Information NOW
Information for people in Newcastle upon Tyne

What to do in extreme weather

Severe or extreme weather can include: high winds, thunderstorms, ice, snow, lightning, heavy rain and extreme heat or fog. This can cause problems with travelling, flooding, power cuts, loss of water supply, damage to property and injuries. When there are weather warnings in place there are a few things that you can do to protect yourself and others.

Top tips when there are weather warnings in place

1. Stay at home. Don't travel if you don't have to.
2. Check Met Office for current weather warnings
3. Make sure you register for priority services register if you have health, communication, access or safety needs. This means you will get priority support if there is a power cut or loss of gas or water supply
4. Follow local news, weather and traffic reports
5. Check for updates on local public transport such as Nexus, Tyne and Wear Metro
6. Wear the right clothes and shoes for the weather
7. Keep an emergency supply of items that you might needs such as: medicines, candles, matches, torch, batteries, hot water bottle, canned food, water, blankets, ice scraper or snow shovel to hand.
8. Top tips on keeping warm and well in the winter
9. Staying cool in the Summer

Weather warnings

The Met Office issues weather warnings when severe weather is forecast and there's a risk to the UK. These warnings are given a colour coding to help explain how the weather may impact different areas across the country. These are the different levels of weather warnings. Yellow is the lowest level. Red is the highest level of warning.

- **Yellow warning**: **It's expected that the weather will cause some low level disruption.** Follow Met Office advice to see if you need to take action. It's likely that there will be some disruption to travel in some places. You may be able to continue with your daily activities. But some people will be affected. You need read the yellow warning information fully.
- **Amber warning: Severe weather is expected**. **You may need to change your plans and take action to stay safe.** It's likely that there will be travel delays, road and rail closures, power cuts and the potential risk to life and property.

- **Red warning: Dangerous weather is expected. Take action to stay safe.** It's very likely that there will be a risk to life and disruption to travel, energy supplies and damage to property. You shouldn't travel if possible.

Visit the Met Office website to check if there are any weather warnings in place.

Prepare for emergency situations

In an emergency if someone's life is in danger always call 999

1. Sign up for flood and weather warnings
2. Check if there is a long term flood risk near you
3. Write your own emergency plan for your house
4. Know how to switch off the water, gas and electricity supply in your home
5. Check your smoke alarms are working every month
6. Keep a stock of emergency supplies and medicines
7. Have your mobile phone charged and save your emergency contacts
8. Carers register for the Emergency Contact Scheme
9. Keep a list of your emergency contacts and essential services
10. Prepare is a gov.uk website to help you to plan ahead and prepare for emergencies such as flooding, fires and power cuts.
11. Newcastle City Council has a local emergency plan for the community and businesses.

Emergency contacts for essential services

National Gas Emergency Service to report gas leaks

Northumbria Water to report water leaks or problems with your water supply

Northern Power Grid to report power cuts and get updates on power cuts in your area

Last updated: July 31, 2026

Useful Organisations

999 Emergency Services – Fire, Police, Ambulance and Coast Guard

Website: https://www.gov.uk/guidance/999-and-112-the-uks-national-emergency-numbers

Telephone: 999

Carers Emergency Contact Scheme Newcastle

Email: Carerscard_Northeast@redcross.org.uk

Telephone: 0191 273 7961

Address: British Red Cross, NE4 8SR

Northern Powergrid

Email: cust.serv@northernpowergrid.com

Website: http://www.northernpowergrid.com

Telephone: 0800 66 88 77

Address: RSXE-RCZX-XKBL, Manor House, DH4 7LA

National Gas Emergency Service

Website: https://www.nationalgrid.com/safety-and-emergencies

Northumbrian Water

Website: www.nwl.co.uk

Telephone: 0800 393 084

Address: Customer Centre, DH1 9WQ

Tyne and Wear Metro

Email: contactmetro@nexus.org.uk

Website: http://www.nexus.org.uk/metro

Telephone: 0191 2033 666

Address: Customer Relations Tyne and Wear Metro, NE3 1YT

Nexus

Email: customerservices@nexus.org.uk

Website: www.nexus.org.uk

Address: The Spark, NE4 5DE

Newcastle City Council

Website: www.newcastle.gov.uk

Telephone: 0191 278 7878

Address: Civic Centre, NE1 8QH

Priority Services Register

Website: https://www.thepsr.co.uk/

Address: 4 More, SE1 2AU

Met Office

Website: https://www.metoffice.gov.uk/

Related Articles

Keeping warm and well in Winter

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