first is unsafe: **FILL**.

A7. We smell smoke but no visible fire — what now?

Treat seriously. Alert everyone, investigate only if safe (no entering smoke-filled rooms). If smoke thickens, alarm sounds continuously, or you are unsure — **leave and call 999**.

A8. Carbon monoxide alarm sounding?

Get **everyone and the dog into fresh air outside** immediately. Do not re-enter. Call **999** if anyone has headache, dizziness, nausea, confusion, or collapse. Tell the operator you suspect CO. Do not use suspected appliances until checked.

A9. Smell gas (natural gas / LPG)?

Do not turn electrical switches on or off, use phones inside, light matches, or operate doorbells. Get everyone and the dog out. Call the **gas emergency line 0800 111 999** from **outside**. Shut off gas at the meter/valve **only if you know how and it is safe** — location: **FILL** (§3 / §17).

A10. Flood water rising toward the house — stay or go?

If water is approaching doors/thresholds, official **Flood Warning** or **Severe Flood Warning** is in force for your area, or emergency services advise leave — **go early** while roads are passable. Take grab bags, meds, documents, dog, phones. If water is already deep on the lane or you are cut off, **do not drive or walk through flood water** — move upstairs if that is the safer option and call **999** if life is at risk. Prefer leaving *before* water arrives when warnings allow.

A11. Water is at the door now — what first?

People and dog upstairs or out via a dry route. Electrics: switch off at the consumer unit **only if you can reach it dry and safely** — never stand in water to touch electrics. Grab bags if within arm's reach. Call **999** if trapped. Photograph later for insurance — survival first.

A12. Power cut right now — first 10 minutes?

1. Check neighbours / street lights — is it just us?
2. Call **105** (free; alt **0800 195 4141**) for SP Electricity North West info.
3. Keep **fridge and freezer shut**.
4. Find torches (not candles as first choice).
5. Switch off high-load appliances at the wall; leave one lamp on as a “power back” signal.
6. Layer clothes; note the time.
7. Short text to out-of-area contact when you have signal.
Details: guide §10.

A13. Someone is injured — 999 or 111?

999 if life-threatening or seriously injured (as A1). **111** (NHS) for urgent medical advice when not an emergency. If unsure and it feels serious, call **999**.

A14. Intruder / threat to safety?

Get to a lockable room if you cannot leave safely; call **999**. Do not confront. Non-emergency crime later: **101**.

A15. Tree on the house / roof damage in a storm?

If structure seems unsafe, gas smell, or sparking cables — get out, call **999**. If stable and no smell of gas: stay clear of damaged areas, call insurer when safe, do not climb on roofs. Watch for downed power lines — stay away, call **105 / 999**.

B. Communications

B1. How do we get news with no broadband?

1. **Battery / wind-up radio** — BBC Radio Cumbria (FM often ~95.6 / 96.1 / 104.1 — confirm: **FILL** MHz).
2. **Mobile data** on one phone if signal exists (others stay on battery saver).
3. **Starlink Mini** on Anker power for short online windows (§13 / B6–B8).
4. Neighbour / local word of mouth once safe.
Do not drain every phone watching video.

B2. Phones almost dead — who stays on?

Keep **one** phone on for 999/alerts (rotate). Others airplane mode + power banks (Anker 321 5,000mAh / 633 10,000mAh if on site). Charge from Anker stations only for priority devices.

B3. Who is our out-of-area contact?

FILL (name, number, relation). One adult texts them: “All safe at Rowan House” or “Leaving to [place]”. They relay to wider family so you are not answering everyone.

B4. What do we tell the out-of-area contact?

Short facts: who is accounted for (5 adults + dog), where you are, whether you need help, next check-in time. No long threads.

B5. Emergency Alerts on phones — what are they?

GOV.UK Emergency Alerts can push severe warnings to compatible mobiles in an area (severe weather, etc.). Keep phones on; do not rely on them alone — also use EA flood warnings, Met Office, and radio. More: gov.uk/alerts (when online).

B6. How do we power Starlink Mini from Anker C1000?

Confirm C1000 is on site first (order confirmed; delivery not proven by email — **FILL** location). Typical pattern:

1. C1000 charged (mains or solar).
 2. Place Mini outdoors with sky view (kickstand / pipe adapter).
 3. Power Mini from C1000 AC outlet using the **Starlink Mini PSU** (or supported DC arrangement per Starlink/Anker manuals — follow the printed manuals; do not improvise cable hacks).
 4. Boot → check messages/weather → power down or sleep when done to save energy.
- Practice once on a calm day.

B7. How do we power Starlink Mini from Anker C300?

Same idea on the lighter station: **C300 = 288Wh**, 300W (600W surge). Use for **short** sessions. Confirm unit on site (**FILL**). Prefer C1000 for longer windows if available; keep C300 for grab/travel or phones.

B8. Solar charge order (100W panel + C1000)?

1. Panel **outdoors**, angled to sun, dry connectors.
2. Connect panel → C1000 solar/DC input per Anker manual.
3. Charge C1000 by day; run loads from battery after dark.
4. Clear snow/leaves off the panel.
5. Charge phones from power banks / Nano II 65W when you have spare capacity.
Priority: medical devices & phones → short Starlink → fridge only if energy budget allows.

B9. How long will Starlink run on the C1000?

Honest answer: only compute after you read **C1000 Wh from the unit label (FILL)** and measure Mini draw with a plug meter once (**FILL** watts). Runtime hours $\approx (\text{usable Wh} \times 0.85) \div \text{watts}$. Until those numbers are written here, assume **short sessions only**, not all-day streaming.

B10. How long on the C300 (288Wh)?

Same formula. Example *only if* you later measure Mini at e.g. 30–50W continuous: rough ballpark might be a few hours — **do not treat any example as a promise**. Write measured watts and a practice runtime: **FILL**.

B11. Starlink plan / data — will it work in a crisis?

Hardware can power up offline; **internet needs an active Starlink account** (Roam 10GB noted in email; Standby notices exist). Last known status: **FILL**. If paused/Standby, restore when you next have ordinary connectivity — or rely on radio + mobile.

B12. Landline still works?

FILL — do we have a working corded landline that does not need mains? Many modern phones need power/broadband. Do not assume.

B13. Should we post on social media?

Optional after safety is sorted. Prefer one out-of-area contact first. Avoid posting empty-house details publicly while evacuated.

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C. Water & food

C1. How much stored water should we have?

Target **~45–48 L** for 5 adults + small dog for ~3 days (about 2.5–3 L/adult/day + dog). Actual on site now: **FILL** litres / location.

C2. How do we ration if short?

Priority: drinking and essential hygiene. Adults ~2 L/day minimum in cool conditions (more if hot/hard work); dog smaller share. Use disposable crockery to cut washing. No unnecessary laundry. Track daily usage on paper.

C3. Can we drink tap water during a boil notice?

Follow **United Utilities** advice for your supply. Typical UK boil notice: bring tap water to a **rolling boil**, then cool covered for drinking/cooking/brushing teeth; bottled/stored water is fine. Do not use unboiled tap for baby formula unless advice says otherwise. UU: **0345 672 3723**.

C4. Tap cloudy / odd smell after repairs?

Do not drink until UU advice clear. Use stored water. When told OK, run cold taps as instructed.

C5. Private well / pump and power is out?

Treat as **no running water** until power returns or you have a safe manual/alternative plan. Stored water first. Location of stored water: **FILL**.

C6. Fridge – how long without power?

FSA rule of thumb: **about 4 hours** if the door stays shut. After that, check temperature / perishables; if in doubt, throw it out. Do not repeatedly open the door.

C7. Freezer – how long?

FSA estimates (doors shut): **~48 hours** if full; **~24 hours** if half full. Food with ice crystals may be refrozen; fully thawed high-risk food – usually bin. When unsure, discard. (*Flood aftercare* may use a conservative >24 h discard – see §20 / Ch.15.)

C8. What food do we eat first in a cut?

Perishables from the fridge first (while still cold), then freezer items you will cook/eat soon (outdoor cooking only if using camping stove – **never indoors**), then cupboard/no-cook stores.

C9. Dog food if we run short?

Use the dog's own food first (3–7 days target in kit). Do not feed cooked bones, chocolate, grapes/raisins, xylitol, onions, or rich fatty scraps. Temporary plain cooked meat/veg only if you know it is safe for *this* dog – prefer buying proper food when possible. Vet advice: **FILL** number.

C10. Can the dog drink flood / puddle water?

No. Use stored / boiled-and-cooled / known-safe water only.

C11. Washing up / toilet with limited water?

Minimise. Bag waste if toilets fail (local advice varies). Hand sanitiser for hands when water is scarce. Details improvise calmly – health first.

C12. Where is the manual tin opener?

FILL (essential if electric openers fail).

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D. Power & heat

D1. Safe heat without carbon monoxide risk?

Layers, duvets, one warm room, hot drinks from a kettle **only if** you have safe power, or from an **outdoor** camping stove used **outside**. Hot water bottles filled safely. **Never** use BBQ, charcoal, petrol/diesel generator, or indoor-unrated gas heater inside or in an attached garage/conservatory.

D2. Can we run the Anker stations indoors?

Yes for the battery units themselves — LiFePO4 power stations do **not** produce CO when discharging. Keep vents clear; follow Anker manual. Combustion generators are the CO danger — different kit.

D3. What should we power first?

- (1) Phones, radio, medical devices
- (2) Short Starlink windows
- (3) Lighting (LED)
- (4) Fridge/freezer **only if** Wh budget allows after the above

Never try whole-house loads, immersion heaters, or electric ovens from C1000/C300.

D4. C1000 capacity?

Marketing lists 1800W (up to 2400W), LFP, 4× AC. **Watt-hours: read the label — FILL Wh.** Confirm unit physically present: **FILL** date/location.

D5. C300 capacity?

288Wh LiFePO4; 300W rated (600W surge). Confirm on site: **FILL**.

D6. Solar panel — when to deploy?

Daylight, clear of snow, safe outdoor footing. Charge batteries by day even if you barely use power — top up whenever sun allows.

D7. Power banks empty?

Charge from C1000/C300 USB/AC when stations have spare capacity. Nano II 65W wall charger needs mains. Priority: one communications phone.

D8. Generator (if we ever use one)?

Only outdoors, far from doors/windows, dry, never in garage. CO alarms still matter for the house. Not part of confirmed email gear — **FILL** if you own one.

D9. Electric wheelchair / medical device dependent?

Register **Priority Services Register** with energy & water if not already (**FILL** PSR status). Have backup power plan and tell 105 / SP Electricity North West you are medically dependent when you report a cut.

D10. Cooking without mains?

No-cook food first. Outdoor camping stove **outside only** if you have one (**FILL** location/fuel). Never bring the stove indoors “just for a minute”.

D11. Candles?

Last resort — fire risk with dogs and drafts. Prefer LED torches/lanterns. Never leave lit candles unattended; keep clear of curtains/dog tails.

D12. When power returns?

Turn appliances back on gradually. Check fridge/freezer temperatures before trusting food (see C6–C7 / H1). Recharge Anker stations and power banks fully. Note cut duration for insurance/PSR if relevant.

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E. Flood & snow

E1. EA Flood Alert vs Warning vs Severe Flood Warning?

- **Flood Alert** — flooding is possible; be prepared; watch updates.
- **Flood Warning** — flooding is expected; act now (move stuff, prepare to leave).
- **Severe Flood Warning** — severe flooding; danger to life; follow emergency services.
Floodline: **0345 988 1188**. Sign up: gov.uk/sign-up-for-flood-warnings (**FILL** registered?).

E2. Does Cumberland Council give sandbags?

No — Cumberland Council does **not** distribute sandbags to householders. Arrange your own flood products in advance if EA risk warrants. What we have on site: **FILL**.

E3. Lane blocked by flood water — options?

Do not drive through. Turn back or wait on high ground. If at home and water is rising, see A10–A11. Report life risk to **999**; report flooded roads, fallen trees or blocked roads to **Cumberland Highways 0300 373 3736** when safe (same number for urgent highway emergencies).

E4. Lane blocked by snow / fallen tree?

Assume rural unclassified lanes near Irthington may wait. Shelter-in-place if home is safe. Clear only what you can safely; do not cut trees near power lines. Nearest gritted / primary route we use: **FILL**. Car kit: guide §18.

E5. Should we drive in an Amber/Red snow warning?

Delay non-essential travel. If you must: tell someone the route, keep phone charged, §18 kit in car, extra time. Prefer staying put.

E6. Stuck in the car in snow?

Stay with the vehicle unless remaining is more dangerous. Clear snow from the **exhaust** before running the engine for heat; crack a window for fresh air (CO risk). Call for help. Hi-vis if you exit.

E7. Dog in flood conditions?

Lead on early; never let the dog swim flood water (contamination, currents, drains). Carry small dog through shallow dirty water only if unavoidable and safe for you — prefer avoid. Towel dry; clean paws.

E8. After flood water enters the house?

Do not switch electrics on until checked by a qualified person. Assume contamination. Photograph damage. Call insurer. See §20 / section H.

E9. Surface water on the drive after heavy rain — panic?

Not automatically a full house flood. Watch EA messages and whether water is rising toward thresholds. Prepare sandbags/products if you have them; move cars if safe.

E10. Who checks on vulnerable neighbours?

Agree mutual check-ins when safe to walk: **FILL** (who we check / who checks us).

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F. Medical & first aid

F1. Where is the first aid kit?

FILL location. Grab-bag mini kit: **FILL**.

F2. Where are prescription meds?

FILL. Aim for 7–14 days spare if GP/pharmacy allows. Take meds with you if evacuating.

F3. Who cannot take ibuprofen?

FILL (asthma, stomach ulcer, kidney issues, late pregnancy, interactions, etc. — each adult completes §16 table). When unsure, prefer **paracetamol** only if appropriate for that person, or call **111**.

F4. Who is first-aid trained?

FILL.

F5. Can we give the dog human painkillers?

No. Never. No paracetamol, ibuprofen, or other human painkillers — they can kill pets. Vet meds only. Vet / out-of-hours: **FILL**.

F6. Suspected heart attack / stroke / severe allergic reaction?

Call **999** immediately. For known severe allergy with prescribed adrenaline auto-injector: use as trained, then 999.

F7. EpiPen / critical kit locations?

FILL (and expiry dates).

F8. Mental health crisis / severe distress?

If immediate danger to life: **999**. Otherwise NHS **111**, or Samaritans **116 123** (free). Keep warmth, water, and company; reduce noise and chaos.

F9. Someone feels CO symptoms but alarm has not sounded?

Still treat seriously: fresh air outside, **999** if unwell. Possible sources: incomplete combustion appliances — do not hunt them while feeling ill.

F10. Burns / scalds from improvised cooking?

Cool with running cool water 20 minutes if available; call **111/999** as severity warrants. Do not use butter/toothpaste. Protect with loose covering.

F11. Hypothermia risk (cold house / snow)?

Layers, shared warm room, warm (not scalding) drinks if conscious, watch for confusion/shivering stopping. **999** if severe. Dog: dry bedding, not left on cold floors long.

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G. Evacuation

G1. Where are the grab bags?

FILL (near usual exit). In fire “empty-handed” mode: **do not delay** for bags.

G2. What goes in a grab bag? (quick)

Water, snacks, torch, power bank, documents pouch copy, meds, phone, warm/waterproof layer, hygiene, keys, cash, paper numbers, dog lead/food if that adult is carrying pet kit. Full list: guide §8.

G3. Meeting point if we leave the property?

Outdoor fire meeting point: **FILL**. Longer-term (friend/family/hotel): **FILL**. Tell out-of-area contact which one.

G4. What to take for the dog?

Lead/harness, food + bowl, water, waste bags, meds, towel/blanket, vaccination/microchip info, photo with owner, carrier if used. Microchip number: **FILL**.

G5. Where are insurance documents?

FILL (waterproof pouch + cloud/USB if any). Insurer phone: **FILL**. Photograph damage before major clear-up when safe.

G6. Lock the house when leaving?

If time and safety allow: lock doors/windows, shut off utilities only if trained and safe (**FILL** who knows how). Do not delay escape for perfect lockdown.

G7. Destination unknown / rest centres?

Follow emergency service / council advice on the day. Note pet-friendly options: **FILL**. Keep everyone together if possible.

G8. What about work laptops / valuables?

Secondary to people, meds, documents, dog. One small valuables pass only if it does not slow exit.

G9. Children / extra vulnerable visitors present?

Account for everyone by name before vehicles leave. Car seats if applicable. This household baseline is **5 adults + dog** – adjust headcount: **FILL** if guests.

G10. Re-entry after evacuation?

Only when emergency services / utilities say it is safe. Gas smell, standing water, or structural damage → stay out.

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H. Utilities

H1. Where is the electricity shut-off (consumer unit)?

FILL. Know which is the main switch. Never operate electrics while standing in water.

H2. Where is the water stopcock?

FILL. Photo in phone offline album helps.

H3. Where is gas / oil / LPG shut-off?

FILL. Gas emergency: **0800 111 999** from outside if you smell gas.

H4. Who in the household can operate each shut-off?

FILL (train all adults on a calm day).

H5. Key utility numbers?

Service	Number
Life-threatening emergency	999
Power cut	105
Floodline	0345 988 1188
United Utilities (water)	0345 672 3723
Gas emergency	0800 111 999
Police non-emergency	101
NHS non-emergency	111
Cumberland Highways (flooded roads, fallen trees)	0300 373 3736
Cumberland Council	0300 373 3730 (verify)

H6. Sparks from socket / burning electrics smell?

If safe: power off at consumer unit. Evacuate if fire/smoke. Call **999** if fire; otherwise electrician when safe. Do not use water on electrical fires.

H7. Water leak indoors?

Stopcock off if you can find it. Electricity off if water near electrics and you can do so dry/safe. Catch/bucket; photo for insurer.

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I. After the event

I1. When can we reopen the fridge/freezer and keep food?

After power returns: if fridge stayed ≤ 4 h shut and still cold, likely OK; if warmer or longer, discard perishable high-risk foods. Freezer: ice crystals present → often OK to refreeze; fully thawed risky foods → usually bin. **When in doubt, throw it out.** FSA guidance when online.

I2. How do we start an insurance claim?

Photograph all damage before clearing when safe. Find policy (**FILL** location / insurer phone). Call insurer early; keep a log of calls and receipts for emergency spend. Do not bin damaged items until insurer agrees (unless a health hazard).

13. Who do we tell we are safe?

Out-of-area contact first (**FILL**), then employer/school as needed. One message avoids twenty calls.

14. Electrics after a flood?

Do **not** restore power yourself if water reached sockets/consumer unit. Qualified electrician. Gas appliances: Gas Safe engineer after flood.

15. Contaminated soft furnishings / carpets?

Often discard after dirty flood water. Follow insurer and public-health advice; wear gloves; hygiene first.

16. Replace used emergency kit?

Within a week: water, food, meds, batteries, dog food, printed contacts. Recharge Anker C1000/C300 and power banks. Note what failed in a debrief (§20).

17. Update this guide?

After every real event and at least **annually** (e.g. each September). Update FILL blanks, phone numbers, and Wh measurements from practice.

18. Feeling shaky afterwards?

Normal. Rest, eat, hydrate, talk. Serious ongoing distress: GP / **111** / Samaritans **116 123**.

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Quick FILL checklist (copy to fridge)

- Full postcode: _____
- Outdoor meeting point: _____
- Out-of-area contact: _____
- Electricity shut-off: _____
- Water stopcock: _____
- Gas/oil/LPG shut-off: _____
- Grab bag location: _____
- First aid / meds location: _____
- Who cannot take ibuprofen: _____

- C1000 Wh on label: _____
- C1000 / C300 / panel confirmed on site: _____
- Starlink account status: _____
- Measured Mini watts / practice runtime: _____
- Stored water litres on site: _____
- Insurer phone / docs location: _____
- Vet / GP / neighbour: _____
- Radio Cumbria frequency we use: _____
- EA flood warnings registered: _____
- PSR registered: _____

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Confirmed kit reminder (from email evidence)

Item	Notes
Starlink Mini Kit	Activated; Roam service on account – status FILL
Anker SOLIX C1000 + 100W solar	Order confirmed Jul 2025; Wh FILL from label ; confirm on site
Anker SOLIX C300	288Wh ; confirm on site
Anker 321 / 633 power banks + Nano II 65W	Phone charging

Full sourcing: gear-from-email.md · Playbook: guide §13.

98 questions across groups A–I. Not a substitute for 999 or official instructions. Medical items are planning only – not clinical advice.

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22. Sources appendix (full URLs)

Offline depth: info-bank/INDEX.md · digest info-bank/16-perplexity-deep-research-digest.md · merge log info-bank/MERGE-NOTES.md.

Links may be dead offline – URLs are printed so you can verify later. Guidance summarised for household use; always follow emergency services on the day.

- UK preparedness campaign: <https://prepare.campaign.gov.uk/>

- British Red Cross — get prepared: <https://www.redcross.org.uk/get-help/prepare-for-emergencies>
- GOV.UK Emergency Alerts: <https://www.gov.uk/alerts>
- Sign up for flood warnings: <https://www.gov.uk/sign-up-for-flood-warnings>
- Check flood risk: <https://www.gov.uk/check-flood-risk>
- Floodline information: <https://www.gov.uk/call-floodline>
- Power cuts — 105: <https://www.powercut105.com/>
- SP Electricity North West (network for CA6): <https://www.enwl.co.uk/> · Extra Care / 105 or 0800 195 4141
- United Utilities: <https://www.unitedutilities.com/>
- Cumbria Prepared: <https://www.cumbriaprepared.org.uk/>
- Cumberland Council: <https://www.cumberland.gov.uk/>
- Met Office warnings: <https://www.metoffice.gov.uk/>
- Food Standards Agency — power cuts / food: <https://www.food.gov.uk/>
- Gas emergency info: <https://www.nationalgas.com/safety-and-emergencies/how-report-gas-emergency>
(number 0800 111 999)
- NHS 111: <https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-use-111/>
- BBC Radio Cumbria: https://www.bbc.co.uk/sounds/play/live:bbc_radio_cumbria
- Priority Services Register (overview): <https://www.ofgem.gov.uk/information-consumers/energy-advice-households/getting-extra-help-priority-services-register>

Matthews Household Emergency Guide — Rowan House, Irthington, CA6. Offline copy. Not a substitute for official emergency instructions. Medical section is stock planning only — not medical advice. CO safety is non-negotiable. Review annually.

Last updated: 5 Oct 2026 (Europe/London) · Weekly refresh (extra contacts: Floodline textphone, Cumberland Highways and Safeguarding; autumn clocks-change check; print-friendly blanks)

Files: [Matthews-Household-Emergency-Guide.html](#) · [Matthews-Household-Emergency-Guide.md](#) · [crisis-qa.md](#) · optional PDF

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File path: [/workspace/emergency-prep/Matthews-Household-Emergency-Guide.html](#) · Markdown twin: [Matthews-Household-Emergency-Guide.md](#) · Info bank: [info-bank/](#) · Standalone Q&A: [crisis-qa.md](#)

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