

Rowney Green Community Assistance Network

Adverse Event Advice Sheet



For use in any major or prolonged adverse event such as power outage, flooding, storm damage, fire, mains water / sewerage issue or major police incident that may affect all or part of Rowney Green.

Useful items to keep at home:

- Bottled water
- Torch and batteries
- Some foodstuffs that do not require cooking
- Enough pet food for your pets
- First aid kit

Communication:

Consider joining the Rowney Green Chat +/- the Rowney Green Emergency WhatsApp groups.
Ensure rechargeable items such as phones and computers are sufficiently charged wherever possible.
Be aware of neighbours and other residents who may require additional support during an adverse event.

Specific adverse event responses:

Prolonged power outage (more than 4 hours) - the RGA will contact National Grid and post any updates on the WhatsApp groups.
The Village Hall Trustees may be able to make the Hall available for assistance if it has not been affected by the power outage or other incident.
If there is a major event affecting the village and further assistance is necessary, the Alvechurch Emergency Plan can be activated. This can provide personnel to help with getting medications/food/supplies to residents where needed, transportation to alternative places of refuge such as Alvechurch or Hopwood village halls and liaison with emergency services.

Useful information:

For power cuts and power emergencies.....0800 6783 105 or just 105

The National Grid Priority Services Network is a free service for those who need extra support, such as people who are elderly, very ill, disabled, or who rely on medical equipment. By joining the Priority Services Register, you can receive benefits like a direct contact number during a power cut, a password to verify visitors, updates on planned interruptions, and special assistance through partners like the British Red Cross. The electricity network provides electricity to your home and offers this free service to those with particular needs. To register for this network:

Priority Services Register.....<https://customer.nationalgrid.co.uk/advice-and-guidance/priority-service>

Or telephone.....0800 0328301

Water issues, Severn Trent Water contact information

Website..... <https://www.stwater.co.uk/help-and-contact/contact-us/>

Telephone0800 783 4444

Alvechurch Emergency Plan..... <https://alvechurch.gov.uk/planning/emergency-plan/>