



PENALLT

— COMMUNITY EMERGENCY PLAN —



PREPARED • CONNECTED • RESILIENT

HOUSEHOLD EMERGENCY ADVICE

Simple, practical steps to help your household prepare for disruption and stay safe.

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Prepared • Connected • Resilient

In immediate danger call 999.

Do not delay leaving a fire or other life-threatening situation to collect an emergency kit.

Pelham Hall is not automatically opened during an incident.

Do not travel there unless a community message confirms that it is open.

1

Start here

What to do first, and the five preparations that make the biggest difference.

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Life safety comes first

Call 999 where there is an immediate threat to life. Follow instructions from the emergency services and responsible authorities. Do not enter floodwater, approach fallen power lines, enter smoke or take avoidable risks.

Five useful actions to take now

1

Find a safe light source

Keep a battery or wind-up torch where everyone can find it in the dark. Torches are safer than candles.

2

Keep a phone charging option

Charge a portable power bank regularly and store the correct charging cables with it.

3

Write essential numbers on paper

Include family, neighbours, GP, pharmacy, insurance and the public emergency contacts in this guide.

4

Plan for medication and medical equipment

Keep enough essential medication where possible and record how electrically powered medical equipment will be supported.

5

Store food and drinking water

Build up a small reserve of food and water that suits your household, including babies and pets.

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A realistic expectation

Most households already own many of the recommended items. Keep them together in an accessible place and build the kit gradually rather than buying everything at once.

How community information will reach you

Penallt does not currently operate a warden network, so direct contact with every household cannot be guaranteed. Monitor official warnings and the existing village communication channels. Where safe, check on a neighbour you already know may need help.

2

Build a household emergency kit

Keep the essentials together, easy to find and suitable for your household.

Light and communication

Battery or wind-up torch
Portable phone power bank and cables
Battery or wind-up radio
Spare batteries

Health and hygiene

Essential medication and prescription list
First-aid supplies
Hand sanitiser and wet wipes
Backup power for medical equipment

Food and water

Drinking water for several days
Food that can be eaten without cooking
Manual tin opener
Food and water for pets

Household needs

Warm clothing and blankets
Baby supplies and ready-to-feed formula
Glasses, hearing-aid batteries and mobility items
Copies of essential contact information

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Planning water

As a practical minimum, plan for about 2.5 to 3 litres of drinking water per person per day. More is needed for cooking, hygiene, babies, medical needs and pets. Rotate stored water and follow the label instructions.

Keep the kit usable

- Store the kit somewhere accessible if the power is off, but away from damp, heat and young children.
- Check batteries, medication, food, water and first-aid items at least twice a year.
- Do not rely on one mobile phone, one network or internet access as your only source of information.
- If you use a car radio, park in a safe, ventilated place. Never run an engine in an enclosed garage.
- If you depend on electricity or water for health, mobility or communication needs, ask the relevant supplier about its Priority Services Register.

3

Make a household plan

Agree the basics before an emergency makes normal communication or travel difficult.

People, health and care

- Record essential medication, allergies, mobility requirements and the support needed by each household member.
- Keep a paper list of GP, pharmacy, care provider and family contact details.
- Plan for medical devices that need electricity, refrigeration, water or internet connectivity.
- Teach children how and when to call 999, their home address and who they should contact if separated.
- Include pets: carriers, leads, food, medication and a safe place they could stay.

Leaving or staying at home

If told to leave Follow official instructions promptly. Take essential medication, phones, chargers, warm clothing and pet supplies if time and safety permit. Do not take risks to collect belongings.	If told to stay indoors Close doors and windows where advised. Keep official information sources available. Use supplies carefully and update family members.
Meeting arrangements Agree one nearby meeting place and one alternative outside the immediate area. Choose an out-of-area contact who can relay messages.	Home utilities Know where water, electricity and gas controls are. Turn supplies off only when safe and when official advice or the situation requires it.

Important information

Keep essential information securely, with a paper copy where useful and a protected digital copy where appropriate. Do not store sensitive identity documents where they could be easily lost or misused.

☐ Insurance policy and claim number	☐ Repeat prescription or medication list
☐ Important telephone numbers	☐ Household member medical information
☐ Pet details and veterinary contact	☐ Secure access to essential identity documents
☐ Property photographs or inventory	☐ Details of utility suppliers

**Fire is different**

If there is a fire in your home, get out, stay out and call 999. Do not stop to collect an emergency kit, documents or valuables.

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Stay informed when services fail

Use several information routes because mobile coverage, broadband and power may all be affected.

Wildfire readiness around your home

South Wales Fire and Rescue Service advises households near grassland, woodland, farmland or other vegetation to reduce the places where embers and flames could reach the home.

- Repair loose or broken roof tiles and clear leaves and other ember traps from gutters and roof valleys.
- Repair gaps in soffits that could allow embers into the roof space. Seek appropriate advice before work if bats may be present.
- Move leaves, compost heaps, log piles, fuel, garden furniture and other combustible material away from external walls.
- Cut back shrubs and branches that touch or overhang the house, and dispose of cuttings responsibly rather than placing them over a boundary.
- Separate combustible plants, sheds, stored materials and furniture where practical. Consider moving oil- or resin-rich plants away from buildings or keeping them in moveable pots.
- Maintain the garden during prolonged dry weather and provide water for plants where appropriate and permitted.
- Do not clear, burn or alter neighbouring woodland, farmland or protected habitat without the landowner's permission and any required environmental advice.

Emergency location and access

Penallt has no consistent road names or house numbers. Identify the what3words reference for your main entrance or safest emergency-service vehicle access point. Do not use the centre of the property if responders would approach through a different gate or track.

- Write the reference on your paper emergency contact sheet and keep it near the telephone or main entrance.
- Ensure everyone in the household knows where it is recorded.
- When calling 999, give the house name, what3words reference, nearest recognised landmark and any width, height, gate, turning or surface restrictions.
- Farms and properties with several entrances should record separate references for the main gate, alternative appliance access, livestock buildings and significant hazards such as LPG or fuel storage.
- Use what3words as an additional location aid. Follow the call handler's questions and provide any other location information requested.

Leaving during a wildfire

If fire or smoke threatens the area, call 999, get out and stay out. Do not enter smoke or delay leaving to collect belongings, animals or documents.

During elevated wildfire risk, where safe and practical, park your vehicle facing the direction of escape so that you can leave without reversing. Keep keys readily available and do not obstruct gates, lanes or fire-appliance access.

Keep protected digital photographs or scans of insurance details, policy numbers, passports and other essential documents. Take originals or an emergency bag only when time and safety permit.

UK Emergency Alerts

Compatible 4G and 5G phones can receive location-based UK Emergency Alerts without an app, registration, mobile data or Wi-Fi. An alert may make a loud sound even when the phone is on silent. Stop somewhere safe before reading an alert while driving.

Official warnings Met Office weather warnings Natural Resources Wales flood warnings and Floodline Monmouthshire County Council updates Utility-provider outage information	Penallt channels Village WhatsApp Penallt Facebook page Penallt website and email updates Messages relayed safely through neighbours
During a power cut Wi-Fi calling and broadband may fail. Preserve phone battery and use a power bank. Call 105 for network information.	Radio backup Keep a battery or wind-up radio. Sunshine Radio: 107.0 FM in Monmouth. Record the strongest useful station at home.

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Check the source before sharing

During an incident, share verified information from official organisations or an identified Penallt community update. Do not pass on speculation, screenshots without context or unconfirmed road reports.

My information plan

Record	My details
Best mobile network at home	
Best radio station / frequency	
Nearby meeting place	
Alternative meeting place	
Out-of-area family contact	

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Useful contacts and final checklist

Keep this page where it can be found quickly, including during a power or internet outage.

Service	Telephone
Immediate danger: Police, Fire or Ambulance	999
Police non-emergency	101
NHS urgent advice in Wales	111
Monmouthshire County Council	01633 644644
MCC out-of-hours emergency line	0300 123 1055
Power cut reporting and information	105
Dŵr Cymru water emergencies	0800 052 0130
Dŵr Cymru sewer flooding / sewerage emergency	0800 085 3968
Natural Resources Wales Floodline	0345 988 1188
NRW environmental incident reporting	0300 065 3000
Samaritans emotional support	116 123

Household readiness check

☐ Everyone knows when to call 999	☐ Emergency kit is easy to find
☐ Medication and medical needs are planned	☐ Power bank is charged
☐ Drinking water and food are stored	☐ Paper contact list is current
☐ Children know the household plan	☐ Pets are included in the plan
☐ Meeting places are agreed	☐ Official alerts are enabled
☐ Smoke and carbon-monoxide alarms work	☐ Supplies have a review date

Official guidance

Prepare Campaign: Household emergency preparedness [Open official guidance](#)

Emergency Alerts: How UK Emergency Alerts work [Open official guidance](#)

Natural Resources Wales: Flood warnings and flood risk in Wales [Open official guidance](#)

Powercut 105: Power cut reporting and information [Open official guidance](#)

Public contact details and online sources checked on 12 July 2026. Check current official information whenever circumstances permit.