

Useful Contact Numbers

Emergency Services

Police, Fire, Ambulance.....999

Police

Report anti-social behaviour or other non-emergency incidents, advice about crime prevention and household security.....101

www.durham.police.uk

Fire and Rescue

Advice about household fire safety.....0845 3058383

www.ddfire.gov.uk

NHS

Non-emergency health support.....111

111.nhs.uk

Local Doctors

The Weardale Practice.....01388 528 555

Durham County Council

General enquiries.....03000 260 000

www.durham.gov.uk

Social Care

Emergency social care and child welfare concerns, including foster carer support.....03000 267 979

Homeless Support

Homeless, or facing homelessness.....08081 968 406

Care Connect

Community alarm service.....03000 262 195

Gas

If you smell gas.....0800 111 999

Northern Gas Networks Customer enquiries.....0800 040 7766

www.northerngasnetworks.co.uk

Electricity

Report a powercut.....105

General enquiries.....0800 011 3332

www.northernpowergrid.com

Water

Emergency leakline.....0800 393 084

Water Floodline.....0800 328 7648

Water and sewerage.....0345 717 1100

www.nwl.co.uk

Weardale Hub and Community Transport..... 01388 528 777

Vets

Old Stone Vets, Stanhope.....01388 528866

Fellside Vets, Stanhope.....01388528349

Westgate Community Emergency Group

Helping Westgate To Be Prepared

Following the disruption to village services during Storm Arwen in 2021, Durham County Council are working in conjunction with the Weardale villages to ensure that the impact of similar future events is kept to a minimum.

A general resilience response is being developed for the whole of Weardale (managed by Stanhope Parish Council and DCC) and each village will have its own specific plan of action within that response.

Westgate Community Emergency Group (WCEG) has been created with volunteers headed up by John Walker (Co-ordinator) and Mark Rogers (Deputy Co-ordinator), and its aim is to work with Durham County Council and the emergency services, to capture and record the details and actions which may need to be implemented if and when an emergency situation occurs.

After several months of work by the WCEG's volunteers and DCC, the plan is now almost complete and will be distributed to residents once the final details have been added in the coming weeks.

Westgate residents are a resilient bunch of people who have endured severe weather and numerous power cuts over the years. Please be assured that the aim of the WCEG is not to dictate what you should do during such events, but simply to make sure we have a community group available so that we can all check on each other and provide information, warm and safe places, food and hot drinks if and when required.

Providing the relevant generator infrastructure is in place, the village warm and safe places will be Westgate Village Hall, Hare and Hounds Public House and Westgate Manor. Further details will be communicated about these locations and what they will provide, as they are developed.

If you have any questions regarding the WCEG or would like to get involved in any way by offering your services as a volunteer, then please contact us by e-mailing westgateceg@gmail.com or contact Jo Hayes on 01388 517572 or any of the volunteers below.

The village volunteer team is made up of John Walker, Mark Rogers, Jo Hayes, Peter Nattrass, William Wilson, Chris and Graeme Nannery, Mike Ogden, and Carolyn O'Hara.

Please keep this leaflet handy as it contains some very useful information which you may need.

Before an emergency arises

- Write down key information about you and your family such as contact numbers, insurance numbers and medication lists. Share this with family and friends and store in an accessible place.
- Download useful apps and bookmark useful websites.

Important Items to Store in Your Home

It may be useful to keep a stock of some specific items in your home in case of a power cut or severe weather which may result in restricted access to services for a period of time. Items may include:

- Wind up/ battery powered torches or lanterns with a stock of batteries
- Tinned food with long use by date
- Ready to eat food which doesn't require heating up
- Antibacterial wipes
- Fully charged portable power bank
- Extra blankets
- Hot water bottles
- Bottled water
- Electric fan or small air conditioning unit
- Corded phone (these do not require electricity to operate)
- First aid kit

Priority Services Registers

Utility companies each have their own free, vulnerable persons/ priority

services register so that people in vulnerable situations can get extra help. If you meet the criteria to register (see links below), it is a good idea to sign up to all registers.

- Northern Powergrid Priority Services Membership: www.northernpowergrid.com/care
 - Northern Gas Networks Priority Customers: www.northerngasnetworks.co.uk/network-supply/priority-customers
 - Northumbrian Water Priority Services: www.nwl.co.uk/priority
- For more information on priority registers, visit: www.ofgem.gov.uk/getting-extra-help-priority-services-register

Community Wellness Coordinator

Lisa Turnbull supports health and wellbeing in the local community, working with residents who have been identified as being vulnerable in some way.

Lisa works with individuals to identify how best to provide support. This is through a variety of ways, such as activities, groups, etc to connect with in the community or this may be in supporting people to keep independence through linking with other professionals for adaptations to their home, health checks and referral for additional support.

If you have any issues you would like to discuss, Lisa can be contacted by calling 07766 239434.

Local Radio Stations

Local radio stations offer a useful way of keeping aware of events in case of emergency.

BBC Radio Newcastle broadcasts on 95.4FM, 96FM, 103.7FM, 104.4FM, 1458AM, DAB and the BBC Sounds App.

Bishop FM broadcasts on 105.9FM and on their app.

