



Essex Community Risk Register

2024-2026



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Essex Resilience Forum

Essex Resilience Forum (ERF) is a multi - agency partnership consisting of Category 1 and Category 2 responders under the Civil Contingencies Act (2004), and organisations that are required to prepare for an emergency in the LRF area. It includes the emergency services, Local Authorities, Health Services, Environment Agency, Maritime Coastguard Agency volunteer agencies and utility companies to name a few.

Essex Resilience Forum aims to provide the necessary conditions for responding organisations to plan and prepare for emergencies so that we can deliver an effective and efficient response. To do this, we work together to identify potential risks and produce emergency plans to prevent or mitigate the impact of emergencies and ensure that suitable arrangements are in place to warn, inform and advise the public in the event of an emergency. We also develop and maintain plans to support communities and help their recovery.

The Essex Resilience Forum area shares a common boundary with Essex Police and includes the whole County of Essex (as shown on the map).

As well as being a large area geographically, there is a huge diversity between areas, the environment, and social groups. The same range of diversity is true about the risks faced, whilst there are some risks which may affect anyone regardless of geography (i.e.: pandemic influenza) there are some geographic areas where the risk is higher for certain incidents.

Every scenario is different but when planning for and responding to these risks, planners from national government, local government and community groups all have a key role to play in mitigating the disproportionate impact on these individuals.

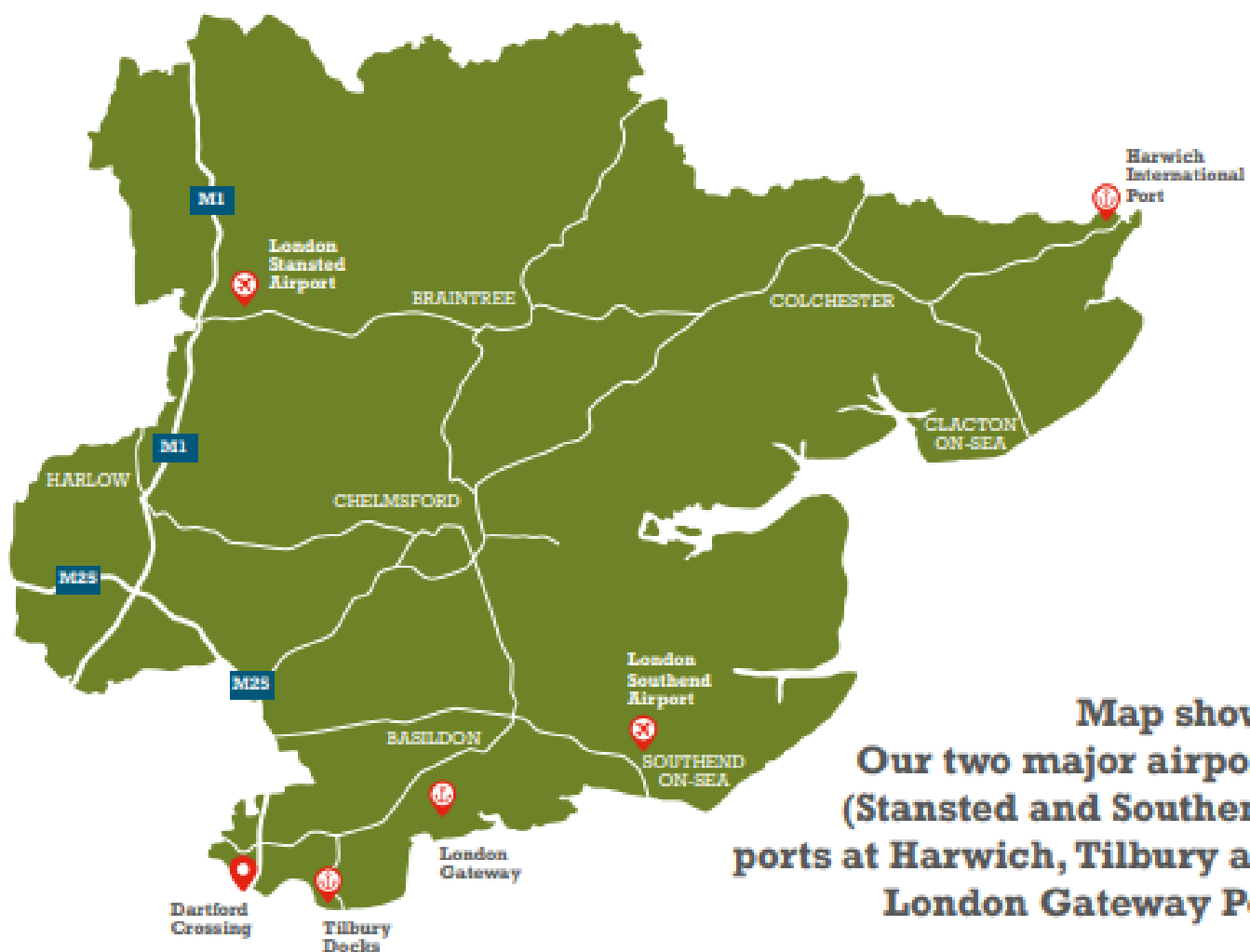
Content from the National Risk Register 2020



Risks in Essex

Control of Major Accident Hazards
[COMAH] sites – high-risk sites
that are covered under the
COMAH regulations

COMAH sites
13 Upper tier
7 Lower tier



Map shows:
Our two major airports
(Stansted and Southend)
ports at Harwich, Tilbury and
London Gateway Port

We have:

- approximately
**660 miles of
roads, including
80 miles of
motorway**

- **213 miles
of railway,
including
7 underground
stations**

- **320miles
of coastline**



Emerging risks

Estimated increase in housing by up to 130,000 from 2016 to 2030



Increase in population by approximately 200,000 between 2016 and 2030



Ageing population

Over 65s
to go from 354,000
[19.59% of population]
in 2016 to **460,000**
[22.95%] in 2030



Over 85s
to go from 48,300
[2.67% of population]
in 2016 to **70,500**
[3.52%] in 2030

Expansion at both major airports

Development of:

- **Tilbury's second port**
- **Lower Thames crossing**
- **Bradwell B power station**



The Community Risk Register

Essex Resilience Forum has a duty under the Civil Contingencies Act (2004) to produce a Community Risk Register (CRR) to enable the community to be better prepared to cope during an emergency and to recover more quickly.

This document provides information on emergencies that could happen within the Essex area together with an assessment of how likely they are to happen and the impacts if they do.

This document aims to summarise the Community Risk Register in a format which is user friendly for residents and communities. It does not include every risk, only the ones that are likely to happen.

The purpose of the Community Risk Register is to:

- Provide information on risks in the Essex area and how they are managed by the LRF
- Inform you of Emergency Management Steps
- Inform you about the highest risks in Essex and their consequences
- Detail steps that can be taken to become better prepared and more resilient in your home, business, and community
- Provide you with links to organisations and websites to find out more information.

While certain risks are described it does not mean that they will occur in the region. It means there is a possibility of them happening and therefore all agencies within the local resilience forum have plans in place to respond to such incidents.

Essex Resilience Forum (ERF) has ensured that planning for concurrent events has been raised to one of their top priorities during the Covid 19 pandemic.

Managing an emergency can be challenging and complex, even more so when faced with dealing with multiple events at the same time. ERF have put in place a number of measures to ensure they can respond.

The Community Risk Register is the result of professional judgement from a range of contributors, historical evidence, scientific input, and expert analysis in evaluating the key risks facing Essex.



How are agencies across Essex working to ensure the effects of an emergency can be reduced?

- Understanding the risks, how they are caused and what impact they would have locally.
- Produce emergency plans to mitigate the impact of any risk on their local communities.
- Collaborating with local communities

Preparedness – Being ready to respond to an incident.

- Understanding the impact and consequence of each risk
- Developing emergency plans and procedures for responding to the risks
- Training staff and testing procedures
- Matching our capabilities to the needs of each emergency
- Developing long term recovery plans
- Raising awareness of each organisation's role and responsibilities
- Learning lessons from previous incidents

Response – Reacting in the event of an incident.

- Initial emergency activities (i.e.: public safety, evacuation, and shelter, limiting the spread of the incident, search, and rescue).
- Initial damage assessment
- Multi – agency coordination
- Warning and Informing the public

Recovery – Reacting in the event of an incident.

- Initial and long-term recovery efforts
- Re – housing of displaced people
- Humanitarian assistance
- Regeneration

How can members of the public, community organisations and local businesses support their local communities before, during and after an emergency?

Before an emergency, members of the public, community organisations and local businesses can help to build the resilience of:

- Individuals, by raising awareness of risks and preparedness actions, e.g., through social media
- Households, by advising on property refurbishment such as property flood defence measures
- Communities, by identifying vulnerable people and helping them access support
- Organisations, by supporting business continuity planning
- Systems and networks, by building trusting relationships between different local and community organisations.

During an emergency or crisis, the public can help – if it is safe to do so – by checking on neighbours and vulnerable people in the community to see if they need any help or assistance.

Do not put yourself at risk and always consider contacting 999 in the first instance.

After the emergency, the public can also offer their help to clean up, help others to get back on their feet, or help their community to come to terms with the situation.

Flooding

Flooding is one of the risks that can have a significant impact on communities in our LRF area and across the UK.

Changes in weather patterns, increasing temperatures and rising sea levels are likely to increase the likelihood of flooding in the UK. By preparing in advance, you can minimise the impact that flooding could have.

Flooding can occur near the coast from high natural tides and major storm surges (Tidal/Coastal Flooding), near rivers (Fluvial Flooding) following a sustained period of heavy rainfall and local surface water flooding where drainage systems are unable to cope with the volume of rainfall.

It can occur at any time of the year and can be a risk to national security, human welfare, and critical infrastructure. Damage to essential services, particularly to critical infrastructure could make our communities more vulnerable to other risks, and some flooding may have significant impacts on industry, agriculture, and our local economy.



Consequences

The consequences associated with flooding are widespread and can include:

- Risk to life
- Damage to homes, personal property businesses and infrastructure
- Displacement of people
- Short-, medium-, and long-term homelessness
- Contamination of agricultural land with resulting loss of productive capacity
- Disruption of utilities and evacuation
- Long term health and psychological impacts

Who can be affected?

Those at risk of river flooding and coastal flooding are easy to identify.

Find out if your property is within the flood risk area by logging on to the Environment Agency website or calling the 24-hour Flood line on 0345 988 1188 or 0345 602 6340 (type talk).

Surface water flooding has the potential to occur anywhere but is more common in built up areas.

What are we doing in Essex?

- Identification of where the flood water could go, and who/what is at risk.
- Working with emergency services, local authorities, and other agencies to develop flood response plans and procedures.
- Production of multi-agency plans to assist with the evacuation of those communities who are at risk.
- Development of ways and means of alerting the public as early as possible when there is a significant flood risk.
- Developing flood rescue and assistance for those communities who become isolated by flooding. Training specialist staff in swift water rescue techniques.
- Environment agency flood defences and watercourse maintenance programme.

What can you do?

If you are in an area liable to flooding, then start making a **personal flood plan** which can include the following points –

- Plan where you will go if you must evacuate and how you will get there
- Prepare an emergency grab bag. This should include a list of key emergency contact numbers.
- Identify where your gas, electricity and water services come into your home and how to turn them off (stop cocks).
- Put together an emergency checklist of the actions and key contacts you will need.
- Know what to do to protect your property and contents during a flood and have adequate insurance.
- Identify neighbours who may need assistance or who may be able to help you.
- Ensure you are signed up to Flood Warning Direct if you are in a flood risk area. This is a free service and operated by the Environment Agency.
- Know what the different flood warnings mean. (please see overleaf)
- Report instances of flooding to the local authority. Especially surface water flooding which they may not be aware of.
- Buy sandbags now – there will not be time in the event of an emergency.
- Do not drive, cycle, or walk through flood water.
- If you get advance warning of flooding, it is best to move your car to higher ground to reduce the risk of costly damage or the inconvenience of an insurance claim.
- If you return to find your car standing in flood water its best to leave it and telephone for help or wait until the water recedes rather than try and get in and move it – unless the water is shallow, stationary and you can see the ground beneath the water at all points.
- If flood water has reached the floor height or got inside the vehicle it is best to telephone for help before attempting to recover it.

In the event of a flood, it is important to focus on the safety of you and your family. If you are about to flood, **DO THESE THINGS IMMEDIATELY:**

- Tune into your local radio station on a battery or wind-up radio.
- Switch off your electricity / gas supplies.
- If you have a flood plan, put this into action.
- Where possible, move valuable or irreplaceable items to upper floors.
- Do not forget to take your pets if evacuated, make a plan now.
- If evacuated, don't forget to take any personal medication with you.

If you are at risk from flooding, consider if you need the following:

- Flood boards
- Airbrick Covers
- Sandbags or alternative barriers
- Toilet bungs (only needed for downstairs toilets)
- Any other flood prevention products

You should be prepared to act quickly and get yourself to safety.

Put the safety of people first and listen to the advice of the Police.

Recovery:

The location of a severe weather event or flood will impact on the recovery time; urban areas are likely to take longer to recover than rural areas.



Flood Alert

Flooding is possible. Be prepared. When a flood alert is issued for your area, you should:

- Be prepared.
- Prepare a grab bag of essential items.
- Monitor local water levels on the Environment Agency website.



Flood Warning

Flooding is expected. Immediate action required. When a flood warning is issued for your area, you should:

- Protect yourself, your family and help others.
- Move family, pets, and valuables to a safe place.
- Keep your grab bag ready.
- Turn off gas, electricity, and water supplies if it is safe to do so.
- Put flood protection equipment in place.



Severe Flood Warning

Severe flooding. Danger to life. When a severe flood warning is issued for your area, you should:

- Stay in a safe place with a means of escape.
- Be ready should you need to evacuate your home.
- Co-operate with the emergency services.
- Call 999 if you are in immediate danger.

Further information

Environment Agency <https://www.gov.uk/government/organisations/environment-agency>

Flood Information Service <https://flood-warninginformation.service.gov.uk/warnings>

UK Government Flooding Advice <https://www.gov.uk/government/collections/flooding-health-guidance-and-advice>

The Blue pages – Flood products www.bluepages.org.uk/

National Flood Forum – <https://nationalfloodforum.org.uk/>



Severe weather

The UK can experience a wide range of weather patterns at any time of the year. This is often due to its maritime temperate climate and occasional continental and arctic influences.

These can bring with them heavy rain or snow, high winds, or extreme temperatures. Severe weather can vary widely and at times can cause significant disruption to normal life.

There are many types of severe weather that can have a serious impact in the UK.

The main types of severe weather that we need to plan for include heavy rain, gales, low temperatures, heavy snow,

Consequences

Some of the impacts of severe weather are:

- Danger to life from windswept objects including falling trees and structural failures
- Damage to property • Travel disruption
- Increased risk of road traffic collisions
- Damaged pylons and above ground utility structures which could result in power and water failure and damage to electricity and telephone lines.
- Risk of people particularly the vulnerable being affected by health threatening low temperatures.
- An increased number of admissions to hospital and consultations with GPs

Who can be affected?

Vulnerable individuals such as elderly or those on low incomes, as they cannot afford heating, those travelling and businesses, which can suffer reduction in workforce, production, service, and delivery.

What are we doing in Essex?

Working closely with the Met Office, emergency responders can get early warning of severe weather. The Met office provides advice for severe weather warnings which are received via local radio, Website, SMS, or email.

- Local authorities lead on the preparation of winter plans to ensure roads are ploughed and gritted.
- The health service gears up every autumn for the additional pressure which will be placed on them over the winter and collaborates with the local authorities to target elderly and vulnerable people.
- The NHS provides winter flu jabs and plans for expected surges in demand.
- The NHS and UKHSA provides heatwave advice
- Utility Companies provide a priority service for the elderly and vulnerable people. Refer to page 29 for more information.

What can you do?

Ensure you keep up to date with the latest forecast and any National Severe Weather Warnings at www.metoffice.gov.uk. Depending on the level and type of warning follow instructions and advice given by authorities. Remember that weather conditions can change very quickly and make sure that you are not caught unawares, therefore please avoid all non-essential travel.

- Plan any journeys or activities with the weather in mind.
- Think before you leave the house. Is your journey essential?
- A helpful step is to ensure that you are prepared for winter both in terms of wearing warm clothes but also some common-sense equipment in the boot of your car including shovels, non-slip mats, a decent quality torch and a blanket.
- Check that elderly or vulnerable people you know or live to close to are supported.
- Encourage vulnerable people and elderly to register with the public utility companies who will attempt to prioritise them if their services are affected by the weather.
- If you are aware of property damage that may get worse in the event of high winds, try to get it repaired as soon as possible.
- Likewise, it is important to recognise that during the summer any prolonged exposure to strong sunlight presents its own health hazards. Make sure that you and your family make sensible use of sunscreen at such times and keep hydrated for your own safety.

Further information

[UK weather warnings - Met Office](#)

[Keeping warm and well: staying safe in cold weather - GOV.UK \(www.gov.uk\)](#)

[Staying safe in extreme heat - UK Health Security Agency \(blog.gov.uk\)](#)

Human disease

An influenza pandemic occurs when a new strain of flu emerges meaning there is no natural immunity to the virus, and it spreads easily from person to person. It can cause mild to severe illness and at times can lead to death.

An influenza type pandemic remains the highest assessed natural hazard which could have a significant impact on our communities. The emergence of new infectious diseases – such as SARS and COVID 19 – are unpredictable as they can spread quickly and erratically between geographic areas.

Each pandemic is different, the nature of the virus, its location and the time of year it emerges, and its impacts cannot be known in advance.



Consequences

As we have witnessed during the Covid 19 pandemic the consequences can be huge and wide ranging. Below is a non-exhaustive list of some of the consequences

- Large numbers of the population impacted.
- Health and local authority social care services could become overloaded.
- Normal life is likely to face widespread disruption, particularly due to staff shortages affecting the provision of essential services including production and transport of goods.
- Vulnerable people would be exposed to lower levels of care.
- Longer and more frequent disruptions to essential utilities.
- Reduced levels of emergency services cover.
- Disruptions to businesses and organisations through staff shortages and supply chain interruptions.
- Impacts on the national and local economy.
- Excess deaths may occur.

What are we doing in Essex?

- Public awareness and media to keep communities fully informed
- Management of the demand on the NHS and social care
- Ensuring vital supplies i.e., PPE etc reach those in need
- Distribution of anti-viral medication to the public
- Vaccination with the newly developed pandemic vaccine when it becomes available
- Management of an increased number of deaths
- Ensuring that individual LRF organisations have their own business continuity plans in place to cope in times of staff shortage
- Additional multi agency planning and exercising to ensure effectiveness and competence.

What can you do?

- Maintain a healthy lifestyle by washing your hands frequently with soapy water to reduce the spread of the virus and regularly clean surfaces with disinfectant
- Look out for and observe advice and guidance from the NHS about reducing the impact and spread of the virus
- Get vaccinated
- Identify a flu friend; someone who could collect medicine, food and supplies allowing you to stay at home if you become ill
- Keep small personal stocks of over the counter cold and flu medication to help relieve your symptoms.
- Catch it, Bin it, Kill it: Always carry tissues and use them to catch your cough or sneeze. Dispose of your tissues as soon as possible. Clean your hands as soon as you can.

Recovery:

As we have seen with COVID-19 and as predicted an influenza pandemic it will come in multiple waves and that the arrival of a subsequent wave could hamper recovery from one wave.

All the LRF together with Health and the Government have worked tirelessly to try and flatten these waves during the COVID-19 pandemic.

Further information

NHS – Pandemic Flu

<http://www.nhs.uk/conditions/pandemic-flu>

UK Health Security Agency – Health Protection
Against infectious diseases



Industrial accidents & environmental pollution

There are a number of industrial sites which undertake processing and the storage of dangerous substances within the Essex area that in the event of an incident could have offsite implications which affect the public and/or the environment.

Consequences

Issues that could arise from this include:

- Risk to life
- Damage to property and infrastructure
- Evacuation of the affected area and longer-term accommodation needs
- Environmental contamination to the local environment and water courses
- Damage to the local economy

Who can be affected?

Most at risk are those who live or work near industrial sites. Those with existing breathing problems may be at increased risk due to the potential smoke / chemicals that may be released in a major incident.

What are we doing in Essex?

Sites which have larger quantities of dangerous substances fall under The Control of Major Accident Hazards Regulations (COMAH) 2015, which aims to prevent major accidents involving dangerous substances and limit the consequences of incidents to people and the environment. The regulations are overseen jointly by the Health and Safety Executive and the Environment Agency (Competent Authority)

These sites are required to demonstrate precautions and safe operation. Sites are subject to planned inspection regimes.

Some of the areas looked at are the sites COMAH safety report, control measures and the sites worst case scenarios

These sites have specific arrangements and have internal emergency plans in place. There are also external emergency plans produced for sites that have the largest number of dangerous substances (Upper Tier Sites). There is a statutory requirement for such plans to be regularly tested and exercised at suitable intervals not exceeding three years

Evaluating an emergency plan may consist of a live exercise or a table-top exercise.

A reasonable worst-case scenario from the site will be chosen to ensure the exercise is realistic and provides a good test to validate the External Emergency Plan. All relevant staff across shifts in all the relevant organisations should be trained in their expected response in the event of an emergency.

Upper Tier Sites are required to provide information about their major accident hazards and measures in place for people who could be affected by a major accident. They should also provide information about what the public should do in the event of a major accident. The people most likely to be affected fall within a Public Information Zone (PIZ) area around the establishment. The PIZ is determined by the HSE and Environment Agency (Competent Authority)

Industrial Sites that do not fall within the COMAH regulations are visited by Fire and Rescue personnel who consider potential hazards and develop a specific response plan for them.

What can you do?

Call the Environment agency incident hotline to report environmental pollution on 0800 807060 24-hour service

Do you live within a Public Information Zone (PIZ) area?

- Be aware of the actions to be taken in the event of an emergency
- Seek shelter immediately. If you become aware of an incident at a local major industrial facility, go indoors, stay indoors and tune in. Close doors and windows switch off air conditioning to protect yourself from potential fumes and contaminants
- Tune In to local radio/media for further information and follow the advice of the emergency services
- Produce a household Emergency Plan
- Put together a small grab bag of essential items / important contact information.

Animal disease

Some animal diseases may be passed to humans. others may only be passed from animal to animal.

One such disease in this category is foot and mouth disease. The 2001 outbreak resulted in over ten million sheep and cattle being killed across the country.

It is also likely that the whole of Great Britain would be declared a control area restricting the movement of all susceptible livestock unless licensed.



Consequences

The impacts of an animal disease outbreak could include:

- Risk to animal health (including pets)
- Risk to human health.
- Disruption to rural communities, local economies, and the environment.
- Damage to the economy.
- Damage to tourism and recreational sectors.

Who can be affected?

Previous incidents have devastated rural economies and communities. However, incidents can extend wider and impact upon tourism.

What are we doing in Essex?

Local authority staff work on animal health activities in the LRF region (some directly funded by Defra under framework agreements). They provide education and advice, monitor compliance with legislation, and work closely with Defra/Animal Health on disease response.

- Working closely with Defra to make sure that lessons identified from previous incidents are incorporated into emergency plans.
- Animal Health legislation requiring notification of suspect disease and providing control powers, on animal movements so that the potential disease risks can be reduced.
- Maintaining quarantine procedures for animals coming into the UK from abroad.

What can you do?

If involved in farming:

- Register livestock with Defra.
- Ensure sick animals are checked and reported.
- Vaccinate livestock where possible

As a member of the public:

- Abide by restrictions in place to limit the spread of the disease e.g., closed footpaths in rural areas etc.
- If an outbreak is declared, follow Government advice to limit the spread of the disease and protect yourself and your community.
- If you suspect a notifiable animal disease you must report it immediately by calling the Defra Rural Services Helpline on: -

03000 200 301.

Failure to do so is an offence.

Further information

For further information about animal disease visit the DEFRA website at:

www.gov.uk/government/collections/notifiable-diseases-in-animals



Cyber

Cyber space has become central to our economy and our society.

Increasing our reliance on cyber space brings new opportunities but also new threats. While cyber space fosters open markets and open societies, this very openness can also make us more vulnerable to criminals, hackers, foreign intelligence services who want to harm us by compromising or damaging our critical data and systems.

Worldwide interconnectivity and digitalisation are transforming how individuals, businesses and local authorities live and operate with a wide scale shift of services and capabilities online.

Consequences

Impacts of cyber-attacks can cause fatalities and casualties should the NHS be specifically targeted.

- Monetary loss is the most seen impact resulting from cyber-attacks, both the direct theft of funds online, but also the recovery costs post attack.
- Loss/compromise of personal or corporate information
- Damage to business, the economy and reputation
- Loss of/interruption to supply of essential goods and services and communications network.

What are we doing in Essex?

Assess the local consequences of malicious threats in line with UK Government guidance

- Develop and exercise multi-agency plans to ensure an effective response to and manage the consequences of malicious attacks
- Communicating advice to the public and businesses, and support government awareness campaigns
- Encourage all LRF organisations to review and demonstrate that where possible they have responsible cyber resilience strategies

What can you do?

Install internet security on your laptop/tablet/PC, there is a wide range of paid for and free programmes available

- Consider the websites you use; some are more likely to be targeted by criminals
- Do not reuse the same password for your social media accounts, email addresses and other online accounts. Also consider using fake answers for memorable questions
- Review your social media privacy settings to see what other internet users can see about you.

Recovery

The range of impacts caused by malicious cyber activity can be wide ranging and recovery can be a long and expensive process.

The capability of attackers is uncertain, and the time taken to recover from a cyber-attack is entirely dependent on the scale and the effectiveness of any recovery plans.

Further information

- National Cyber Security Centre
- Top tips for staying secure online

Malicious attacks

The Government's counter terrorism strategy, CONTEST is an integrated approach based on four main work streams, each with a clear objective to try and stop terrorist attacks occurring or, when they do, to mitigate their impact. The CONTEST work streams outlined alongside:

- **Pursue:** stopping terrorist attacks
- **Protect:** strengthening our protection against attack
- **Prepare:** mitigating the impact of attacks
- **Prevent:** stopping people becoming terrorists or supporting violent extremism

Attacks are rare but the issue of terrorist attacks is regularly in the news and remind us of all the terrorist threat we face. The police and Security services have been working constantly to foil terrorist attacks for years.



Terrorism Threat Levels

The threat level indicates the likelihood of a terrorist attack in the UK. There are five levels of threat:

- **LOW** means an attack is highly unlikely
- **MODERATE** means an attack is possible, but not likely
- **SUBSTANTIAL** means an attack is likely
- **SEVERE** means an attack is highly likely
- **CRITICAL** means an attack is highly likely

The level is set by the Joint Terrorism Analysis Centre and the Security Service (MI5). Threat levels do not have an expiry date.

They can change at any time as different information becomes available to security agents.

What are we doing in Essex?

The government will issue a warning to the public if that is the best way to protect a community or a place facing a specific threat.

Police and security agencies are working tirelessly to protect the public.

As a group of local responders, the LRF is focussed on preparing for the consequences of any emergency, regardless of cause, and our plans try and set out generic capabilities that can be used in any emergency.

Recovery

The impact of a terrorist attack can be wide ranging, and, in some cases, recovery can be a long and expensive process. The capability of attackers is under continuous review and the police alongside partners and private organisation prepare strategies to mitigate, manage and recover from a terrorist attack.

What can you do?

We are not complacent about keeping you safe and people are understandably concerned about a firearms or weapons attack.

These attacks are rare but in the event of such an attack, it helps to be prepared.

Stay safe, and just remember the words:

RUN. HIDE. TELL.

- **Run.** To a place of safety, this is a far better option than to surrender or negotiate, if there is nowhere else to go then: -
- **Hide.** It is better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so,
- **Tell.** The police by calling 999.

Everyone is asked to remain vigilant and report any suspicious behaviour or activity to the confidential Anti-Terrorist Hotline on: -

0800 789 321 or in an emergency, **999**.

Become a CT Citizen - ACT Awareness eLearning is an online training package available to the public. The package will provide nationally recognised counter terrorism guidance to help people better understand, and mitigate against, current terrorist methodology.

ACT Awareness eLearning

(<https://www.gov.uk/government/news/act->

Further information

- National Counter Terrorism Security Office
- Report suspicious activity to MI5
- To get more information about terrorism levels in the UK
MI5 Website. gov.uk/what-to-look-for
- National public Referral Tool for Counter Terrorism Internet Referral Unit -
The iREPORTit App

Utilities failure

No matter the cause, a loss of utilities can be difficult to handle when underprepared. Following the advice on this page will help you be prepared if your property is affected.



Gas

- Turn off all gas appliances; check that they are off.
- If you can smell gas or suspect a leak, leave the property, and call the National Gas Emergency Service

0800 111 999

- Put out any naked flames and do not smoke or strike any matches
- Do not use any gas appliances until they have been checked by an engineer.
- Turn off your electrical appliances and avoid turning any switches on or off.
- Open your doors and windows.
- Keep other people away from the area.

Electricity

In a power cut, you can contact your local provider by dialling 105. It is free and you will be put through to a local network operator who can give you help and advice.

What should I do during a power cut?

- Switch off all electrical appliances, ready for when the power comes back on.
- Leave a light on so you know when the power outage has been resolved.
- Check to see if your neighbours are okay.
- Wrap up warm
- Report the power cut, if you are unsure who your operator is, call 105.

How can I prepare for a power cut?

- Keep a torch handy – It is much safer than using candles
- Get a battery- powered or wind-up radio (useful for keeping up to date with relevant local news)

Water

- Know how to check if the problem is internal or external to your property
- Store bottles of water in an accessible place that you can use to keep yourself and your family hydrated during a loss of water event.
- Wrap-up your pipes - pipes can be exposed to freezing temperatures if they are in a part of your home that is not heated.
- Water companies recommend that any water pipes which are exposed to cold temperatures (such as those in the loft or in outside buildings like garages and out-houses, or your outside tap) should be protected with lagging. This helps to keep your pipes cosy and warm, reducing the risk of them freezing and bursting.
- Find your stop tap - if there is a burst pipe at home, the fastest way to stop the flow is to turn your stop tap off. Normally they are under the kitchen sink or in the downstairs toilet - but may also be in a utility room or garage.

Priority Scheme -

Priority Services Register

The Priority Services Register is a free service provided by suppliers and network operators. Each energy supplier and network operator maintain its own register. To register and to check eligibility, you need to contact your utility suppliers.

Who is eligible?

You could be eligible if you:

- are of pensionable age
- are disabled or chronically sick
- have a long-term medical condition
- have a hearing or visual impairment or additional communication needs
- are in a vulnerable situation

How to get on the register

You need to contact your utility suppliers to get on the Priority Services Register. Each energy supplier and network operator maintain its own register.

You can ask your supplier to pass your details on to your network operator, especially if you are dependent on your supply for medical reasons or if you have children under five years old.

If you have a different supplier for your gas and electricity, you need to contact them both.

If you switch supplier, you will need to register for the service again with them.

Help you can get by being on the register

Advance notice of planned power cuts. If you rely medically on your energy supply, you can arrange for the company that runs the local energy network (the network operator) to give you advance notice of planned power cuts. For example, when they plan to conduct engineering work.

Priority support in an emergency. This could involve the local network operator providing alternative heating and cooking facilities in the event of a supply interruption. In a loss of water event you could receive bottled water to your door

Identification scheme. This is to reassure you that callers, for example meter readers, are genuine. Suppliers must provide additional support to help you identify someone acting on behalf of their company. This could include arranging a password or showing an agreed picture card upon visit.

Nominee scheme. Customers can ask their supplier to send communications (such as account statements or bills) to someone you have nominated who agrees to receive them. For example, this could be a family member, carer, or someone you trust.

Arrangements to ensure that it is safe and practical for you to use your prepayment meter. For example, moving a prepayment meter if you are unable to access it safely to top it up.

Meter reading services at appropriate intervals. If nobody living at your property can read the meter and there is not anyone else you can nominate to read the meter on your behalf, your supplier may be able to read it for you.

Accessible information. Account and bill information in an accessible format, for example in larger print or braille.

Further information

- Power Cut Advice in all areas

<http://www.powercut105.com>

- Preparing for Emergencies Guidance

<http://www.gov.uk/government/publications/preparing-for-emergencies/preparing-for-emergencies#prepare-yourself-for-emergencies>

- National Emergency Plan for Electricity

<http://www.gov.uk/government/publications/national-emergency-plan-downstream-gas-and-electricity-2016>

How can your local community be prepared?

Wide-scale emergencies can and do happen. In the last 5 years the UK has seen events such as heavy snow, flooding, utility failures, fuel shortages and a pandemic.



What is a community emergency plan?

A community emergency plan provides advice and guidance to a local community (this may be the parish council; neighbourhood watch area or even a single street) both in advance of and during any significant emergency.

To see if a community emergency plan exists in your area please visit your local authority web site.

Why have a community emergency plan?

The purpose of community resilience is to encourage people to plan and be prepared to put in place a self-help response within a community which is affected by an emergency.

Experience has shown that, sometimes due to the scale and nature of an emergency, the normal response provided by the emergency services and the local authorities can be delayed.

On these occasions anything which the local community can do to support each other will help them deal with the emergency more effectively.

How to get started

Community resilience measures can be as little as designating a point of contact within the community to receive warnings and messages from emergency services and local authorities.

The plan can grow over time to include areas such as:

- A parish emergency team
- Community buildings which can be used as emergency evacuation facilities
- Knowledge of skills and expertise within the community
- knowledge of special equipment or vehicles within the community
- Identification of vulnerable premises and people within the local area specific actions based on specific risks.

Further information

A new page on GOV.UK - Preparing for emergencies, signposts users to key public facing content which is useful for individual, business, and community resilience.

Planning for an emergency

Some emergencies require evacuation; some require staying in and sheltering - are you ready?

In the case of most major emergencies, the simple advice is to go inside, stay inside, and tune into local radio.

We use local radio to broadcast emergency warnings and information. It is one of the most accessible means of communication as it can be received in homes, businesses, and cars.

Radio is very dependable as it can still broadcast and be received during a power cut by using a wind-up or battery powered radio.

With most incidents the safest place to be is indoors, and with correct preparation you should be able to stay there safely for some time. Remember, in the case of a fire in a building you are in – get out, stay out and call the Fire and Rescue Service out.

Knowing what to do during an emergency is an important part of being prepared and may make all the difference when seconds count.

To prepare for an emergency you should take time to find out -

- Where and how to turn off water, gas, and electricity supplies in your home.
- The emergency procedures for your children at school.
- The emergency procedures at your workplace.
- How your family will stay in contact in the event of an emergency.
- If any elderly or vulnerable neighbours will need your help.
- How to tune in to your local radio station.
- A list of useful phone numbers, e.g., for your doctor and close relatives.
- Where you would go if you were asked to evacuate.



The C.L.E.A.R. Plan

Check, List, Emergency Bag, Act, Recover

Check

Always check the radio, television, social media or internet for weather warnings and news.

List

Make a list of medication you take; important phone numbers and insurance policy no. & carry at all times.

- Keep important documents i.e. birth certificates and passports, above flood levels in a fireproof box if possible.
- Keep computer information on an external storage device.
- Keep all these in one place, to quickly take these with you in an emergency.
- Save useful numbers in your mobile phone and keep a list in your wallet / purse

Have you put **ICE** (In Case of Emergencies) contacts in your mobile phone?

ICE allows the emergency services to contact someone if you are unable to. An appropriate ICE contact is important because they may need to give consent for medical treatment. You can download ICE apps for your mobile; alternatively, you can keep the same information on a card in your wallet/purse.

Emergency Bag

An Emergency Bag is useful, especially if you must leave your home quickly / stay indoors without power for a few days.

The bag should be small enough to carry. Check it regularly to ensure it has everything you need and items like torches work.

Your bag could contain:

- Household emergency plan
- Toiletries, sanitary supplies and any regularly medication
- First aid kit
- Wind up radio / torch with spare batteries
- Cash and credit cards
- Essential keys (House and Car keys)
- Mobile phone and a charger and a spare charged up power pack
- Baby food and care items where necessary
- Warm waterproof clothing and blankets
- Bottles of water, ready to eat food (e.g., tinned food) and a bottle / tin opener
- Gather important documents in a waterproof wallet (such as personal ID, banking card and insurance documents)
- Items for pets

Act

Should an emergency happen, act when you need to. If the danger is outside –

STAY IN: TUNE IN

Stay there until you are told the emergency is over or you are advised to leave.

- Listen to your local radio or TV news for updates.
- If the danger is inside (or you are told to evacuate) – STAY OUT:
- If it is safe and you have time:
- Take the items you need (incl. your emergency bag).
- Turn off electricity, gas, and water supplies, unplug appliances and lock all doors and windows.
- Go to a safe place.
- If you leave by car, take bottled water and blankets
- Take your pets (in suitable carriers or leads) and pet food
- Inform the emergency services where you have gone and how you can be contacted
- Tune into local radio for emergency advice and instructions
- Ensure that you take all health-related items including glasses, hearing aids and any prescribed medication.

Safe Places

- Know the quickest / safest routes out your house.
- Arrange a safe place to meet if separated.
- Tell someone if you stay with friends.

Flooding

- Move valuable items and pets to safety; with plenty of food & water.
- Stay safe when travelling
- Listen to emergency services advice.
- Stay out of flood water.

Recover

Taking the CLEAR steps in this guide will help you recover and get back to normal much quicker.

After major incidents like flooding, there may also be recovery surgeries and drop-in sessions which will provide you with further advice.

Look out for information in the local media from your council.

What to do when returning home?

- Listen to advice of emergency services or local authorities.
- Be wary of anyone offering to conduct building work (check their credentials).
- Contact your local authority for support, for both you and your family.



Business Continuity Management

Business continuity is based on a simple idea which, surprisingly, many firms and businesses do not embrace.

At its simplest, it means having a plan for when something goes wrong so that you maintain the essential parts of your business and recovery as quickly as possible by having a 'work around' for predicted impacts.

What could be easier than that? The reality is that a substantial number of people who experience a business disruption never recover from it. It might be a fire, a flood or you might just lose your staff for some reason. Business continuity means doing some thinking in advance about what you would do if a crisis like this occurred.

A workable business continuity could be as simple as:

A simple impact analysis that lists the staff, equipment, and premises that you need as a minimum to continue to operate even a basic service.

A contact list both for your customers and suppliers but also for your staff – the average duration of ownership of a mobile phone in the UK is less than 12 months.

An action card with the first ten things that you need to do if the business is under threat. This will not be anything obscure but will get you through the first couple of hours of the emergency.

Simple plans of any key buildings showing electricity and utility cut-offs.



Frequently Asked Questions

What is the Community Risk Register (CRR)?

It details some of the key emergencies that might happen in the Essex LRF area.

It is a requirement under the Civil Contingencies Act 2004 that this information is available to local communities.

The idea is that if people know what might happen, they can take sensible precautions to protect themselves.

What is the CRR based on?

Every two years the government publishes a National Risk Register based on a mass of data including historic, scientific and specialist analysis to assess the risks to the UK as a whole and allocate them some sort of priority.

We look at this data in a local context so that we can provide members of the public with simple, understandable, and relevant information about risk.

Why do I need to know about community risks?

The intention is not to scare you – but rather to put you in a better position to cope in the event of an incident.

Again, a common misunderstanding is that this is the job of the emergency services and has little to do with the general members of the public.

It has been demonstrated time after time that when communities come together to support each other during an emergency they can be hugely effective.

Is this not all common sense?

The document is intended to bring together in a readable format a lot of information that some people may be partly aware of, and other people may have much less understanding of the problems that could arise.

Airline pilots do not work from a checklist because they do not know how to fly – they work from a checklist, so nothing gets missed!

Will the emergency services understand what we are doing?

Absolutely. Let us take one example – flooding – and think about what you can do to help.

You have the local knowledge, you know where the most vulnerable people live, you may be able to offer somebody hospitality for a couple of hours and, mostly, you care about your community.

In the initial stages of a serious incident, the emergency services will be stretched and welcome your support. Precautions to protect themselves.

Is this not a bit extreme?

Unfortunately not.

Major and serious incidents are comparatively rare in this country, but we are still better placed by understanding what might happen so that we can respond effectively.



Personal Information

Useful Contacts	Name	Details
Schools		
Work		
Electricity		
Gas		
Water		
Telephone		
Insurance		
Doctor		
Other		
Other		
Other		
Other		

If you were evacuated, where would you go?

Useful Contacts	Name	Contact Details	Location
First Choice			
Second Choice			

Useful Contacts

Environment Agency Incident Hotline

0800 80 70 60

Gas leaks

0800 111 999

Electricity Power Outage 105

East of England Ambulance Service

999 for life-threatening emergencies or
111 When it is less urgent than 999

Essex Police

999 in an emergency if not 101

Essex County Fire and Rescue Service

999 in an emergency if not
01376 576000