

# Northumbria Community Risk Register



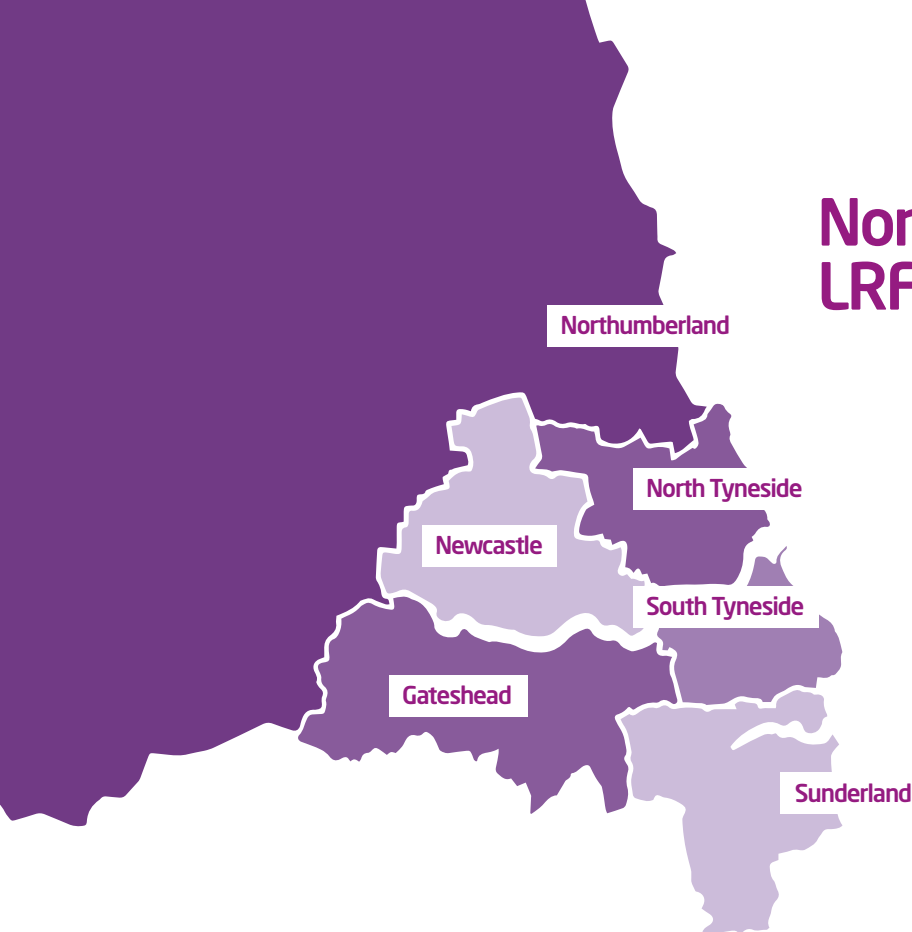
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An Equality Impact Assessment has been completed in relation to this document. If you need this document in a different format or you cannot download it please email [npcreativeservices@icloud.com](mailto:npcreativeservices@icloud.com).



## Northumbria LRF area

# What is the Community Risk Register?

The Northumbria Local Resilience Forum (LRF) is a partnership of organisations that are required to prepare for an emergency. It includes the emergency services, local authorities, health services, Environment Agency, Maritime Coastguard Agency, volunteer groups and a number of private companies.

It has a duty under the Civil Contingencies Act (2004) to produce a Community Risk Register (CRR) to help communities be better prepared during an emergency and to recover more quickly.

The purpose of the Community Risk Register is to:

- Provide information on risks in the Northumbria area and how they are managed by the LRF
- Inform you of Emergency Management Steps
- Tell you about the highest risks in the Northumbria area 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.



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 Northumbria.



# Flooding

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

## 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
- Long term economic decline in some affected areas
- 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 relatively 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 Floodline 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 Northumbria?

- 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.
- Providing guidance to the public about flooding, including flood warnings and what people can do to help themselves.
- 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.
- Community owned Flood Warden Groups in Northumbria LRF area including Rothbury, Kielder, Otterburn, Corsenside, Morpeth, Hepscott, Wark, Ponteland, Greenhead, Haltwhistle, Warden, Acomb, Hexham, Corbridge, Riding Mill, Ovingham, Stocksfield, Prudhoe and Springwell Village
- Regular maintenance and clearing programs of gullies and culverts especially in the event of storm warnings.

## What can you do?

If you are in an area liable to flooding then it's a good idea to start making a personal flood plan which can include the following points -

- Plan where you will go if you have to evacuate and how you will get there and prepare an emergency grab bag. This grab bag should also include a list of key emergency service numbers.
- Identify where your gas / electricity and water services come into your home and how to turn them off (stop cocks) in the event of an emergency.
- Consider putting together an emergency checklist of the actions and key contacts you will need in an emergency.
- 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 provide assistance to you, in case of evacuation
- 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 council. Especially service 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 flooded water.
- If you get advance warning of flooding, it's best to move your car to higher ground to reduce the risk of costly damage or hassle 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 till the flood water subsides rather than try and get it 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 its best to telephone for help before attempting to recover it.



### 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-warning-information.service.gov.uk/warnings>
- The Flood and Water Management Act (2010) <http://www.legislation.gov.uk>
- Public Health England Flooding <https://www.gov.uk/government/collections/flooding-health-guidance-and-advice>
- The Blue pages - Flood products [www.bluepages.org.uk/](http://www.bluepages.org.uk/)
- National Flood Forum - <https://nationalfloodforum.org.uk/>



# Adverse weather

## 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 due to sunburn, heat exhaustion, respiratory problems and other illnesses such as food poisoning.

## What are we doing in Northumbria?

Some key steps include:-

- Working extremely closely with the Met Office so that emergency responders can obtain early warning that severe weather is due.
- The local authorities lead on the preparation of extremely detailed winter plans to ensure that roads are ploughed and gritted.
- The health service gears up every autumn for the additional pressure which will be placed on their resources over the winter and particularly works 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 Public Health England provides heatwave advice
- Utility Companies provide a prioritised service for the elderly and vulnerable. Refer to page 29 for more information.

## What can you do? – Plan ahead

- Ensure you keep up to date with the latest forecast and any National Severe Weather Warnings at [www.metoffice.gov.uk](http://www.metoffice.gov.uk). Depending on the level of warning follow instructions and advice given by authorities.

- Plan any journeys or activities with the weather in mind.
- Think before you leave the house. Is your journey essential? Remember that weather conditions can change very quickly and make sure that you are not caught unawares, therefore please avoid all non-essential travel.
- An obvious step is to ensure that you are prepared for winter both in terms of your own attire but also some common sense equipment in the boot of your car including shovels, non-slip mats, a good quality torch and a blanket.
- Check that elderly or vulnerable people you know or live to close to are supported.
- Encourage the vulnerable 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 strong winds get it fixed now.
- 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

- [Met Office](#)
- [Northumberland County Council](#)
- [North Tyneside Council](#)
- [Gateshead Council](#)
- [Newcastle City Council](#)
- [South Tyneside Council](#)
- [Sunderland Council](#)
- [UK Health Security Agency \[UKHSA\]](#)
- [Adverse Weather and Health Plan - GOV.UK](#)
- [Weather health alerts | UKHSA data dashboard](#)



# 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.**

## 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 may be 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 Northumbria?

- Working together to mitigate the risk.
- 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 of 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 [UKHSA] - [Health Protection](#)
- UK Health Security Agency [UKHSA] - [infectious diseases](#)



# Industrial Accident and Environmental Pollution

**There are a number of industrial sites which undertake processing and storage of dangerous substances within the Northumbria area that in the event of an incident could 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 within close proximity to 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 Northumbria?

- 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.
- These sites have internal emergency plans in place. There are also external emergency plans produced for sites that have the largest amount of dangerous substances (Upper Tier Sites).
- Testing an emergency plan may consist of a live exercise or a table-top exercise supported by the testing of other components including communication arrangements.
- 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 may 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
- Know what major industrial sites are in your local area. Make sure you are familiar with any advice they or your local authority provide
- Do you live within a Public Information Zone (PIZ) area? If so take notice and familiarise yourself with the information contained in the letter received from your local Upper Tier COMAH site
- 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 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.

## Further information

- Guidance Preparing for Emergencies Preparing for emergencies - [www.gov.uk](http://www.gov.uk)
- [Environment Agency Environment Agency](#)
- [Northumberland County Council](#)
- [Gateshead Council](#)
- [North Tyneside Council](#)
- [Sunderland City Council](#)
- [Health and Safety Executive](#)





# Animal Disease

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

## 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 Northumbria?

- 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.
- If an outbreak is declared, follow Government advice to limit the spread of the disease and protect your livestock.

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 you suspect a notifiable animal disease you must report it immediately by calling the Defra Rural Services Helpline on 03000 200 301. In Scotland, contact your local Field Services Office. 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](http://www.gov.uk/government/collections/notifiable-diseases-in-animals)



# Wildfires

**Periods of warm, dry weather can help support the development of large vegetation fires - fires which we call wildfires. Strong winds can also create ideal conditions for large wildfires to spread. While wildfires tend to be more common in the Spring and Summer, they can occur at any time of year.**

Some wildfires start as the result of natural causes, such as lightning strikes. However, the majority of wildfires in the UK are started by human actions such as BBQs, campfires and open fires, carelessly discarded smoking materials, allowing controlled burns to get out of hand and arson.

## Consequences

Some of the potential impacts of wildfires are:

- Danger to life
- Damage to property
- Damage to infrastructure
- Damage to the natural environment and protected sites (including the damage and loss of important natural resources / assets such as peat and woodland)
- Environmental contamination of water courses and reservoirs from fire runoff
- Travel disruption for road, rail and air
- Damage to pylons and above ground utility structures, which could result in power and water failure and damage to electricity and telephone lines
- An increased number of admissions to hospital and consultations with GPs, due to respiratory problems from wildfire smoke
- Evacuation of the affected area and associated accommodation needs
- Impacts on the local economy
- Medium- and long-term impacts associated with ground instability and soil erosion.

# What are we doing in Northumbria?

Some key steps include:-

- Working extremely closely with the Met Office so that emergency responders can obtain early warning that wildfire risk is elevated
- Regular monitoring of the Met Office Fire Severity Index (FSI). The FSI shows the current day's wildfire severity and a forecast of likely fire severity over the coming five days
- Developing and delivering a wildfire communications plan to provide information on elevated wildfire risk to residents, businesses and visitors.
- Providing wildfire prevention and preparedness advice to residents, businesses and visitors
- The fire and rescue services maintain a highly skilled and trained group of specialist wildfire officers that can be deployed to large wildfire incidents to provide specialist tactical advice and guidance to incident commanders
- The fire and rescue services lead on the preparation of extremely detailed fire plans for sites that are considered at highest risk of wildfires. These plans ensure that the fire and rescue services are well prepared if a wildfire occurs
- Develop and exercise multi-agency procedures to ensure an effective response to wildfires
- Joint working and collaborating on wildfire issues through the multiagency Northumberland Fire Group
- Cross-border working and collaboration on wildfire issues with neighbouring fire and rescue services and local wildfire groups.

## What can you do?

- If you see a wildfire, make sure you are in a safe place and then call 999 immediately. Provide as much information as you can about the location and the direction the fire is travelling
- Make sure that you have suitable insurance and think about where you would go, and stay, if an emergency meant that you couldn't stay at home
- Tune in to local media for further information about any ongoing wildfire incidents and follow the advice of the emergency services.

We all have a responsibility to protect our countryside and open spaces for current and future generations. Everyone can play an important part in helping to prevent wildfires from starting in the first place:

- When you use or visit the countryside, always follow the Countryside Code.
  - Take care with BBQs and do not light fires
- Never use sky lanterns – they can cause wildfires, injure livestock and pollute the environment
- If you undertake controlled / prescribed burning to manage your land, always abide by the Heather and Grass Burning Regulations and always follow the Heather and Grass Burning Code
- If you think your site or land is at higher risk of wildfire, contact your local fire and rescue service for further advice and guidance.

## Recovery

Even after a wildfire has been extinguished, you still need to be vigilant. There may be damaged trees and shrubs and unstable ground.

Recovery from wildfires can be prolonged. Wildfires can cause damage to property and critical infrastructure, which could take a significant time to recover. If peat is burned during a wildfire it will take an extremely long period to recover and may not ever recover.

## Further information

- [The Countryside Code](#)
- [Follow the Signs and Symbols of the Countryside](#)
- [Met Office](#)
- [Met Office Fire Severity Index](#)
- [Northumberland Fire and Rescue Service - Keep safe outdoors](#)
- [Northumberland Fire Group](#)
- [National Fire Chief's Council Wildfire Prevention Toolkit](#)
- [Heather and Grass Burning Code](#)
- [Heather and Grass Burning etc. \(England\) Regulations 2021](#)
- [Public Health England](#)



# 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.**

## Consequences

- Impacts of cyber-attacks can cause fatalities and casualties should the NHS be specifically targeted.
- Financial loss is the most commonly 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 Northumbria?

- 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's a wide range of paid for and free programmes available
- Consider the websites you use; some are more likely to be targeted by criminals
- Don't 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

## 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 in the near future

The level is set by the Joint Terrorism Analysis Centre and the Security Service (MI5). Threat levels don't have an expiry date, they can change at any time as different information becomes available to security agents.

## What are we doing in Northumbria?

The government will issue a warning to the public if that's 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 situation.

## 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 very 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's nowhere else to go then: -
- **Hide.** It's 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's 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-awareness-elearning>)

## 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](https://www.gov.uk/what-to-look-for)
- National public Referral Tool for Counter Terrorism Internet Referral Unit - [The iREPORTitApp](#)





# 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 definitely off.
- If you can smell gas or suspect a leak, leave the property and call the National Gas Emergency Service on 0800 111 999
- Put out any naked flames and don't smoke or strike any matches
- Don't 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's 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

### How can I prepare for a Power Cut?

- Keep a torch handy – It's much safer than using candles
- Get a battery- powered or wind up radio (useful for keeping up to date with relevant local news)
- Keep Warm – keep a blanket and warm clothing handy and fill a vacuum flask or hot water bottle.
- Stock your cupboard with food and drink that doesn't require electricity to prepare it.
- Keep your mobile phone and laptop fully charged.
- Check network operators website or social media channels for updates.

## 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.  
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's a burst pipe at home, the fastest way to stop the flow is to turn your stop tap off. Normally they're under the kitchen sink or in the downstairs toilet - but may also be in a utility room or garage.

# Priority Services Register

The Priority Services Register is a free service provided by suppliers and network operators.

## 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 carry out 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 have to 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's 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 is able to read the meter and there isn't 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.

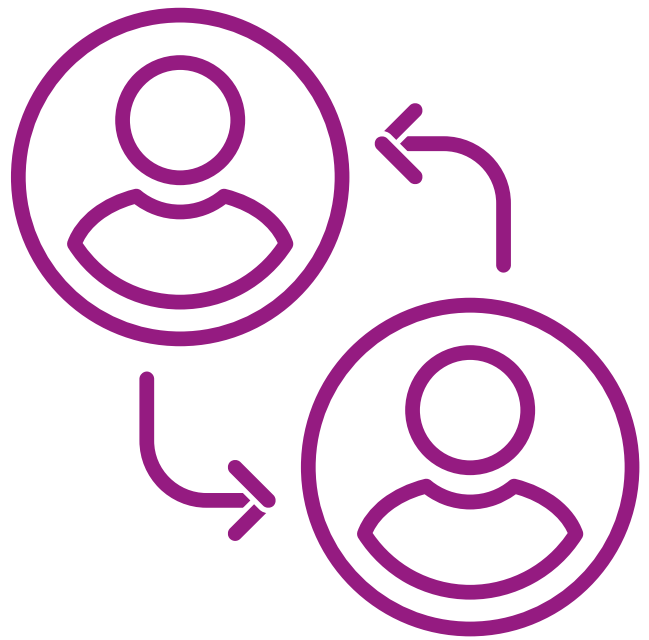
## Who is eligible?

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 maintains its own register.



## 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>
- Northumbrian Water Priority Services Register <http://www.nwl.co.uk/services/extra-support/priority-services/>
- Scottish Power Energy Networks (Northumberland North and Bedford) [http://www.spenergynetworks.co.uk/pages/power\\_cuts](http://www.spenergynetworks.co.uk/pages/power_cuts)
- [Northern Gas Networks](#)
- [Northern Power Grid](#)

# Industrial Action

**Industrial action can impact a range of services, most recently we have seen industrial action in healthcare, civil servants, education, and more.**

## **What are we doing in Northumbria?**

- Maintaining a register of proposed industrial action.
- During any periods of industrial action, we are monitoring the situation, and meet regularly throughout that period to ensure all multi agency parties are aware of any challenges and issues. Where required there would also be discussions on how to mitigate these challenges
- Identifying what the wider impacts are likely to be on essential services.
- Producing specific plans to ensure essential services are maintained.

## **What Can You Do When There Is Industrial Action?**

- Stay Informed: Follow updates from trusted sources

# Public Disorder

## **What are we doing in Northumbria?**

Public disorder can take many forms, including rioting, vandalism, looting, violence, and even arson. These events can disrupt daily life, cause widespread damage, and pose serious risks to individuals and communities. Instances of public disorder across the nation have highlighted how quickly situations can escalate, underscoring the importance of being prepared and aware of potential dangers. Communities have the right to peaceful protest as per UK Law. In instances where this escalates the priority of emergency responders is to protect public safety.

## **What Are the Risks?**

- Misinformation: During times of public disorder, the risk of misinformation on social media increases significantly, potentially fuelling confusion, fear or unrest.
- Health and Safety: Public disorder can lead to physical and psychological harm to people in affected areas.

- Service Disruptions: Essential services like police, healthcare, and emergency response may be affected, causing delays or limited access.

## **How You Can Stay Safe**

**Stay Informed with Trusted Sources:** Follow official sources like the police on social media or their official websites. These sources provide up-to-date, accurate information and instructions.

**Avoid Affected Areas:** If you are aware of ongoing public disorder in a particular area, steer clear to minimise risk to your safety.

# Lithium-Ion Batteries

## **Lithium-Ion Battery Safety: Protecting Yourself and Your Community**

### **What are we doing in Northumbria?**

Lithium-ion batteries are central to modern life. From vapes and scooters, smartphones and laptops to e-bikes and electric cars, they power the devices we rely on every day. Generally, these batteries are safe when used correctly, but understanding their potential risks can help you take precautions to avoid accidents.

### **Everyday Safety Tips**

**Buy from Trusted Suppliers:** Avoid cheap, unbranded lithium-ion products, as they may not meet safety standards and can have a higher risk of malfunction. Always choose reputable brands to ensure safety. If you have any concerns contact your local trading standards team.

**Avoid Overnight Charging:** Leaving batteries to charge unattended, especially overnight, increases the risk of overheating. Aim to charge your devices during the day and unplug them once fully charged.

**Dispose Responsibly:** Lithium-ion batteries should never be thrown in the regular rubbish. Always take them to dedicated battery recycling points or battery disposal facilities to avoid fire hazards and environmental damage.

### **Special Considerations for Electric and Hybrid Vehicles**

**After an Accident:** If your electric or hybrid vehicle has been in a collision, even a minor one, it is essential to have a professional check the lithium-ion battery for any damage. Damaged batteries can be more prone to thermal runaway.

**Flooding and Water Exposure:** If your vehicle has been submerged in water due to flooding, the risk of toxic gas emissions increases, even after the vehicle is dried out. In such cases, have the vehicle inspected by a qualified technician to ensure the battery is safe.

To avoid this risk, don't drive through any flood water, even if you think it looks ok to drive through.

# 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 reliable as it can still broadcast and be received during a power cut by using a wind-up or battery powered radio. 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.

## Check:

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

Local radio and television

- Reliable Sources of information
- Set the following radio stations for your area:

Radio station	Frequency
BBC Newcastle	FM 95.4 MHz
Heart North East	FM: 101.8 MHz
Capital North East	FM 106.4 MHz
Radio Borders	FM 102.3 MHz
Smooth Radio	FM 97.5 MHz
NE HITS Radio	FM 97.1 MHz

\*In the event of a power cut, BBC would be able to provide updates. Look for verified social media accounts which are official sources of information are more reliable. Add the emergency services, local council, Met Office and the Environment Agency to your social media networks.

## 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 have to leave your home quickly / stay indoors without power for a few days.

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 (with 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:

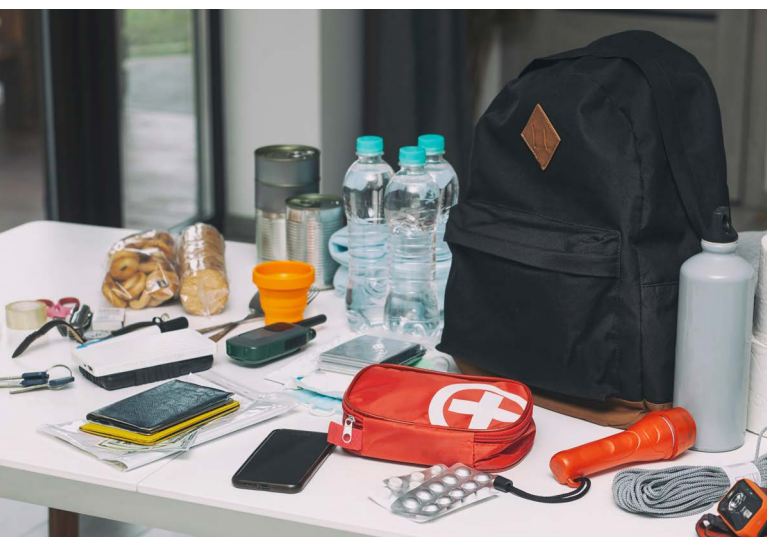
Taking the CLEAR steps in this guide will help you recover and get back to normal much quicker.

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 carry out building work (check their credentials).

Contact your local authority for support.





**BE  
PREPARED**

# How can your local community be prepared?

## What is a community emergency plan?

A community emergency plan provides advice and guidance to a local community (this may be the parish council, neighborhood 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.

## Supporting Communities and Volunteering.

For communities, a 'whole-of-society' approach to resilience means that where possible, communities recognise their role in, take responsibility and contribute to the UK's resilience.

When emergencies happen, people often feel compelled to help. Professionals and volunteers train for emergencies, but other members of the community can also be involved through acts of good neighbourliness and spontaneous volunteering. Bringing people and organisations together to form effective networks is key to building community resilience, preparing for emergencies, and making the best use of all available resources. The LRF want communities to be prepared and help each other, however not to place themselves in danger. Please look after your own and communities safety first and do not travel out of your area.

When there is an incident we appreciate the support and generous offers of time and effort from volunteers in our community. The community's willingness to help is invaluable. By working with voluntary organisations, it can ensure that volunteers skills and time are put to the best possible use, reaching those who need it most.

If you want to find out more about volunteering in the meantime contact National Council for Voluntary Organisations:

[www.ncvo.org.uk/get-involved/volunteering/volunteering-opportunities/](http://www.ncvo.org.uk/get-involved/volunteering/volunteering-opportunities/)

## 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.](#)

# Business Continuity Management

Business continuity is based on a very 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 huge 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 10 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.

The only thing left to do is make sure that your colleagues and partners know about the plan and that you take it out of the drawer and test it in some form once in a while.



# Useful contacts

**Environment Agency Incident Hotline**  
**0800 80 70 60**

**NHS 111**

**Gas leaks**

**0800 111 999 -**

If you are deaf or hearing impaired and have a minicom or textphone call 0800 371787

**Electricity Power Outage 105**

**Northumbrian Water**  
**0345 717 1100**

**North East Ambulance Service**  
**999** for life-threatening emergencies or  
**111** When it's less urgent than 999

**Northumbria Police**  
**999** in an emergency if not **101**

**Tyne and Wear Fire and Rescue Service**  
**999** in emergency -  
if not **0191 444 1500**

**Northumberland Fire and Rescue Service**  
**999** in an emergency if not  
**01670 621111**

**Mountain Rescue (Accident or lost / missing person in the hills or forest)**  
**999** ask for the Police who in turn will contact Mountain Rescue

**HM Coastguard**  
**999** in an emergency if not **01262 672317**

**Northumberland County Council**  
**0345 600 6400**

**North Tyneside Council**  
**0345 2000 101**

**Newcastle City Council**  
**0191 278 7878**

**Gateshead Council**  
**0191 433 3000**

**South Tyneside Council**  
**0191 427 7000**

**Sunderland City Council**  
**0191 520 5555**

**Northern Power Grid**  
**0800 66 88 77**

**Northern Gas Networks**  
**0800 040 7766**  
and press option 3

**Age Concern**  
**0800 678 1602**

**Carers Trust**  
**Tel: 0300 772 9600**  
Email: [info@carers.org](mailto:info@carers.org)

**Citizens Advice**  
**0800 144 8848**