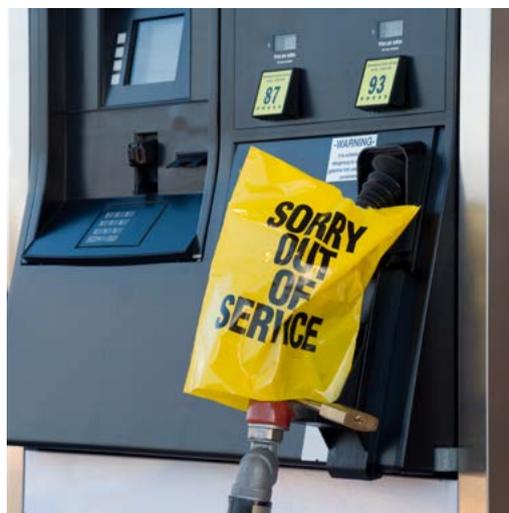




County Durham and Darlington Local Resilience Forum

April 2017



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Introduction

The County Durham and Darlington profile

Due to their geography, population and social circumstances, County Durham and Darlington present unique challenges. Both local authorities include areas of immense beauty but also areas of deprivation and social problems.



County Durham

An area of extreme beauty, County Durham with its rolling dales and rugged coastline, is situated in the north east of England, and referred to as the Land of the Prince Bishops. It stretches from Peterlee and Seaham in the east, to Harwood and Killhope in the west and from Burnopfield in the north to Barningham in the south.

County Durham is bordered by Sunderland, Cumbria, Gateshead,

Northumberland, North Yorkshire, Darlington, Stockton-on-Tees and Hartlepool. During 2005 and 2010 its estimated population increased by 3.1% to 513,000 – an increase of over 15,000.

The county has an aging population. It has increased by 7.1% since 2005, making a significant impact on resources and services provided to county residents.

Over the last 25 years traditional industries, such as coal mining and steel manufacturing, have disappeared to be replaced by high-tech factories and modern business parks. Tourism is vital for the economy. Durham Cathedral, Beamish Museum, the North Pennines, Emirates Durham International Cricket Ground and other key attractions attract hundreds of thousands of visitors annually.

Darlington

A market town, Darlington is in the Borough of Darlington, part of the ceremonial county of County Durham. It lies on the River Skerne and is the borough's main population centre. In 2011 it had a population of 106,000. The town owes much of its development to the influence of local Quaker families during the Victorian era.

Darlington has a well-established weekly outdoor market, regular farmers markets and a thriving indoor market located underneath the town clock on Prebend Row. The Cornmill Shopping Centre at Prebend Row is the town's main retail centre.

Darlington attracts visitors from a wide area and the retail area enjoys continued success even after the economic downturn of 2009.

The Community Risk Register

The Community Risk Register (CRR) provides information on emergencies that could occur – and provides an assessment of how likely they are to happen and the impacts if they do.

The full CRR is available on request from the County Durham and Darlington LRF Coordinator at joy.lynn@durham.pnn.police.uk

This document aims to summarise the CRR in a format which can be easily used by residents and communities.

It identifies:

1. Emergency Management Steps
2. County Durham and Darlington's top risks
 - Pandemic influenza
 - Flooding
 - Adverse weather
 - Emerging infectious diseases
 - Fuel shortage
 - Widespread, long duration electric network failure
 - Animal disease
 - Building collapse.
3. What you can do to be prepared in your home.
4. How your local community can be prepared.
5. Business continuity management.
6. Further information



Emergency management steps

Planning for an emergency

To prepare for an emergency, 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 or school.
- The emergency procedures at your workplace.
- How your family will stay in contact during an emergency.
- If any elderly or vulnerable neighbours might need your help.
- How to tune into your local radio station.
- Where you would go if you were asked to evacuate.

Make sure you have prepared a 'grab bag' of items that you might need in an emergency.

If you are at home and an emergency happens, try to gather together:

- House and car keys.
- Toiletries, sanitary supplies and any regularly prescribed medication
- A battery or wind-up radio and torch with spare batteries.
- A first aid kit.
- Your mobile phone and charger.
- Cash and credit cards.
- Warm waterproof clothing and blankets.
- Bottled water, ready-to-eat food (like tinned food) and a bottle/ tin opener should you need to remain in your home for several days.
- Baby food and care items where necessary.
- Gather important documents in a waterproof wallet (such as personal ID, banking and insurance documents).

Returning home after an emergency

Listen to advice from emergency services or local authorities about specific actions you should follow when it is safe to return home.

In certain circumstances the emergency services may ask you to leave your home.

If this happens, leave as quickly and calmly as possible.

If you have time, and it is relevant to do so:

- Turn off electricity, gas and water supplies, unplug appliances and lock all doors and windows.
- Take the items previously mentioned and your 'grab bag'.
- Take your pets (with suitable carriers or leads) and pet food.
- Inform emergency services where you have gone and how to be contacted.
- Tune into local radio for emergency advice and instructions.
- Ensure you take all health utilities including glasses, hearing aids and any prescribed medication.



Pandemic influenza

An influenza pandemic occurs when a new flu virus appears and there is no natural immunity to the virus and it spreads easily from person to person.

A flu pandemic can occur at any time. The last pandemic was in 2009 when fortunately the virus caused only a mild flu illness in most people affected. However, a future pandemic virus may cause more severe illness.

If the virus causes severe illness:

- Health care and local authority social care systems may 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.
- Up to 750,000 additional deaths could occur in the UK by the end of a pandemic.

Who can be affected?

A pandemic is likely to occur in one or more waves, possibly weeks or months apart. Each wave may last around 15 weeks and up to half the UK population may become infected.

What are we doing in County Durham and Darlington?

We work together to plan for:

- Management of the demand on the NHS and social care.
- Distribution of anti-viral medication to the public.
- Vaccination with the newly developed pandemic vaccine once available.
- Public awareness.
- Managing excessive numbers of deaths.

- Ensuring individual LRF organisations have their own business continuity plans in place to cope in times of staff shortage.

What can you do?

- Look out for and observe advice and guidance from the NHS, in particular about reducing the spread of illness.
- Identify a flu friend – somebody who would collect your medication, food and other supplies allowing you to stay at home when ill.
- Keep small personal stocks of 'over the counter' cold and flu medication to help relieve your symptoms.
- Know the arrangements of your child's school.

Further
information

NHS: www.nhs.uk/conditions/pandemic-flu



Flooding

Flooding is the most common and widespread natural disaster in the UK. By preparing in advance you can minimise the impact flooding could have.

Flooding can occur from the sea, rivers and continuous or abnormal rainfall levels. The highest flooding risk is surface water flooding (where drainage systems are unable to cope with the volume of rainfall).

The issues associated with flooding are widespread and can include:

- Risk to life.
- Damage to homes, personal property, businesses, infrastructure.
- Pollution of local environments.
- Disruption to utilities and evacuation.
- Short, medium and long-term homelessness.
- Long term health and psychological impacts.

Who can be affected?

Those at risk from river and coastal flooding are relatively easy to identify. Surface water flooding has the potential to occur anywhere, but is more common in built up areas.

What are we doing in County Durham and Darlington?

We work together to plan for:

- Working with emergency services, local authorities, utilities and other agencies to develop flood response plans and procedures.
- Identifying where the flood water could go and who is at risk.
- Working with communities in flood risk areas.
- Providing guidance to the public about flooding, including flood warnings and how people can help themselves.

- Regular maintenance and clearing programme of gullies and culverts, especially in the event of storm warnings.

What can you do?

- Check to see if you can receive “flood warnings direct” – a free service operated by the Environment Agency – by ringing **0845 988 1188**.
- Know what different flood warnings mean
- Report instances of flooding to the local council.
- Where possible, move valuable/irreplaceable items to upper floors during times of flood risk.
- Plan where you will go if you have to evacuate and how you will get there.
- Who can look after your pets and have your medication to hand. Buy sandbags now – there will not be time in the event of an emergency.
- Do not drive, cycle or walk through flooded water.

Further
information

NHS: [fwd.environment-agency.gov.uk/app/olr/home](https://www.fwd.environment-agency.gov.uk/app/olr/home)



Adverse weather

The UK experiences some of the most dynamic weather patterns – ranging from snow and ice to heatwaves.

The impacts are as varied as the types of weather and include:

- Ill health.
- Property damage.
- Disruption to utilities.
- Travel disruption.
- School closures.
- Increased number of admissions to hospitals and GPs.

Who can be affected?

Those travelling are often affected. In the event of a warning, ask yourself if it is essential to make the journey? Could a telephone call do instead? The elderly and vulnerable are at an increased risk in heat waves or cold snaps.

What are we doing in County Durham and Darlington?

- The MET Office provides advice and severe weather warnings which can be received in many ways, such as television, internet, radio or social media.
- Winter planning undertaken by many agencies such as gritting routes.
- The NHS provides winter flu jabs and plans for expected surges.
- Additional support via health and social services is identified for elderly and vulnerable people.
- We have produced an adverse weather protocol to ensure that agencies' limited resources can be used best in the event of adverse weather.

What can you do?

Ensure you can access the latest weather forecasts. Depending on the level of warning:

- Follow instructions and advice given by authorities.
- Avoid non-essential journeys.
- If you must make a journey, plan ahead and carry such items as emergency food/ clothing/ blanket etc.
- Check on elderly or vulnerable relatives and friends.
- If you are aware of property damage that may get worse in strong winds - get it fixed now.

Further
information

www.metoffice.gov.uk/guide/weather/severe-weather-advice



Emerging infectious diseases

Newly recognised infections or re-emergence of known infections continue to be identified across the globe and may impact on communities in England or in returning travellers. Examples include:

- Respiratory infections e.g. SARS (Severe Acute Respiratory Syndrome) and MERS-CoV (Middle East Respiratory Syndrome coronavirus)
- Insect borne infections e.g. Zika virus
- Infections spread by body fluids e.g. Ebola virus

Impacts might include:

- Health care systems may become overloaded with ill patients or the worried well.
- Specialist health facilities for infectious disease and critical

care may be under particular pressure for some infections.

- Travel restrictions or advice may be required for some or all travellers.

Who can be affected?

The types of people who may be affected will be dependent on the specific disease that emerges.

What are we doing in County Durham and Darlington?

We work together to:

- Ensure surveillance is in place with national and international partners to identify any emerging infectious diseases.
- Put in place measures to control the spread of infectious disease.

- Ensure that healthcare workers have access to up-to-date information to help them treat patients effectively and safely.
- Plan to manage the demand on NHS services.
- Provide information and advice to the public.

What can you do?

- Look out for and observe Public Health England advice and NHS guidance, particularly about reducing the spread of illness.
- Always practice good hand hygiene and use disposable tissues if you have a cough to cover your mouth and dispose of them safely and wash your hands.
- If you are unwell after foreign travel always remember to tell your doctor or nurse the details of where you visited and when.

Further information

Public Health England - Health information
NHS Choices - Health A-Z



Fuel shortage

Organisations rely to some extent on fuel, for getting staff to work, distributing products or providing services. UK fuel availability is generally very good. However, there have been recent examples of brief disruptions to supply at regional and national levels.

Disruption could be caused by a number of factors including:

- Scarcity of supply.
- A technical problem with the fuel supply infrastructure.
- Industrial action.
- Public protest.

Such disruption could see further depletion through increased consumer demand (panic buying).

Fuel shortages could result in curtailment of non-essential services to vulnerable individuals and have a significant local, regional and national economic impact.

Who can be affected?

Vehicle drivers or those relying on a service provided by a vehicle using road fuel.

What are we doing in County Durham and Darlington?

As an LRF we will work together to co-ordinate our response and

- Make sure all organisations conserve as much fuel as possible, whilst still delivering an appropriate level of service.

- Promote measures (public / business use) to achieve useful reductions in fuel consumption.
- Produce multi-agency plans to manage the effects of fuel supply restrictions.
- If necessary invoke organisational Business Continuity plans.
- The Police would handle such issues as protests and blockades.

What can you do?

- Maintain your vehicle to be as fuel efficient as possible.
- Make only essential journeys.
- Consider ways of conserving fuel - car-sharing, walking, cycling, and home working.
- Avoid panic buying.
- Avoid storing fuel at domestic properties and businesses not equipped for fuel storage.

Further information

HM Government:
Preparing and responding to energy emergencies



Widespread, long duration electricity network failure

This assumes the failure of the electricity network over an entire region during the working week, lasting for 24 hours.

Because of our reliance on electricity, even localised losses of electricity can have a significant impact on those affected. Over Christmas 2013, storms battered parts of the UK and some areas were left without electricity for nearly a week.

What are we doing in County Durham and Darlington?

- There has been no increase in the likelihood of a power cut affecting the whole of a region for 24 hours in recent years.

- The UK electricity system is well managed, robust and resilient and is operated to minimise the effect of any failure.
- There are comprehensive plans in place for handling a complete national outage as well as outages in a number of local areas.
- Working with the local electricity company, emergency services, local authorities, other utility companies and agencies to minimise the impact.
- Identifying vulnerable people requiring special treatment in the event of a prolonged electricity network failure.

What can you do?

- Keep an emergency kit in your home containing items such as a wind-up torch and supplies of tinned food and drinking water.
- Where appropriate register as a vulnerable customer with relevant companies.
- Outages may come without warning, so consider how you can be prepared.
- Be on alert for bogus callers posing as utility company workers.

Further
information

Northern Powergrid, power cuts:

www.northernpowergrid.com/power-cuts

HM Government:

<https://www.gov.uk/government/collections/sector-resilience-plans>



Animal disease

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

The 2001 Foot and Mouth outbreak resulted in over 10million sheep and cattle being killed nationwide.

The impacts of a similar outbreak would include:

- Risk to human health.
- Risk to animal health.
- Damage to the economy.
- Damage to tourism and recreational sectors.
- Access restrictions causing problems with delivery of utility / essential services.

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 County Durham and Darlington?

- On-going work with the government department for the environment, food and rural affairs (DEFRA), to make sure that lessons identified from previous incidents are incorporated into emergency plans.
- Looking ahead to identify and cut off potential disease risks.
- Maintaining quarantine procedures for animals arriving in 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, such as closed footpaths in rural areas.

Further
information

DEFRA: www.defra.gov.uk/animal-diseases



Building collapse

Who can be affected?

Problems with buildings can arise at any time of the day or night and for a variety of reasons. A considerable amount of County Durham and Darlington sits on previous coal mining areas and incidents including shaft and ground collapses are very common.

What are we doing in County Durham and Darlington?

Broadly speaking, buildings become dangerous for a range of reasons some of which are mundane such as settlement, old age, vehicle impact or indeed design defects. In some cases the causes are more dramatic and include fire, explosion and external factors related to the weather. Both of our local authorities take their statutory duty to ensure that all structures within the area which are considered dangerous are made safe as quickly as possible.

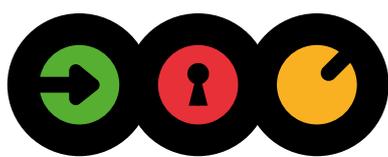
What can you do?

The local authorities provide a 24/7 response which can be activated as follows:

- For dangerous structures within County Durham please call 03000 262 195.
- For dangerous structures within Darlington please call 01325 406 214.
- Building control will examine the nature and extent of the problem and, if necessary, take immediate action to make the structure or building safe.

What can you do to be better prepared in your home?

Some emergencies require evacuation. Some require staying in and sheltering.



Go in, Stay in, Tune in

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, websites and social media to broadcast emergency warnings and information. These are the most accessible means of communication and can be received in most homes, businesses and cars.

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

With most incidents, the safest place to be is indoors and with correct preparation you should be

able to stay there safely for some time. Remember, in the case of a fire in a building that you are in – get out, stay out and call out the fire and rescue service.

Agencies such as the Police, Fire and Rescue Service, Met Office, Environment Agency and Health agencies work together with local radio stations and other media outlets. They ensure they give out accurate and up-to-date information to keep people fully informed on what to do during any emergency.

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

How can your local community be prepared?

Wide-scale emergencies do happen. In the last five years the UK has experienced heavy snow, flooding, chemical incidents, drought, riots, terrorist attacks, utility failures and fuel shortages.

The lessons learned from the 2007 floods showed communities which were prepared for emergencies

were better equipped to deal with the impacts.

County Durham and Darlington Local Resilience Forum is encouraging and assisting communities to develop emergency plans in order to prepare for the realistic risks which they face.



Business continuity management

Business Continuity Management is the process through which organisations aim to continue the delivery of key products and services during and following disruptive events. Effective business continuity is the first line of defence for any organisation to ensure they can maintain delivery of their core services and, in the long-run, assure their survival.

If you own or are responsible for a business, have you considered the impacts from external emergencies?

How would your organisation cope with:

- A sudden and significant reduction in staff?

- Denial of access to a site or geographical area?
- Unexpected loss of utilities - such as water, gas, electricity?
- Significant disruption to transport?
- Disruption to the availability of oil and fuel?
- A loss or disruption to computer systems and telecommunications?
- A disruption which affects your key suppliers or partners which can result in a loss of customers?
- A loss of customers?

Some simple steps to effective business continuity

Every business, regardless of size, needs simple workable business

continuity arrangements in place – something you may refer to as your “staying in business” plan.

Let’s think about something that happens to your business that you are not expecting and puts the whole future at threat. It might be a flood, a fire, a robbery or one of your key suppliers goes out of business leaving you high and dry. This can be stressful and worrying unless you have a plan to maintain the critical parts of your business.

The first step is to think what your critical activities are. There are lots of activities which you take on but critical activities are those essential and fundamental to your business.

Then consider the risks that might realistically affect your business and what are the crucial resources that you require.

The next thing is to write it down.

What information do you need - for example, to contact suppliers and employees? Can you give other key employees a copy of your plan so they know the ends to which they are working?

Ensure it is action-oriented and occasionally, go through the plan with your staff so that in the stress of a real-time situation they are clear about what you expect and what they need to do.

Further information

Business Emergency Resilience Group (BERG): 10 minute plan
If you need help getting started with your Business Continuity Planning email: ccuenquiries@durham.gov.uk

Frequently asked questions

What is the Community Risk Register (CRR)?

At its most basic the risk register is a list of what emergencies might happen in County Durham and Darlington. They are ranked in order of how likely they are to happen and how badly they will affect the community.

Why produce a risk register?

It is a legal requirement under the Civil Contingencies Act (2004) and a tool to both ensure communities have an awareness of the risks in their area and that organisations resources are being targeted to have the most benefit.

What science is the CRR based on?

The CRR is based on a National Risk Register produced by the Government. This is centred around a range of data including historic, scientific and expert analysis to assess the risks to the UK as a whole.

Using this information we can identify which are relevant locally and add any additional risks. Again this process involves looking at a range of data, including incidents that have occurred, local knowledge and expert guidance.

What has it got to do with me?

By producing this information and sharing it with you we hope that you will be in a better position to cope in the event of an incident. But it goes beyond you if your place of work is at risk of flooding, raising the issue with managers may ensure that in the event of flooding the business survives. Checking that an elderly relation is okay in the event of severe weather may save their life.

Isn't this all just common sense?

Yes, a lot of the information contained in this document is common sense but by combining all the common sense from a large number of agencies into one document, we hope to provide a useful checklist and source of information.

Isn't this all a bit extreme?

Unfortunately not - whilst rare, major incidents do happen both locally and nationally. If we plan and prepare for such incidents they will have less impact. It is much better to plan ahead and be prepared now than regret being unprepared later.

If you want me to prepare for emergencies – why do I pay council tax for the emergency services to respond?

In the event of a large scale incident the emergency services and others will be forced to prioritise their response to those who need it most. The community can reduce the strain on emergency services and others by taking some simple actions before, during and after an event. Some of these are outlined in this document.

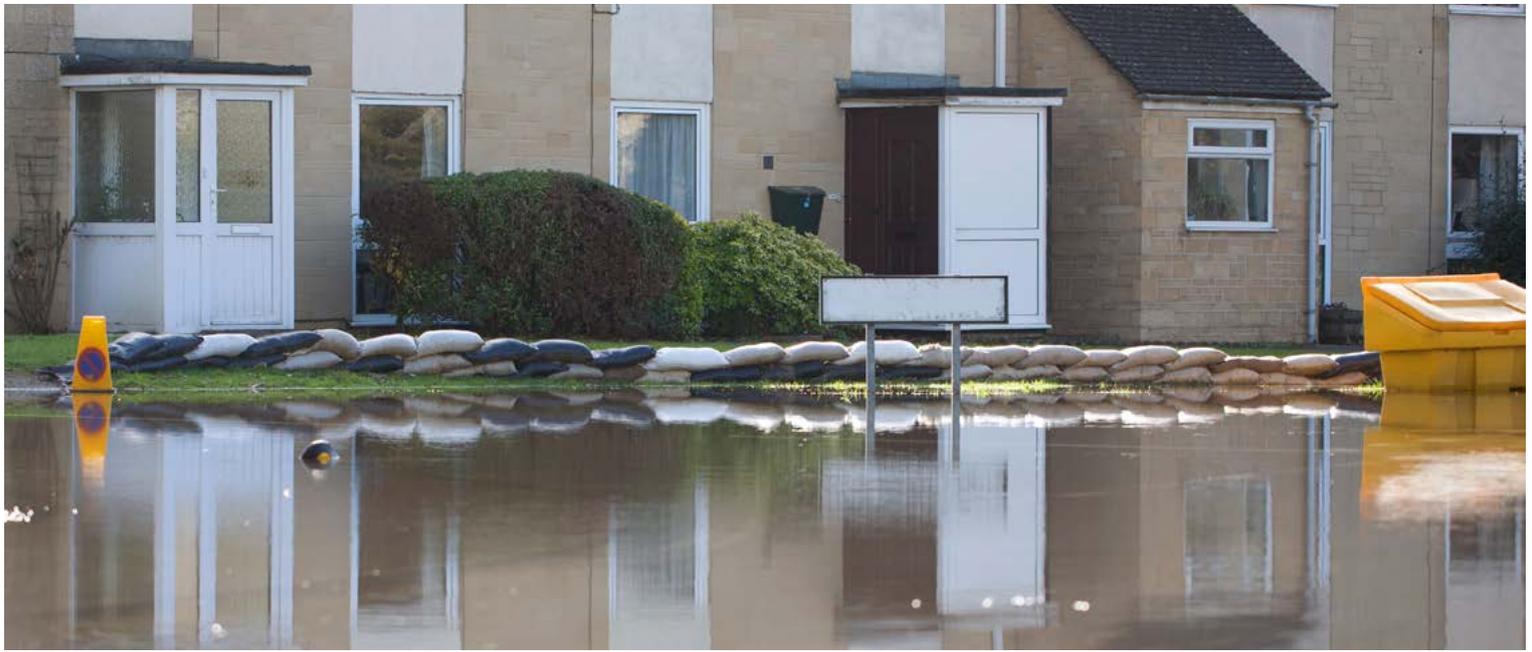
Personal information page

Useful contacts

	Name	Details
Schools		
Work		
Electricity		
Gas provider		
Water company		
Telephone provider		
Insurance company and policy number		
Doctor		
Other		
Other		

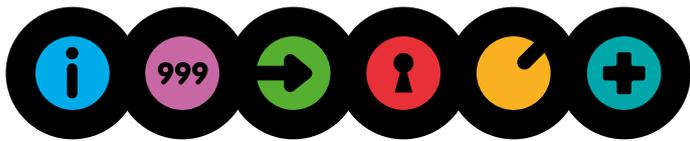
If evacuated, where could you stay?

	Name	Contact details	Location
First choice			
Second choice			



Flood advice

PREPARING FOR EMERGENCIES



IN COUNTY DURHAM AND DARLINGTON

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



FLOOD ALERT

Be prepared

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



FLOOD WARNING

Immediate action required

- 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

Danger to life

- 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.

Useful contacts

Environment Agency (floodline) 0345 988 1188

NHS 111 111

NHS 111 (Textphone) 0845 606 4647

Gas Leaks 0800 111 999

Electricity Faults (North East) 105 / 0800 66 88 77

Northumbrian Water (Emergencies) 0800 717 1100

Durham Constabulary 101

County Durham and Darlington Fire and Rescue Service 0845 305 8383

BBC Tees 95.0 FM

BBC Newcastle 95.4 FM



You can sign up now to receive critical information from Durham Police in the event of an incident using Twitter Alerts
www.twitter.com/durhampolice/alerts

County Durham and Darlington Local Resilience Forum



County Durham and Darlington Risk Register

www.durham.police.uk/Information-and-advice