

Devon • Cornwall • Isles of Scilly



Local Resilience Forum

Community Risk Register

2018 edition



Foreword

I am very pleased to welcome you to the Devon, Cornwall & Isles of Scilly Local Resilience Forum (LRF) Community Risk Register (CRR).

We are all too aware of the number of risks that are likely to affect our day to day working. Some of these are quite frequent such as severe weather and the resulting flooding it brings to our area. Fortunately, others are not as common but they still present a risk to us all such as the terrorist attacks we saw in the UK in 2017. This document will present to you the primary risks that the LRF is working on to help reduce the effects should they occur.



It is intended for local residents, communities and businesses as well as visitors to the area and will explain our risks and preparations for the likely emergencies and major incidents that could affect Devon, Cornwall and the Isles of Scilly. Our teams have responded to a number of major incidents from the Boscastle flooding to the Napoli sinking off Branscombe to the recent snow events.

For me the key aim of the LRF is to work collaboratively across a large number of organisations, building relationships and preparing for the worst so that when it happens our teams can deliver the most effective outcome for all of us, protecting you, our community as best as we can.

We are living in an age with reducing resources so I am also pleased to present some useful hints within that will help you to prepare and further assist us in our work.

I do hope you find this CRR both useful and informative. For further information please visit our website, details on the back page.

Paul Netherton

Local Resilience Forum Chair and

Deputy Chief Constable for Devon & Cornwall Police

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Introduction

The Devon, Cornwall & Isles of Scilly Community Risk Register provides information on the hazards and threats that could occur in your area, along with an assessment of the likelihood and impacts of an incident occurring.

Purpose

This document is designed to inform you about the risks that could occur where you live, so that you can think about what you can do to be better prepared. This booklet is produced by the Local Resilience Forum and summarises the Community Risk Register in a format that is easy to use by residents and communities. It does not include every potential risk, only the ones that are most likely to happen or which may cause significant impact.

The Local Resilience Forum (LRF) – Who are we?

The Devon, Cornwall & Isles of Scilly Local Resilience Forum is a multi-agency partnership of all the organisations that are required to prepare for an emergency in the LRF area. It includes the Emergency Services, Local Authorities, Health Services, Maritime Coastguard Agency, Environment Agency, Voluntary Organisations, Utility Companies and Transport Providers – see page 4 for a full list of our members.

What do we do?

The LRF aims to provide the necessary conditions for responding organisations to plan and prepare for emergencies and major incidents so that we can deliver an effective and efficient response. In order to do this we work together to identify potential risks and produce emergency plans to prevent or mitigate the impact of emergencies. We also develop and maintain plans to support our communities and help their recovery. This includes the recovery of essential services, infrastructure, businesses, the environment and the provision of practical, psychological and social aftercare.



"This document summarises the Community Risk Register in a format that is easy to use"

Devon, Cornwall & Isles of Scilly LRF Members

LRF Category 1 Responders



Emergency Services

British Transport Police
Devon and Cornwall Constabulary
Cornwall Fire & Rescue Service
Devon & Somerset Fire & Rescue Service
Isles of Scilly Fire & Rescue Service
Maritime and Coastguard Agency (MCA)
Ministry of Defence Police
South Western Ambulance Service NHS Trust



Local Authorities

Cornwall Council
Council of the Isles of Scilly
Devon County Council
East Devon Council
Exeter City Council
Mid Devon Council
North Devon Council
Plymouth City Council
South Hams Council
Teignbridge Council
Torbay Council
Torridge Council
West Devon Borough Council



Health Organisations

Public Health England
NHS England
University Hospitals Plymouth NHS Trust
Royal Devon & Exeter NHS Foundation Trust
Torbay & South Devon NHS Foundation Trust
Royal Cornwall Hospitals NHS Trust
North Devon Healthcare NHS Trust

Miscellaneous

Environment Agency

LRF Category 2 Responders



Utilities Transmission, Distribution, Interconnection

Communications Network – BT
National Grid
South West Water
Virgin Media
Western Power Distribution
Wales & West Utilities
O2
EE
Vodafone



Train Operating Companies

Cross County Trains
DB Schenker
Great Western Railway
Network Rail
South Western Railway



Airports

Exeter International Airport
Land's End Airport
Newquay Airport
Penzance Heliport
St Mary's Airport, Isles of Scilly



Harbour Authorities

Falmouth and Truro Port Health Authority
Fowey Port Health Authority
Plymouth Port Health Authority
Teignmouth Port Health Authority



Health Organisations

NHS Kernow CCG
NHS Northern, Eastern & Western Devon CCG
NHS South Devon & Torbay CCG



Motorway & Trunk Roads

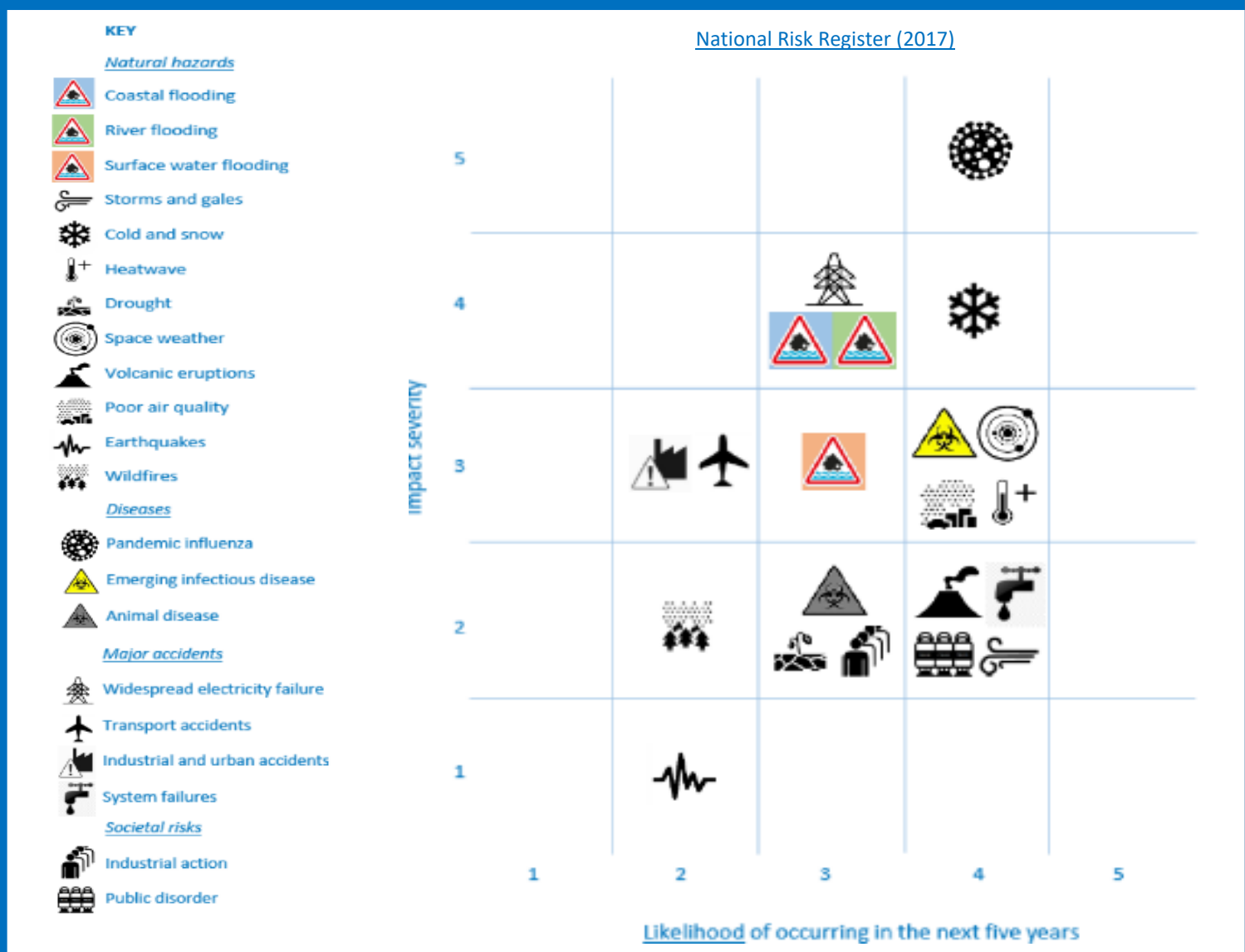
Highways England

Voluntary Agencies

British Red Cross
Devon & Cornwall 4x4 Response
St John Ambulance
Salvation Army
The Samaritans
Victim Support
Volunteer Cornwall
Royal Voluntary Service

Others

Health and Safety Executive



What is the Community Risk Register?

The Devon, Cornwall & Isles of Scilly Local Resilience Forum (LRF) legally has to produce a Community Risk Register to analyse the likelihood and impact (risk) of a range of hazards occurring. The hazards included in the Community Risk Register are not certain to happen, but there is a possibility so the LRF have made arrangements to reduce its impacts. We also identify new and emerging hazards and whether existing risks are increasing or decreasing.

The Community Risk Register is put together using guidance from the National Risk Register and the LRF's professional judgement on how those risks relate to the local area. The National Risk Register is produced by the government using historical and scientific data, and the professional judgement of experts to analyse the risks the UK faces. The risk (impact v likelihood) of national hazards can be seen in the image above and further information can be found in the Nation Risk Register by following this link:

<https://www.gov.uk/government/collections/national-risk-register-of-civil-emergencies>

A Profile of Devon, Cornwall & Isles of Scilly

Devon

Borders

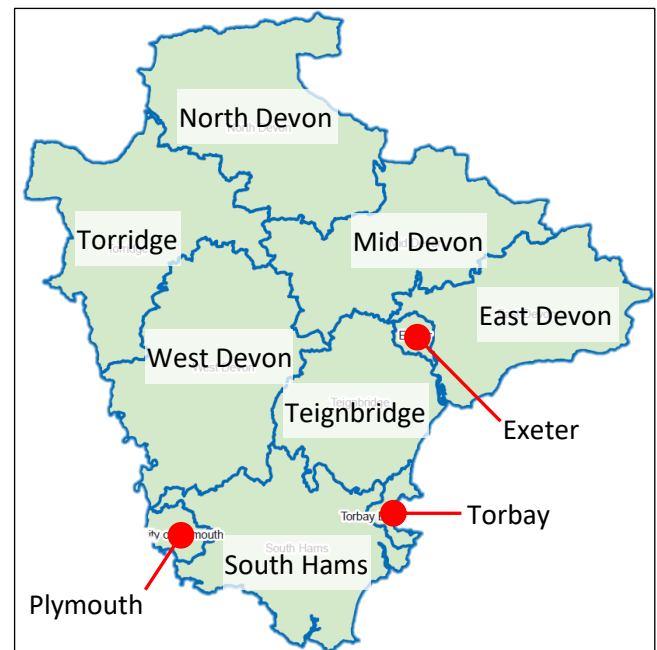
Bristol Channel, Cornwall, English Channel, Somerset and Dorset.

Landscape

Devon covers 2,534 square miles. Coastlines along the Bristol Channel and English Channel. Two national parks (Dartmoor & Exmoor) and home to England's only natural World Heritage Site, the Jurassic Coast.

Economy

Strong agriculture industry and heavily reliant on tourism. Exeter & Plymouth provide substantial shopping facilities and Plymouth's economy is strongly influenced by ship building and seafaring.



Cornwall

Borders

Celtic Sea, English Channel and Devon.

Landscape

Cornwall is made up of a range of diverse landscapes with a rich diversity of heritage and natural assets. Approx. 300 miles of coastline. Cornwall's largest urban area is the Camborne-Redruth area with a population of 55,400.

Economy

Tourism makes up a quarter of the economy in Cornwall, which brought £1.85 billion in 2011. There is a strong dairy industry producing products such as clotted cream.



Isles of Scilly

Borders

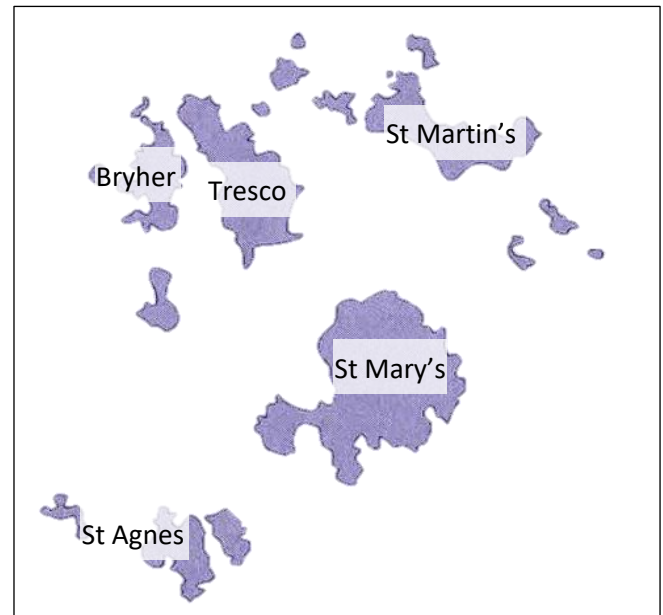
No borders; a collection of islands off the southwestern tip of Cornwall.

Landscape

Approx. 200 low-lying islands / rocks, five main inhabited islands, a patchwork of small fields and hedges, open heaths and sandy beaches, rocky headlands and bays. More than half the land area is designated as Sites of Special Scientific Interest

Economy

Main industry is tourism followed by flower farming.



Social Context

The Devon, Cornwall and Isles of Scilly area is home to a growing population of around 1,709,000. This resident population is expected to increase, especially in the number of people aged 60+. All three regions have an aging population that is above the national average, which the Office of National Statistics anticipates will continue to increase at a greater rate than the national average.

Devon	Cornwall	Isles of Scilly
Pop ⁿ 1,175,000	Pop ⁿ 532,000	Pop ⁿ 2000
<ul style="list-style-type: none"> Devon is made up of a county council, 7 districts, 1 city council and 2 unitary authorities (Plymouth & Torbay) Plymouth makes up the largest portion (22.6% = 265,500) of Devon's population Torbay has 134,500 people with 1 in 4 people aged 65+ Office of National Statistics anticipates a 75-86% increase of people aged 65+ by 2030 	<ul style="list-style-type: none"> 6.7% increase in population in last 10 years 31.3% increase among 65-69 age group in past 10 years 	<ul style="list-style-type: none"> Stable population with minor fluctuations Rapidly increasing ageing population, 23% of total population is aged 65+

Section 2

The Civil Contingencies Act (2004)

This section focusses on the Civil Contingencies Act (CCA); a piece of legislation that received royal assent in 2004, and aims to deliver a single framework for civil protection in the UK. It also establishes roles & responsibilities for those involved in emergency response.



Why was it Introduced?

The Civil Contingencies Act was introduced in the wake of a series of emergencies running up to 2004, which had drawn to light the need for new legislation that would encompass emerging hazards. It replaces the Civil Defence Act (1948), which was deemed unable to cope in the event of domestic threats such as the fuel shortages and severe flooding in 2000, Foot & Mouth Disease outbreak in 2001 and terrorist activity especially on the scale of the 9/11 attack in 2001.



What is an Emergency?

The CCA defines an emergency as:

“An event or situation which threatens serious damage to:

- Human welfare in a place in the UK
- Or the environment of a place in the UK
- Or war, or terrorism which threatens serious damage to the security of the UK.”

All responders work to a common set of objectives, which help to reduce the number of lives lost, relieve suffering, avoid the scale of emergency becoming more severe, protect infrastructure and property, facilitate criminal investigations and judicial processes if necessary, and restore normality as soon as possible.

The Local Resilience Forum (LRF)

The CCA requires category 1 and 2 responders to prepare for emergencies. This is achieved through the Local Resilience Forum (LRF). The minimum statutory requirement is for the LRF to meet is every 6 months, however, our LRF and sub-groups meet every month to effectively deliver the duties under the CCA. The LRF requires responders to undertake risk assessments, maintain them in a Community Risk Register and to publish this. The Community Risk Register is the first step in the emergency planning process and ensures that the plans that are developed are proportionate to the level of risk.

How are Emergency Responders Categorised?

The Civil Contingencies Act categorises emergency responders into two groups – Category 1 responders and Category 2 responders.

You can easily remember these as the core responders (Cat.1) and cooperating responders (Cat.2). Below is a list of the type of organisations that fit into each category.

‘Core Responders’

Category 1:

Police Services
Fire Services
Ambulance Services
Local Authorities
Public Health England
NHS England
NHS Trusts with Emergency Departments
Maritime Coastguard Agency
Environment Agency

‘Cooperating bodies’

Category 2:

Met Office
Water Utilities
Power Distribution Agency
Gas Distributors
Telephone Service Providers
Clinical Commissioning Groups
Harbour Authorities
Highways England
Train Operating Companies
Airport Operators
Health & Safety Executive

What Statutory Duties do Responders have to carry out under the CCA?

1. Risk Assessment
2. Emergency Planning
3. Business Continuity Arrangements
4. Warning & Informing
5. Information Sharing
6. Cooperation
7. Business Continuity Promotion (Local Authorities only)

Category 1 responders are required under the Civil Contingencies Act to deliver statutory duties (1-6) above.

Category 2 responders are required under the Civil Contingencies Act to deliver statutory duties (5 and 6) above.

Local Authorities have an additional duty to deliver, which is to promote business continuity to businesses and voluntary organisations in the area. This is important to build resilience in our communities so that they can survive through disruption. Whether that be the loss of telecommunications or access to a site.



Section 3

Devon, Cornwall & Isles of Scilly Top Risks

This section contains the top risks faced in our LRF area. These risks are regularly reviewed and updated on an annual basis (dependent on priority). We continue to develop capabilities to mitigate these risks by using lessons learnt from previous incidents and training & exercising to develop our plans.

Only the top risks are identified in this document, to see all the possible risks that we face visit: www.dcisprepared.org.uk



3.1 Failure of Electricity Network



Instances of electricity failure can be caused by a number of things such as severe weather (strong winds, flooding and lightning) that can damage the distribution network and technical failure.

A national blackout has never happened. A less severe incident did occur in December 2013 when, as a result of two severe winter storms and consequent damage to the distribution overhead line network, around 900,000 UK customers suffered a loss of electricity, 876,000 customers had power restored within 24 hours, however 16,000 experienced disruption for longer than 48 hours. Flooding also threatens our electricity supply with some localised incidents occurring in Devon, Cornwall and the Isles of Scilly.

Consequences

- Fatalities and casualties.
- Disruption or loss of essential services, particularly transport, food, water, fuel, gas, finance, communications (all types), and education.
- Disruption to business (via lost working hours).
- If blackouts are prolonged - potential disruption to health care, emergency services and emerging public disorder.
- Congestion due to traffic light failures.
- Failure of street lighting and security systems
- Increase in property fires caused by: candles and oil lamps

Who can be affected?

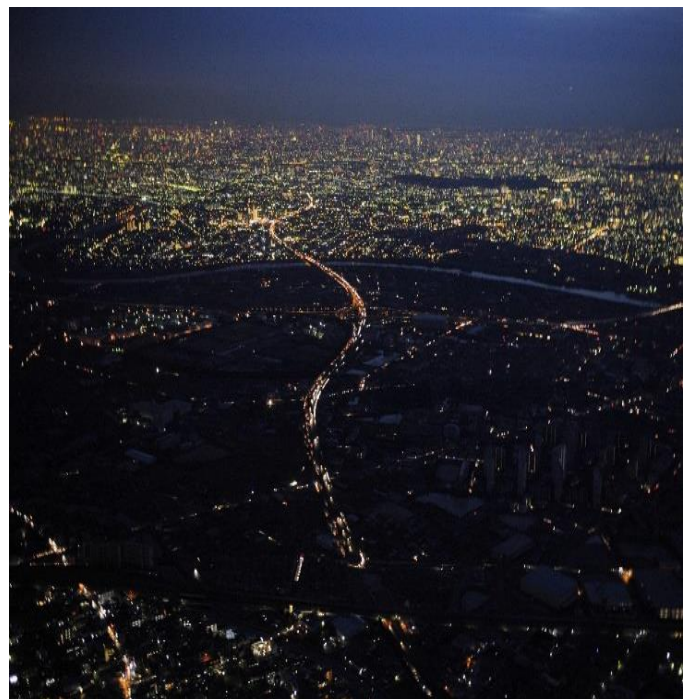
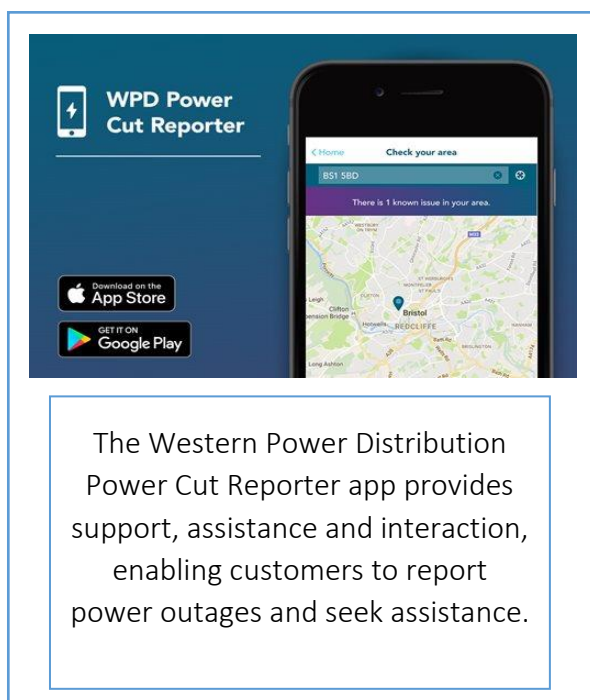
Everyone who uses electricity - individuals, households and businesses. Electricity is necessary for most essential services - power, mains water, sewage systems, communications, fuel distribution, retail, health, schools and colleges etc. The impact would be greatest on those who are vulnerable. The inability to heat or light homes, to cook or refrigerate food, as well as the inability to make emergency calls, would place people at risk. During a wide scale incident, people across rural areas and on the Isles of Scilly may be affected for longer than those in larger towns.

What are we doing?

- Maintaining Business Continuity plans so that emergency services, public services and utility company services continue to function throughout periods of disruption.
- Utility Companies have plans in place to respond to incidents, which can range from the management of a local incident to a national level disruption.
- Utility Companies have schemes that prioritise services for the elderly and vulnerable people.

What can you do?

- Keep an emergency bag in your home with supplies of food, water & torch etc. (see section 4 – C.L.E.A.R Plan).
- Call your distribution network operator on '**105**' to report a power cut and get further information.
- Be on alert for bogus callers posing as utilities company workers.
- Encourage the elderly and vulnerable to register with public utility companies who will attempt to prioritise them if their services are affected.



More Information

The following links below provide further information and advice on what you can do to prepare for a power outage and how to report them.

Power Cut Preparation: www.powercut105.com

Western Power - Info on Outages: www.westernpower.co.uk/Power-outages

Energy Network Advice: www.energynetworks.org

National Emergency Plan: www.gov.uk/government/publications/national-emergency-plan-downstream-gas-and-electricity-2016

3.2 Flooding



Changes in weather patterns, increasing temperatures and rising sea levels, are likely to increase the likelihood of flooding in the UK.

The Devon, Cornwall & Isles of Scilly area is prone to flooding incidents. In 2017, Coverack experienced extensive flash flooding, which caused more than £1 million worth of damage to roads and buildings in the area. In 2014 strong winds, high tides and tidal surges acting in combination lead to huge waves battering the south west. Dawlish railway line was severely damaged causing disruption to the network. Coastal communities in Cornwall, Devon and Dorset experienced coastal flooding and damage to infrastructure, buildings and sea defences. In 2004, Boscastle in Cornwall suffered flash floods caused by excessive rainfall, which led to a 2 metre rise in water levels in one hour and a 3 metre wave surge down the main road (see image above) - 100 homes and businesses were destroyed and an estimated cost of £15million was reported.

There are three types of flooding that our area is prone to, these are:

- Tidal / Coastal Flooding
- Fluvial (River) Flooding
- Flash / Surface Water Flooding



Tidal & Coastal Flooding

This type of flooding occurs in low lying coastal areas and estuaries. It is typically the result of high tides combined with storm surges – produced when high winds from storms push water onshore – to cause the sea to flood inland and overtop sea defences.



Fluvial (River) Flooding

Fluvial flooding occurs when excessive rainfall over an extended period of time causes a river to exceed its carrying

capacity. As river levels rise, water overflows its banks covering the surrounding area in flood water.



Flash & Surface Water Flooding

Flash flooding is characterised by intense rainfall events which cause rapid flooding - often with little time to warn the public. Surface water flooding is caused when existing drainage systems are unable to cope with the volume of rainwater. This can cause fast flowing water or ponding of water in low lying areas.

Consequences

The impacts associated with flooding are widespread and can include:

- Fatalities, casualties and longer term psychological impacts.
- Immediate evacuation and shelter and longer term accommodation needs.
- Widespread damage to property, infrastructure and businesses.
- Impacts on the economy and tourism
- Disruption to essential services e.g. transport, gas, water & electricity.
- Environmental damage or contamination (particularly by sewage).

Who can be affected?

Those at risk of coastal and river flooding are identifiable from the Environment Agency Flood Risk Maps:

www.gov.uk/government/organisations/environment-agency

However, flash & surface water flooding incidents are more unpredictable and areas that have previously not flooded can be affected.

What are we doing?

- The Flood Forecasting Centre provides flood guidance statements using various modelling techniques. The Environment Agency also provides a 24-hour flood warning service for properties at risk of flooding, they also maintain and operating flood defences.
- The LRF has developed flood plans for high risk communities.
- Local Authorities have evacuation and shelter plans for high risk communities.
- Local Authorities are responsible for assessing flood risk and developing Flood Risk Management Strategies to reduce the risk of flooding.
- Regular maintenance and clearing of gullies and culverts, especially in the event of severe weather warnings.
- Investigate reports of flooding.

What can you do?

- If your home or business is in a flood warning zone you can register for the Flood Warnings Direct (FWD) service by calling **0845 988 1188** – calls are charged at the local rate. FWD is a free service that issues advanced warning of flooding via your telephone or mobile 24/7.
- Make a home emergency plan in case you need to evacuate – this includes where you will go and what to take (see section 4).
- Ensure you have adequate insurance.
- Know what to do to protect your property from flooding.
- Consider how you can be prepared e.g. fill the bath with water.

If flooding is predicted?

- Identify neighbours who may need your help – elderly, disabled or those with young children.
- Move important documents and irreplaceable items upstairs above flood water levels.

- Pay attention to local media and look for warnings from the EA via TV and radio.
- Follow advice of emergency services.

Staying Safe during a flood

- Do not swim through flood water – you may get swept away.
- Do not drive through flood water – even shallow depths can cause a vehicle to float. 80% of flood deaths occur in vehicles.
- If wave watching, observe from a safe and respectful distance; strong winds can create powerful waves that can knock you off your feet.



More Information

Information on past floods, flood maps and practical guides on protecting your home during a flood event can be found on:

Environment Agency Website: www.environment-agency.gov.uk

How to Prepare for Floods: <http://nationalfloodforum.org.uk/>

Useful Information

The Environment Agency's Flood Information Service has three types of warnings that will help you prepare for flooding and take action.



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.

3.3 Industrial Accidents & Environmental Pollution



Certain industrial activities involving hazardous substances have the potential to cause accidents. Some of these accidents may cause serious injuries to people or damage to the environment.

In 2005 an explosion at Buncefield Oil Depot (see above) near Hemel Hempstead measured 2.4 on the Richter scale. Sixty people required medical attention, 2,000 people were evacuated from their homes and 370 businesses employing over 16,000 people were affected. This accident caused major disruption to roads and the fuel supply chain. In our LRF area there are 6 lower tier and 6 upper tier sites under the Control of Major Accident Hazard (COMAH) regulations. Two of these are fuel distributors located in Plymouth; Cattedown depot for Valero Logistics UK LTD and Ivybridge depot for Calor Gas Ltd.

COMAH

Control of Major Accident Hazard (COMAH) Regulations and their amendments (2015), are laws under which major hazard sites are regulated and inspected to prevent and mitigate accidents involving dangerous substances. The regulations are overseen by the Health and Safety Executive and the Environment Agency. They apply to organisations/sites such as chemical production facilities and warehouses or distributors that handle or store large quantities of hazardous substances.

Consequences

- Fatalities and casualties.
- Evacuation of the affected area and longer term accommodation needs.
- Damage to property and infrastructure.
- Environmental contamination to the local environment and water courses.
- Economic impacts through damage to local businesses and exclusion zones.



Who can be affected?

Those at most risk are the environment and people who live or work within close proximity to industrial sites. The most vulnerable are children, elderly people and those suffering from respiratory problems - depending on the chemical released these may be at increased risk.

What are we doing?

- Working with COMAH site operators, the Health & Safety Executive, the EA and Local Authorities to develop and maintain multi-agency emergency plans for hazardous sites.
- Using the law such as Health & Safety regulations to ensure that actions are taken to make sites safer.
- Emergency responders and infrastructure authorities practice response plans and using capabilities for simulated emergency scenarios.
- Establishing Public Information Zones (PIZ) around COMAH sites and providing people living in these zones with information about; the hazards, safety measures in place, how they will be warned and necessary action to be taken.

What can you do?

- Know what major industrial sites are in your local area. Make sure you are familiar with any advice they and your Local Authority provide.
- Familiarise yourself with safety codes and escape routes for the buildings in which you live or work i.e. fire escape, emergency refuse area or designated evacuation areas.
- If you become aware of an incident at a local major industrial facility, **go indoors, stay indoors, and tune in.** Close all doors and windows to protect yourself from potential fumes and contaminants.
- Follow the advice of emergency services.



More Information

Check your local council's website for details of major industrial sites in your local area. You can also search on the Health & Safety Executive website for public information about industrial sites near you.

Health & Safety Executive: www.hse.gov.uk/comah/

Plymouth City Council: www.plymouth.gov.uk/emergencies/regulatedhazardoussites/

3.4 Influenza Type Disease



An Influenza (flu) Pandemic is a worldwide event in which many people are infected with a flu virus in a short time.

A flu 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. The last global outbreak occurred in 2009, termed pandemic H1N1/09 virus by the World Health Organisation (WHO) and colloquially called Swine Flu; causing a mild flu illness in most people who caught it. However a future pandemic virus may cause more severe illness.

Consequences

If the virus causes severe illness:

- Half the UK population could be infected, which could lead up to 750,000 deaths in total by the end of the pandemic.

- Health care and Local Authorities' social care systems may become overloaded.
- Normal life is likely to face wide disruption particularly due to staff shortages affecting the provision of essential services including production and transport of goods.
- There will be strain on the economy.



Who can be affected?

A pandemic is likely to occur in one or more waves, possible weeks or months apart. Each wave may last between 12-15 weeks and up to half the UK population of all ages could become infected.

What are we doing?

- Ensuring LRF organisations have business continuity arrangements in place to cope with staff shortages.
- Distributing newly developed pandemic vaccine once available (can take 6 months).
- Management of the demand on the NHS and social care.

What can you do?

- Catch it, Bin it, Kill it.
- Look out for advice and guidance from the NHS.
- ID a flu friend to collect medicine, food and supplies when you are ill.
- Keep personal stocks of cold and flu medicine to help relieve your symptoms.
- Keep a healthy lifestyle: wash hands frequently with soapy water to reduce the spread of the virus, regularly clean surfaces with disinfectant.
- Know the arrangements of your child's school.



Call 999 or go to A&E if you:

- develop sudden chest pain
- have difficulty breathing
- start coughing up blood

Call NHS 111 or see your GP if:

- you're worried about your baby's or child's symptoms
- you're 65 or over
- you're pregnant
- you have a long-term medical condition – for example, diabetes or a heart, lung, kidney or neurological disease
- you have a weakened immune system – for example, because of chemotherapy or HIV
- your symptoms don't improve after 7 days



More Information

For further information about Flu please visit the NHS website at:
NHS - Pandemic Flu: www.nhs.uk/conditions/pandemic-flu

3.5 Major Air Quality Incident



Short-term surges in poor air quality occur primarily due to weather conditions preventing pollution from dispersing i.e. low winds, or when warm air traps colder air close to the ground.

In 2006 the UK experienced two periods of hot weather with associated elevated ozone and harmful airborne particles – 27th June to 7th July and secondly 13th to 23rd July. In the first episode, a combination of poor air quality, heatwave conditions and pre-existing conditions led up to 540 deaths and 700 hospital admissions. The second episode led up to 630 deaths and 830 hospital admissions.

In spring of 2015, two particle pollution episodes caused widespread poor air quality throughout the UK, with multiple areas measuring 'High' on the Daily Air Quality Index.

Consequences

- Fatalities and casualties, principally by compounding pre-existing health conditions.
- Pressure on healthcare, particularly demands on ambulances.
- Economic damage.
- Environmental damage.

Who can be affected?

Poor air quality is a risk to health, particularly for those with pre-existing heart and lung conditions, children and the elderly. Typical day-to-day air pollution is not within scope of this risk.

What are we doing?

The Government regulates to control emissions and concentrations of harmful substances.

The Department for Environment, Food & Rural Affairs (DEFRA) are committed to investing over £2.7 billion overall in air quality and cleaner transport. This includes:

- £1 billion – ultra low emission vehicles.
- £290 million – National Productivity Investment Fund
- £89 million – Green Bus Fund
- £1.3 billion – Cycling & walking

The Government announced in 2011 its intention that conventional car and van sales would end by 2040, and for every car

and van on the road to be a zero emission vehicle by 2050.

To reduce the impact of a poor air quality incident, air quality forecasting is provided daily for the entire UK (linked below). DEFRA provides health advice associated with each step of the Daily Air Quality Index, in consultation with the Committee on the Medical Effects of Air Pollution.

What can you do?

- Read the health advice on the Met Office and DEFRA websites (links below).
- Those with pre-existing lung/heart conditions should ask for your doctor's advice – usually they recommend exercising and managing your condition.
- Keep medication with you i.e. asthma inhaler.
- Check the daily pollution forecast before travelling.
- Listen for advice from DEFRA.
- If you become aware of an air quality incident, **go indoors**, **stay indoors**, and **tune in**. Close all doors and windows to protect yourself from potential particulates and contaminants.



Telephone – Air Quality helpline



United Kingdom (FREE)

0800 556677

Twitter – Air quality feed



@Defraukair



More Information

The following links below provide further advice and information on air pollution.

Daily Pollution Forecast: <http://uk-air.defra.gov.uk/forecasting>

Met Office Advice: www.metoffice.gov.uk/guide/weather/air-quality

DEFRA Air Quality Plan: <http://uk-air.defra.gov.uk/library/no2ten>

3.6 Major Pollution of Controlled Waters



The English Channel has the highest shipping density in the UK, with over 20,000 vessel movements per annum – 25% which are oil tankers. This increases the risk of pollution to our controlled waters and environmental areas.

Controlled waters are defined by the Water Resources Act 1991 and includes coastal water, inland fresh water (e.g. lake or rivers) and ground water. Devon, Cornwall & the Isles of Scilly covers 400 miles of coastline, which is the largest area in England, and has a significant number of Harbours and commercial Ports. This includes HM Naval Base, Devonport – the largest naval base in Western Europe and is the sole nuclear repair and refuelling facility for the Royal Navy. This activity along our coast increases the likelihood of collisions and grounding of vessels, which accompanies with it a pollution risk.

In January 2007 MSC Napoli, a 900ft long UK container ship, was damaged by storm force winds in the English Channel and beached in Lyme Bay, Devon – where the salvage operation was focussed. During this time oil spilled 5 miles, 103 containers from the ship fell into the sea and debris washed up onto the local shoreline.

Consequences

- Damage to the environment including fish stocks and other marine life ecosystems.
- Potential health risk to local residents and tourists.
- Closure of commercial leisure & fishing ports.
- Large quantities of contaminated waste.
- Closure of amenity beaches.

Who can be affected?

Beach users and those working on or near to the sea or river are those most likely to be affected. Depending on where and how the incident occurs, tourism of the area may be affected.

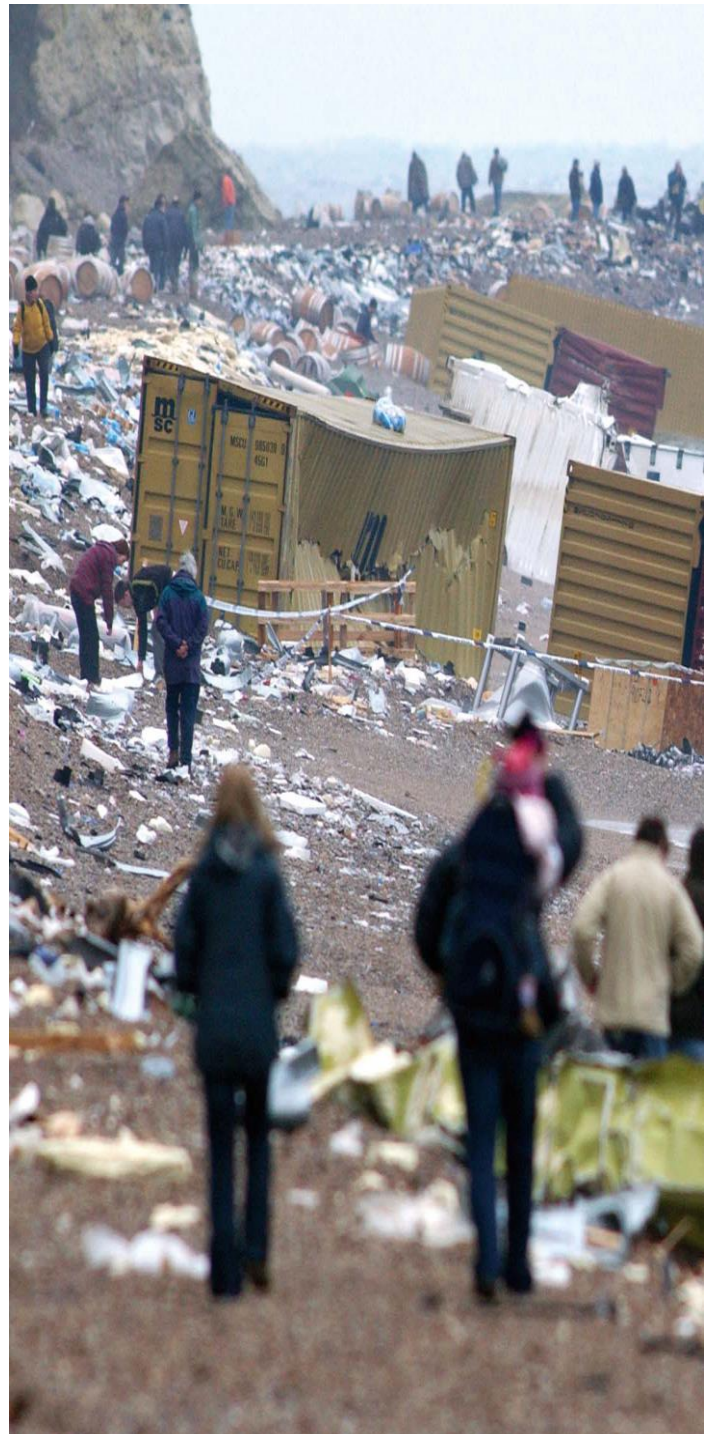


What are we doing?

- Working with the Maritime Coastguard Agency, Natural England, wildlife agencies and port operators to maintain pollution response plans.
- Training staff, testing and exercising plans and procedures in marine pollution control.
- The Maritime Coastguard Agency & Environment Agency regularly investigate sources of pollution and where possible prosecute polluters.

What can you do?

- Report pollution incidents to the Maritime and Coastguard Agency or the Environment Agency.
- Avoid polluted areas, listen to advice and information on local news and radio stations.
- Volunteer and cooperate with organisations during any clean-up operation.
- Do not scavenge any cargo that may be washed ashore as it could be dangerous and is a criminal offence.
- In the event of an incident abide by any restrictions, for example using beaches.



More Information

Check your Local Authority's website to see if your community is affected. For further information visit the following websites:

Maritime Coastguard Agency: www.gov.uk/government/organisations/maritime-coastguard-agency

Environment Agency: www.environment-agency.gov.uk

3.7 Malicious Threats



This group of threats includes actions such as terrorism and organised crime. Malicious threats are themselves collected into themes - for more information on these visit the [National Risk Register](#).

In 2017 multiple terrorist incidents occurred. On 22nd March, a lone terrorist used a vehicle and knife to conduct an attack in London, killing 5 and injuring over 50. On 22nd May, a lone terrorist detonated a suicide explosive device outside a concert venue in Manchester, killing 22 and injuring over 100. On 3rd June three terrorists used a vehicle and knives to kill 8 people and injured 48 others in a marauding attack in London.

The publically available National Risk Register has additional detail of these threats, including malicious threats themes and what the government is doing to keep us safe (see link in information box).

Terrorism threat levels:

Threat levels are designed to give you an indication of the likelihood of a terrorist attack in the UK. They do not have any set expiry date, but are regularly subject to review in order to ensure that they remain current.

There are 5 levels of threat set by the Joint Terrorism Analysis Centre and the Security Service (MI5).

LOW:

An attack is unlikely.

MODERATE:

An attack is possible, but unlikely.

SUBSTANTIAL:

An attack is a strong possibility.

SEVERE:

An attack is highly likely.

CRITICAL:

An attack is expected imminently.



Consequences of an attack may include:

- Fatalities, casualties and longer term psychological impacts.
- Damage to property and infrastructure.
- Disruption to essential services, particularly transport, health and education.
- Economic damage, particularly via disruption to tourism.
- Evacuation and shelter of local residents or employees.



What are we doing?

- **Awareness-raising** – The Government provides advice through Counter Terrorism Security Advisers, training and guidance documents to help businesses understand threat, improve security & preparedness, spot signs of suspicious activity and take other appropriate action.
- **Physical protective security** – this includes barriers to prevent vehicles being used as a weapon, or to keep vehicle bombs further away from buildings to mitigate the effects off the blast.
- **Major incident plans** – are regularly tested in exercises, where emergency responders practice using plans and response capabilities.
- **Armed response** – Government is now investing in additional armed policing capability.
- **Specialist training** – such as ambulance and fire service personnel operating in high-risk environments.
- **Public Warning** – The Government will issue warnings if that's the best way to protect a community or place facing a specific threat.
- Introducing the **Joint Emergency Services Interoperability** principles have improved the way the UK's emergency services work together.

What you should do?

See It, Say It, Sorted: You can play an important role by reporting suspicious behaviour or unattended items, on the transport / railway network, to a member of staff or police. You can contact the British Transport Police by texting **61016**, or the Police on the non-emergency number **101**.



See It.

Remain vigilant for anything that seems out of place or unusual on trains or at stations. This could include:

- Someone being somewhere they shouldn't be, for example trying to get through a door marked 'no entry'.
- An unattended bag.
- Someone checking security arrangements, for example filming CCTV cameras at a station.
- Someone avoiding rail staff and police officers.
- Someone who could be concealing something under their clothing.

Say It.

If you see something that doesn't feel right, we want to hear from you. Let us decide if what you have seen or what you know is important.

You should tell a member of rail staff or a police officer what you have seen.

You can also call British Transport Police on **0800 40 50 40**, or text them on **61016**. In an emergency, always call **999**.

Sorted.

We will check any information you give us thoroughly. Every day we receive reports about suspicious behavior or unusual activity from members of the public and we take your information seriously.

Run, Hide, Tell: The National Police Chief's Council (NPCC) has produced a helpful YouTube video about how best to respond during a marauding terrorist attack, which can be found on the NPCC YouTube account.



Fire arms and weapon attacks are very rare in the UK, however, the Police have released a short public information film called 'Stay Safe: Firearms and Weapons Attack' which sets out the key options for keeping safe in such an incident.

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.

A red poster with white text. The main text reads 'IT'S PROBABLY NOTHING, BUT...' in large, bold, sans-serif capital letters. Below this, in smaller white capital letters, is '... YOUR CALL COULD SAVE LIVES'. At the bottom, in white capital letters, is 'ANTI-TERRORIST HOTLINE 0800 789 321'. Below the poster, within a white box with a black border, is the text: 'The Anti-Terrorist Hotline is for tip-offs and confidential information. For warnings about possible bombs or other urgent threats please call 999.'

IT'S PROBABLY NOTHING, BUT... ... YOUR CALL COULD SAVE LIVES
ANTI-TERRORIST HOTLINE 0800 789 321

The Anti-Terrorist Hotline is for tip-offs and confidential information. For warnings about possible bombs or other urgent threats please call **999**.

More Information

Get more information about terrorism in the UK, threat levels and travel advice for different countries. You can also check your Local Authority websites to see if your community is affected.

MI5 Website

www.gov.uk/government/latest?departments%5B%5D=national-counter-terrorism-security-office

Terrorism Business Advice

www.npcc.police.uk/NPCCBusinessAreas/TerrorismandAlliedMatters.aspx

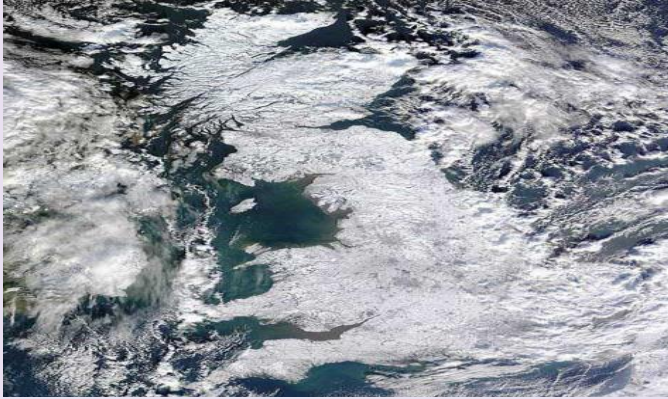
National Risk Register

www.gov.uk/government/collections/national-risk-register-of-civil-emergencies

The UK's Strategy for Countering Terrorism

<https://www.gov.uk/government/publications/counter-terrorism-strategy-contest-2018>

3.8 Prolonged Low Temperatures, Heavy Snow and/or Ice



The United Kingdom experiences severe weather due to its maritime temperate climate, bringing snow, strong winds and prolonged low temperatures.

The most recent incident occurred Feb to March (28th-5th) 2018, named Storm Emma. The first ever red severe weather warnings for snow were issued for parts of the UK with the majority of places issued an amber warning. Daytime temperatures were mostly sub-zero across the UK. At night, temperatures across the UK regularly fell to -5°C to -10°C. Heavy Snowfall across the UK lasted for some time, with 5ft snow drifts building up in some areas, freezing rain caused widespread ice, majority of schools closed, water pipes had burst causing water supplies to be depleted, hundreds of vehicles were abandoned and up to 1000 motorists were stranded overnight across the South West; which rest centres were set up for.

Consequences

- Disruption to essential services; particularly transport, energy and communications.
- Damage to electricity and telephone lines.
- Power & Water failure.
- Fatalities and casualties, particularly among vulnerable groups (e.g. the elderly).
- Risk of road traffic collisions / accidents.
- Economic disruption to business such as food production and essential services.

Who can be affected?

Vulnerable individuals such as, the elderly, low income groups (as they cannot afford heating), high altitude communities, those travelling, and businesses; which can suffer a reduction in workforce, production and service delivery.



What are we doing?

- Local government work with infrastructure operators and emergency responders to develop response plans to deal with potential damage and restore utilities and travel routes as quickly as possible.
- Responding organisations receive advice and severe weather warnings from the Met Office.
- 'Cold Weather Alerts' are issued when the average temperature is forecast to fall below a certain level and/or for forecasted heavy snow or widespread ice.
- Winter Maintenance Plans are in place for many organisations i.e. salt spreading routes.
- The NHS provides winter flu jabs.
- The elderly and vulnerable people have additional support from health and social services.
- Utility Companies have plans that prioritise services for the elderly and vulnerable people.

- We maintain Business Continuity plans so that emergency and public services can continue to function throughout periods of severe weather.

What can you do?

Depending on the level of warning:

- Access and monitor the latest weather forecasts (Met Office / News).
- Follow instructions and advice given by authorities.
- Plan journeys with the weather in mind (emergency food & water, blankets, clothes).
- Avoid all non-essential journeys.
- Check elderly or vulnerable relatives and neighbours are supported.
- Encourage the elderly and vulnerable to register with public utility companies who will attempt to prioritise them if their services are affected by the weather.



More Information

Government public information campaigns such as 'Get Ready for Winter' give tailored advice, particularly for vulnerable people. Click on the links below for further information:

Public Health: Keep Warm, Keep Well: www.nhs.uk/Livewell/winterhealth/Pages/KeepWarmKeepWell.aspx

Met Office:

UK Severe Weather Warnings: www.metoffice.gov.uk/public/weather/warnings

Community Resilience: www.metoffice.gov.uk/services/public-sector/resilience/community-resilience

Prepare for Winter: www.metoffice.gov.uk/barometer/advice



3.9 Volcanic Eruption (Gas Rich & Ash)



There are a range of volcanos across Europe that could affect the UK, these can erupt frequently and prevailing winds are more likely to blow ash and gas towards us.

In April 2010, a relatively small explosive eruption of Eyjafjallajökull in Iceland (image above) coincided with north-westerly winds, resulting in disruption to air travel across much of the UK and Northern Europe for six days. The ash cloud reached heights of 16-24,000ft and air traffic controllers responded by closing airspace due to safety fears. Passengers had to make their way home overland and air operators lost millions of pounds a day. It was the biggest disruption to flights since 9/11.

The Consequences

- Casualties (from poor air quality).
- Disruption to essential services, particularly transport.
- Economic damage as disruption to air travel affects business and tourism.
- Environmental contamination, particularly to water and agriculture

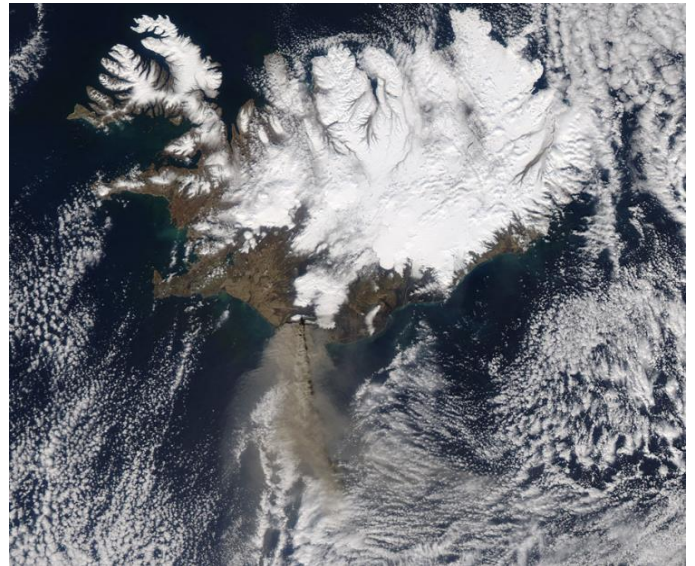
Who can be affected?

Those at risk are people with existing heart and lung conditions, and especially among children and the elderly due to the potential ash / chemicals that are released in the air. As well as this, businesses such as air operators and people travelling by flights are among the groups who are likely to be affected.

What are we doing?

- The international Airways Volcano Watch provide information on the movement and spread of volcanic ash. The London Centre works closely with the Icelandic Met Office to monitor volcanic activity and determine the path of volcanic ash using modelling techniques.

- Since 2010, a new regulation regime has been put in place to allow airlines to fly in low ash concentrations and submit safety cases to the Civil Aviation Authority to fly safely in medium and high ash zones.
- A special civil contingency aircraft is available for atmospheric testing in UK airspace, which is available within 48 hours.
- The British Geological Survey is undertaking further work to improve our understanding of this risk.
- Public Health England will provide advice for those at risk (people with heart & lung conditions).



What can you do?

- If you are travelling, make sure you have travel insurance and that 'natural disasters' are included within this.
- Consult your travel provider for information on individual flights.
- If suffering from lung / heart problems, ensure medication (i.e. asthma inhaler) is kept with you at all times.



More Information

Click on the links below for further information on warnings and initiatives to be more resilient to volcanic eruption incidents:

Volcanic Ash Advisory Service: www.metoffice.gov.uk/aviation/vaac

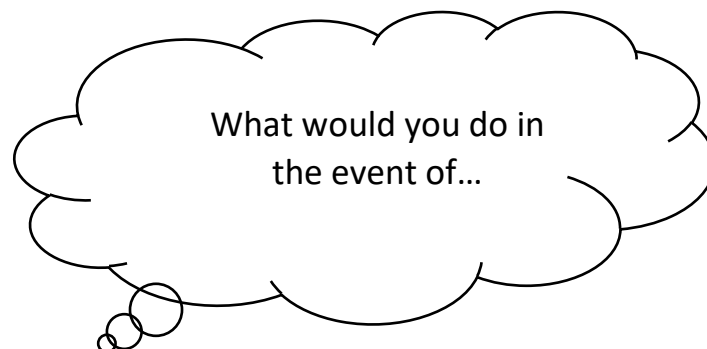
UK Civil Aviation Authority: www.caa.co.uk/Safety-Initiatives-and-Resources/Safety-projects/

World Health Organisation: www.euro.who.int/en/health-topics/environment-and-health/air-quality/activities/public-health-advice-in-emergencies/volcanic-ash-cloud-over-europe

Section 4

What Can You Do To Be Prepared?

This section covers the steps that you can take to prepare yourself, your family, your community and business to mitigate the impacts of an emergency. It also explains how you can recover more quickly and more effectively from an incident.



Temporary closures of **work, school or nursery?**



Roads, bridges or public transport being unavailable to use?



Physical damage or flooding to your home or business?



Having to leave your home or business to stay in **temporary accommodation?**



An **electricity blackout or loss of other utilities**, such as fuel, water or gas?



Having your personal information **stolen or corrupted** online?



A risk to you or your family's **health from extreme temperatures or disease?**



Being caught up in a **terrorist attack** involving firearms?



Being caught up in an environment **contaminated by hazardous materials?**

4.1 Do You Have a C.L.E.A.R Plan?

Having a C.L.E.A.R plan will mean you are prepared for when the unexpected happens, so you can respond safely and recovery quickly.





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:

BBC Radio Devon	94.8 , 95.7 , 95.8 , 96 , 103.4 , 104.3
BBC Radio Cornwall	95.2 , 96 , 103.9
Heart Cornwall	105.1 , 107
Heart Devon	96.5 , 96.6 , 97 , 103
Pirate FM	102.2 , 102.8
Radio Scilly	107.9

Look for verified twitter accounts marked with a . These official sources are more reliable. Add the emergency services, local council, Met Office and the Environment Agency on social network. Look for Facebook groups in your area too.

Add these to your favourites:



www.metoffice.gov.uk



www.gov.uk/flood



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 fire proof box.
- 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 contacts in your mobile phone?

In Case of Emergency (ICE) allows the emergency services to contact someone if you are unable to. An appropriate ICE is important because they may need to give consent for medical treatment. You can download ICE apps for your mobile that functions like an ICE card. 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.

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

Consider putting dried & tinned food as well as candles and matches in a separate box. You will need this if you have to stay indoors for a few days.

Your bag could contain:

- Household emergency plan
- NHS numbers
- Toiletries
- First Aid Kit
- Wind up radio / torch
- Spare batteries

Don't forget to take:

- Medication
- Important documents
- Essential Keys
- Mobile & charger
- Wind up radio / torch
- Items for pets



Act:

Should an emergency happen, act when you need to.

If the danger is outside – STAY 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.

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.

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).
- Switch off power and lock doors and windows.
- Go to a safe place.

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.



More Information

For more ways to be better prepared visit our Local Resilience Forum website: www.dcisprepared.org.uk

Download these useful apps to be better prepared for emergencies:



Met Office App: Severe Weather Warnings & weather info for your local area.



ICE APP: In Case of Emergency, allows emergency responders to know critical information about you; allergies, medical requirements, emergency contact etc.



RYA Safe Trx App: Monitors your boat journey & alerts emergency contacts should you fail to arrive on time.



Western Power Distribution Power Cut Reporter APP: Report incidences of power outages and instant advice on what to do.



BRC Emergency App: Can help you deal with emergencies before they happen & provides first aid information.

4.2 Community Resilience



Community Resilience is the ability of a collective group to prepare for and manage an emergency, either alongside the Emergency Services, or in the absence of Emergency Services due to abnormal conditions.

The response to emergencies is dealt with routinely by the emergency services, with support from local authorities, health organisations, utilities and voluntary agencies all working in partnership. We also have plans in place to support communities and help them recover. This includes the short, medium and long term recovery of essential services, infrastructure, businesses, the environment and the provision of practical, psychological and social aftercare.

The LRF encourages and assists communities to develop their resilience because there may be times when assistance from emergency responders may not be immediately available. For example, if the incident is widespread and resources are stretched, or if a community is temporarily isolated. People spontaneously pull together to overcome adversity – but the effects of any incident can be more effectively managed if our community is prepared.

Why have community emergency plans?

The purpose of community emergency plans are to be better prepared for, and put into place self-help response to, emergencies. Previous incidents have shown that due to their nature and scale responding agencies can be delayed. When this happens, if local communities can help themselves and support each other you will be able to deal with the impacts more effectively. There is no obligation for communities to prepare their own emergency plan, but it is good practice to identify the hazards you may face and to make simple plans for how you could respond to them.



How can you get started?

Community resilience measures can vary from small preparation practices to a full scale emergency plan. Even providing a point of contact within the community to receive warnings and messages from emergency services and Local Authorities is a community resilience measure. Overtime you can document your community resilience measures into a plan, which can be added to and updated as time goes on.

What should a plan include?

Introduction: Why do you have a plan in place?

Aim: What do you want to achieve?

Objectives: E.g. Identify the risks most likely to impact the community, identify steps to mitigate and respond, identify vulnerable people/groups/establishments, identify community resources available to assist, to provide key contact details for the community emergency response team, emergency services and Local Authority.

Community Emergency Response Team:

Who are the members & what are their contact details?

Coordination Point: Where is this Location?

Coordination Point Grab Bag: (Content/Location)

High Risk Zones: Where and why?

Health & Safety: (Guidance & PPE)

Communications: How will your community communicate? Set up a social media group?

Phased Response: What actions will you take; before (monitoring & assessment / preparedness), during (response) and after (recovery)?

Evacuation & Shelter Arrangements: Where can you go, what responsibilities do other organisations have (Police/Local Authority)? How can you help?

Vulnerable Individuals & Groups: Who, where, why, how can you help?



More Information

For further advice contact your Local Authority or view the Community Emergency Plan toolkit:

Preparing for Emergencies:

<https://www.gov.uk/government/publications/preparing-for-emergencies/preparing-for-emergencies>

Devon Communities Together: www.devoncommunities.org.uk

Cornwall Council: www.cornwall.gov.uk

4.3 Volunteering



The voluntary sector has an important role to play in supporting emergency responders in the planning, response and recovery of emergencies.

The majority of people in the UK want to help if major emergencies occur in their community. We naturally feel an urge to help to transform the negative effects into something positive. Many of us do not have the time to commit all year round but you can sign up with volunteer groups so they can call upon you when they require your support during a major emergency.

The Challenge of Spontaneous Volunteers

To be more effective when responding and recovering from incidents, it is helpful for you to sign up to voluntary groups beforehand so we can mobilise you to help more quickly and effectively.

Spontaneous volunteers can cause challenges for us because we do not know how many people may turn up and some of our resources are spent managing spontaneous volunteers instead of assisting in the response and recovery.

How do volunteers help?

If signed up, you would assist regular agency volunteers with practical tasks relevant to the crisis. This can include:

- Providing 4x4 support to the Police, NHS and Councils etc.
- Making refreshments.
- Preparing kit & equipment e.g. filling sandbags.
- Litter picking & clean-up.
- Providing emotional support.

Why should you volunteer?

- Contribute to making a difference by supporting your community.
- Learn new skills which is great for your CV.
- Meet inspiring people and make new friends locally and across the UK.
- Work alongside and learn from experts in their field.

4.4 Business Continuity



Business Continuity is the ability for businesses to continue to deliver their key products and services during and following a disruption and to recover afterwards to normality.

Our communities and economy rely on organisations to provide food, transport, communication and fuel etc. and if they couldn't, then the impacts would be devastating. Does your business have arrangements in place to reduce the impact on your business if something goes wrong?

How would you cope with the following risks?

- A sudden / significant reduction in staff.
- Denial of access to a site or geographical area.
- Unexpected loss of mains electricity.
- Significant disruption to transport.
- A loss of telecommunications.

- A loss of, or disruption to your computer systems.
- A disruption which affects your key suppliers or partners.

Does your organisation have adequate BC measures in place?

Effective Business Continuity is the first line of defence for any organisation to deal with disruption and maintain the delivery of their key products or services, which helps to ensure their survival. Below are some steps to help you embed effective BC.

5 Steps to effective BCM:



1. Understand your organisation:

Identify the most critical products and/or services and the resources you need to carry out these activities. Think about what parts of the business must continue to function? What priority would you allocate to restoring business functions if they fail?

2. Risk Assessment:

What risks do your business face internally and externally?

Consider these risks within your business risk assessment. What can you put in place to reduce the likelihood of these risks and mitigate the impact to protect your most critical business functions?

3. Consider the resources needed for each of your business critical functions:

- People
- Premises
- Technology (IT hardware / software)
- Information
- Communications
- External Suppliers / contractors

Make sure you document your business critical functions and resources required to support them in a user friendly format, including alternatives & backups for each. This will assist you during and after an emergency.

4. Strategy:

Identify the action you can take to maintain the critical activities that underpin the delivery of your organisation's products and services. See the boxes below for some tactics that you could adopt.

5. Training & Exercising:

Test your staff in their ability to competently activate your contingency plans as well as the roles and procedures within it. You could do this via a team meeting to discuss how they should respond to particular scenarios.

More Information:

For more information, contact your Local Authority or visit the Business Emergency Response Group website. Alternatively, the Business Continuity Institute (BCI) provides Good Practice Guidelines for members, and the International Organisation for Standardisation (ISO) has produced an international standard for business continuity management (ISO: 22301), which is for sale.

TECHNOLOGY <ul style="list-style-type: none"> • Maintaining the same technology at different locations that will not be affected by the same business disruption • Holding older equipment as emergency replacement or spares 	SUPPLIERS AND PARTNERS <ul style="list-style-type: none"> • Storage of additional supplies at another location • Dual or multi-sourcing of materials • Identification of alternative suppliers • Encouraging or requiring suppliers/partners to have a validated business continuity capability • Significant penalty clauses on supply contracts
INFORMATION <ul style="list-style-type: none"> • Ensure data is backed-up and it is kept off site • Essential documentation is stored securely (e.g. fire proof safe) • Copies of essential documentation are kept elsewhere 	STAKEHOLDERS <ul style="list-style-type: none"> • Mechanisms in place to provide information to stakeholders • Arrangement to ensure vulnerable groups are accommodated

PEOPLE <ul style="list-style-type: none"> • Inventory of staff skills not utilised within their existing roles - to enable redeployment • Process mapping and documentation - to allow staff to undertake roles with which they are unfamiliar • Multi-skill training of each individual • Cross-training of skills across a number of individuals • Succession planning • Use of third party support, backed by contractual agreements • Geographical separation of individuals or groups with core skills can reduce the likelihood of losing all those capable of undertaking a specific role 	PREMISES <ul style="list-style-type: none"> • Relocation of staff to other accommodation owned by your organisation such as training facilities • Displacement of staff performing less urgent business processes with staff performing a higher priority activity. Care must be taken when using this option that backlogs of the less urgent work do not become unmanageable. • Remote working – this can be working from home or working from other locations • Use premises provided by other organisations, including those provided by third-party specialists • Alternative sources of plant, machinery and other equipment
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Useful Contacts

Emergency Services		999 <i>(Emergency Only)</i>
Devon & Cornwall Police	101@dc.police.uk	101 <i>(Non-emergency)</i>
British Transport Police		0800 40 50 40
Cornwall Fire & Rescue	fire@cornwall.gov.uk	0300 1234 232
Devon & Somerset Fire & Rescue		01392 872 200
South Western Ambulance Service		0139 261 500
NHS		111 <i>(Non-emergency)</i>
Maritime Coastguard Agency		01326 310 800
Cornwall Council		0300 1234 100
Council of the Isles of Scilly	enquiries@scilly.gov.uk	0300 1234 105
Devon County Council	customer@devon.gov.uk	0845 155 1015
East Devon Council	eastdevon.gov.uk	01395 516 551
Exeter City Council	customer.services@exeter.gov.uk	01392 277 888
Mid Devon Council	customerfirst@middevon.gov.uk	01884 255 255
North Devon Council	customerservices@northdevon.gov.uk	01271 327 711
Plymouth City Council		01752 668 000
South Hams Council		01803 861 234
Teignbridge Council	info@teignbridge.gov.uk	01626 361 101
Torbay Council		01803 201 201
Torridge Council	customer.services@torridge.gov.uk	01237 428 700
West Devon Borough Council		01822 813 600
Environment Agency Floodline		0345 988 1188
Highways England	info@highwaysengland.co.uk	0300 123 5000
National Grid		0800 688 588
National Rail		03457 48 49 50
South West Water		0344 346 2020
Western Power Distribution		0800 096 3080 105 <i>(Power Cut)</i>
DCIoS Local Resilience Forum	LRF@devonandcornwall.pnn.police.uk	-
Devon & Cornwall 4x4 Response	info@devonandcornwall4x4response.com	-

