County Durham & Darlington
Community Risk Register (CRR)
2024 - 2026

PREPARING FOR EMERGENCIES

In County Durham & Darlington

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Introduction

The County Durham and Darlington Local Resilience Forum (CDDLRF) is a partnership made up of all the organisations needed to prepare for and respond to any major emergencies in the County Durham and Darlington areas.

It includes the emergency services, local authorities, health organisations and the Environment Agency along with voluntary and community organisations, utility companies and Central Government.

The aims of CDDLRF are to:

- Ensure that there is an appropriate level of preparedness to enable an effective multi-agency response to emergency incidents, which could if realised, have a significant impact on the communities of County Durham and Darlington.

- To promote collaborative working between partners, ensuring the best possible preparations and plans are in place to respond to emergencies.

- Provide a safe framework in which partners can come together and test (through exercise) the plans in place to respond to the emergencies as described in this document, the County Durham and Darlington Community Risk Register (CDDCRR).

This document, the CDDCRR, signposts our communities and people to sources of up-to-date information enabling you to be more resilient and prepared in your own homes, communities, and businesses. It also aims to localise some of the items raised in the national risk register which can be found using the link below:

2023_NATIONAL_RISK_REGISTER_NRR. pdf (publishing.service.gov.uk)

Your LRF Team, partners and responding organisations (as described in the Civil Contingencies Act 2004) have worked together to present this summary of the most likely risks that could potentially occur.

A risk being included does not mean that it will definitely occur in our area. It simply means that we have assessed the likelihood of the event occurring and the impact that it would have on our communities, and that organisations have taken steps to ensure that they are adequately prepared to reduce the impact of an event on a person, community and or business.

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County Durham & Darlington Profile

To allow our communities to understand why some risks are more prevalent than others to County Durham and Darlington, it will be useful to look at and understand the demographic profile of the area. Some of the aspects that should be considered are the social, economic, and geographic factors. These factors influence how we can prepare for and manage emergencies locally.

The LRF area covers the two Unitary Authorities of County Durham and Darlington and a geographic area of 939 square miles with a population of approximately 623,000 people. Within the area there are approximately 290,000 households and around 18,500 business premises.

CDDLRF encompasses a historic cathedral, a range of large and medium industrial towns, along with large rural areas and is categorised by the Department for Environment, Food & Rural Affairs (DEFRA) as being predominantly rural. Although there is approximately 91% of the population that live within urban areas, 9% live in the widespread rural villages and hamlets. Historically the area has a mixture of mining, farming, and heavy railway heritage, with the latter especially noteworthy in the southeast of the county, in Darlington and Shildon.
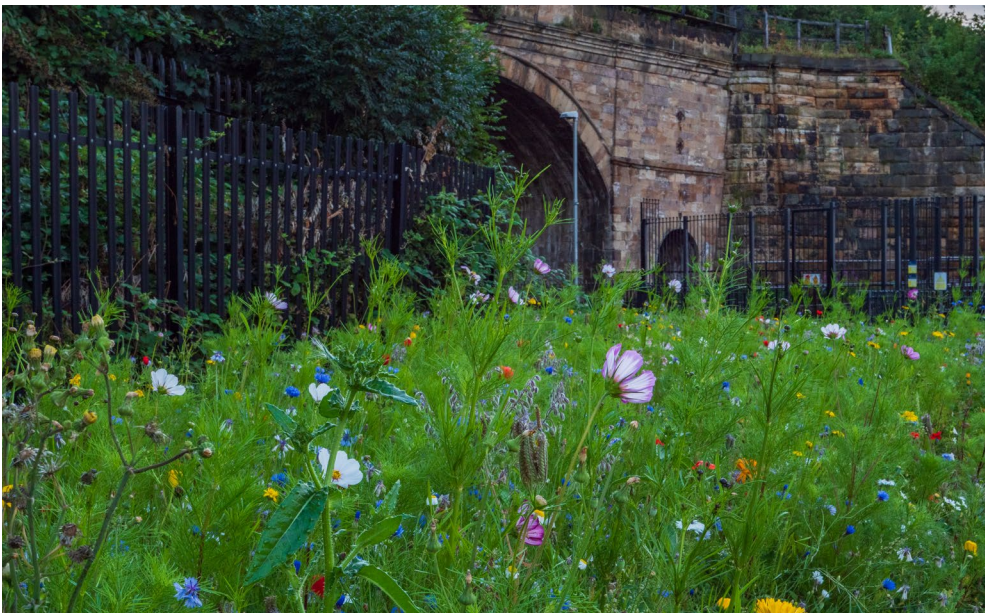
In the centre of the city of Durham, Durham Castle and Cathedral are United Nations Educational, Scientific and Cultural Organisation (UNESCO) designated World Heritage Sites and throughout the service area there are many Grade 1 and 2 listed buildings reflecting the areas rich cultural heritage where buildings have special architectural and historical interest.

The area has a good range of transport links, with the A1(M) and A19 providing effective road transport and the East Coast Main Line enabling rail travel through the area. Teesside International Airport provides air travel to domestic and overseas destinations and the coastline to the east includes Seaham Harbour which receives a significant amount of cargo each year. Our rural communities cover a significant geographical proportion of the area, with some individuals living in isolated areas which increases their risk of being vulnerable.

There are widespread and persistent health inequalities throughout the communities within CDDLRF, with levels of deprivation being significantly higher, and life expectancy lower, than national averages. Loneliness and isolation may also have a significant impact on both physical and mental health, and both the County Durham Joint Strategic Needs Assessment and the Darlington Borough Profile identify that hoarding and excessive alcohol/substance misuse increase can have a negative impact on the wellbeing of individuals

How are agencies across County Durham and Darlington working to ensure the effects of an emergency can be reduced?

We are busy understanding the risks, how they are caused and what impact they would have locally.

We produce and review emergency plans to help and mitigate the impact of any risk on our local communities. This work is done in three distinct phases.

Phase 1 - Preparedness – Being ready to respond to an incident:

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

Phase 2 – Response – Reacting in the event of an incident:

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

Phase 3 – Recovery

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

Risk Summaries
Flooding

Defining the risk – Flooding can have a devastating and long-term impact on people's lives and there are many areas of County Durham and Darlington that are at risk from at least one of the three forms of flooding:

Fluvial Flooding (rivers, streams, and tributaries) – Where our natural water ways and water courses overflow their banks and flood the surrounding areas.

Surface Water Flooding – This is where the rainfall overwhelms the capacity of the drainage systems, or the drainage system is poorly maintained. surface water flooding can occur in a wide variety of towns or villages far from the coast or rivers, Surface water flooding is also particularly difficult to forecast with accuracy and can happen quickly, at very short notice.

Coastal Flooding – This is where high tides and storm surges combine to cause the sea to breach defences causing flooding onto land.

When flooding occurs, infrastructure (such as bridges) and flood defences can sometimes be overwhelmed with little, if any, notice, leading to additional disruption. It is also possible for all three forms of flooding to occur in different locations at the same time as a consequence of a severe weather incident, such as a storm bringing heavy rain.

Consequences of a Flooding Event
- Fatalities and casualties (physical and psychological).
- Evacuation and shelter (sometimes for a prolonged period) of residents, employees, and livestock.
- Widespread damage to property and infrastructure.
- Disruption to essential services.
- Lasting environmental damage or contamination.

Are you at risk from flooding in County Durham and Darlington?
You can use the HM Government Portal to check your postcode to see if you are at risk from flooding - you can do this **here**.

You can see if your area is at risk using the Live Flood Map, which you can view **Live flood map - Check for flooding - GOV.UK (check-for-flooding.service.gov.uk)**

By checking the likelihood of flooding in your area and for your property, this will allow you consider what you need to do to prepare for an event and or an emergency.

Affected Areas in County Durham and Darlington

- Barnard Castle
- Chester-Le-Street
- Darlington town centre
- Durham City centre
- Great Burdon
- Haughton-le-Skerne
- Hurworth Place
- Lanchester
- Middleton-in-Teesdale
- Neasham
- Newton Aycliffe
- Seaham
- Stanhope
- Wolsingham

What is being done about these risks?

The actions being taken by CDDLRF to reduce the risk of flooding include:

- Identification of where the flood water could go, and who/what is at risk.
- Providing guidance to the public about flooding, including flood warnings and how people can help themselves.
- Development of ways and means of alerting the public as early as possible when there is a significant flood risk.
- Developing flood rescue and assistance for those communities who become isolated by flooding.

Flood Advice

The Environment Agency Flood Warning Service has three levels of warning that will help you prepare for flooding and take appropriate action:

Flood Warning - Prepare:
- Prepare a bag that includes medicines and insurance documents. (for more information on what to pack in a 'grab bag' see p24)
- Check flood warnings.

Flood Warning - Act:
- Turn off gas, water, and electricity.
- Move valuable items upstairs to safety.
- Move family pets and car to safety.

Flood Warning – Survive:
- Call 999 if in immediate danger.
- Follow advice from emergency services.
- Keep yourself and family safe.

All flooding incidents are different, and you should take advice from the emergency services and your local authority if you are in a flood.

Personal

Measures you can take to be better prepared for and what to do in the unlikely event of a flood:

Sign up for Flood Warnings **HERE** or;

Call Flood line on **0345 9881188** or;
0345 6026340 (type talk) 24/365

Ensure you have a PERSONAL FLOOD PLAN
You can generate your own **PERSONAL FLOOD PLAN** by clicking **HERE**

Business

Measures you can take to better prepare your business in the event of a flood:

Sign up for Flood Warnings **HERE** or;

Call Flood line on **0345 9881188** or;
0345 6026340 (type talk) 24/365

Ensure you have a BUSINESS FLOOD PLAN
You can generate your own **BUSINESS FLOOD PLAN** by clicking **HERE**

Community

Measures you can take to better prepare your business in the event of a flood:

Sign up for Flood Warnings **HERE** or;

Call Flood line on **0345 9881188** or;
0345 6026340 (type talk) 24/365

Ensure you have a COMMUNITY FLOOD PLAN.
You can generate your own **COMMUNITY FLOOD PLAN** by clicking **HERE**

Ensure that you know what to in the event of receiving a FLOOD ALERT / WARNING

Risk Summaries
Adverse Weather

The UK experiences some of the most dynamic weather patterns possible, this ranges from snow and ice through to heatwaves.

Adverse weather can take on many guises and can cause significant disruption to our way of life. The main types of adverse weather that we need to plan for include storms, gales, low temperatures, heavy snow, ice, heatwaves, and drought.

Consequences of Severe Weather
- Danger to life from debris (trees and structural failure of buildings).
- Damage to property.
- Travel disruption.
- Road traffic collisions.
- Utilities damaged (pylons and above surface structures, communications infrastructure, and water failure.
- Vulnerable people.
- Increased number of attendances at hospital emergency departments and GP practices.

Societal Groups that could be affected
- Vulnerable individuals such as the elderly and those on low incomes (due to not being able to afford adequate heating)/
- Those who live within high altitude communities (i.e. Weardale).
- Those who need to travel for work purposes (i.e. Care Sector Workers).
- Businesses who are impacted by reduction in workforce, production and delivery interruptions.

What can you do
- Sign up to the Met Office for the latest Weather Alerts **HERE**.
- Plan travel and activities around the weather forecast.
- In the event of a **SEVERE WEATHER EVENT** avoid unnecessary travel.
- Have a 'grab bag' ready in case you need to leave your home quickly (see p24 for a list of items that you should pack).
- Ensure those that you know to be vulnerable are supported.
- Encourage the vulnerable to register with the utility companies Priority Service Register, who will try to prioritise them should a **SEVERE WEATHER EVENT** happen.
- If you consider yourself to be vulnerable, then seek support now to allow others to be aware you would require help in such a situation.
- Ensure that if you know of any damage to your property that has the potential to worsen with the onset of a **SEVERE WEATHER EVENT**, get it repaired now.
- If we are experiencing hot weather, use sunscreen when outside and drink plenty of water to avoid sunstroke and dehydration.
- Keep blinds and curtains closed during the day to shield your property from the sun and heat.

How we are prepared in County Durham and Darlington

- We regularly work with the Met Office, ensuring that emergency responders have early warning and enabling early intervention with other responder organisations.
- Local Authorities (LA's) lead on the preparation of detailed winter plans to ensure our main roads are ploughed and gritted.
- NHS and Social Care organisations plan for the additional pressure on resources over the winter, and work with local authorities to support vulnerable community members. This includes:
- Planning for the expected increase in demand for winter flu jabs.
- Provide weather related health advice.
- Utility companies provide priority services for vulnerable people living in the community.

Recovery Period

Once the impacts of adverse weather have reduced, you still need to be vigilant. Dangers may remain, such as:

- Pools of water on low lying roads, which might be dangerous to vehicles.
- Unstable and damaged trees at risk of falling onto pavement and roads.
- Hidden potholes caused by cold weather, which can be dangerous for vehicles, cyclists and pedestrians.

Further Information, Guidance & Useful Links

- 🌐 **Met Office**

- 🌐 **Durham County Council Emergencies**

- 🌐 **Darlington Borough Council Emergencies**

- 🌐 **UK Health Security Agency / Office for Health Improvements and Disparities**

- 🌐 **Weather-Health Alerting System - GOV.UK (www.gov.uk)**

- 🌐 **Adverse Weather and Health Plan - GOV.UK (www.gov.uk)**

- 🌐 **Hot weather and health: guidance and advice - GOV.UK (www.gov.uk)**

- 🌐 **Cold weather and health: guidance and advice - GOV.UK (www.gov.uk)**

- 🌐 **Flooding: health guidance and advice - GOV.UK (www.gov.uk)**

- 🌐 **Public health impact of drought: advice for the public - GOV.UK (www.gov.uk)**

Human Disease

A pandemic occurs when a new strain of a transmissible disease emerges meaning there is no natural immunity to the virus, and it spreads easily from person to person.

It can cause mild to severe illness and at times can lead to death. An influenza type pandemic remains the highest assessed natural hazard which could have a significant impact on our communities.

The emergence of new variants of infectious diseases – such as influenza and COVID 19 - is unpredictable as they can spread quickly and erratically between geographic areas.

Consequences of Human Disease

- Half of the population could be affected to some extent.
- Health and local authority social care and health services would become overloaded.
- Normal life is likely to face widespread disruption, particularly due to staff shortages. Vulnerable people would be exposed to lower levels of care.
- Longer and more frequent disruptions to essential utilities.
- Reduced levels of emergency services cover.
- Impacts on the national and local economy.
- Excess deaths may occur.

What can you do
Do the basics right:

- Wash your hands frequently with soapy water to reduce the spread of the virus.
- Look out for and observe advice and guidance from the NHS.
- Employ the 'Buddy Buddy' system, identify a flu friend have someone that can collect life essentials and medicines should you fall ill, vice-versa.
- Keep a small stock of over counter medicines to reduce the impact of effects.
- Always carry tissues 'Catch it, Bin it, Kill it,' catch your coughs and sneezes prevent airborne spread of particles.
- Hands, Face, Space, Fresh Air: follow public health advice and guidance on how to avoid spreading the virus.

Recovery

- It is predicted that a pandemic would come in multiple waves and that the arrival of a subsequent wave could hamper recovery from a previous wave.

- Further Information – **NHS Stay Well This Winter**

How we are prepared in County Durham and Darlington

- Raising public awareness and media.
- Management of the demand on the NHS and social care.
- Distribution of anti-viral medication to the public.
- Vaccination with newly developed vaccines when they become available.
- Management of an increased number of deaths.
- Ensuring that individual LRF organisations have their own business continuity plans in place to cope in times of staff shortage.

Risk Summaries
Wildfire

Wildfire has become more frequent and widespread due to the prolonged dry and hot summers periods. On a hot summer's day when drought conditions peak, something as small as a spark can ignite a wildfire. Sometimes, fires occur naturally, ignited by heat from the sun or by a lightning strike. However, most wildfires are caused by human carelessness. Arson, campfires, discarding lit cigarettes, not burning debris properly, and playing with matches or fireworks are often blamed.

County Durham is predominantly rural, comprising of large areas of grassed areas and peatland. There is an increasing risk of fires occurring within these locations, especially due to drier and hotter weather conditions. There is also an increased risk of fire in the Rural/Urban interface, as seen in Greater London and other parts of the country in the Summer of 2022.

Consequences

Issues that could arise from wildfire include:

- Risk to life.
- Damage to property and infrastructure.
- Evacuation of the affected area and longer-term accommodation needs for residents and businesses.
- Irreversible damage to the environment .
- Damage to the local economy.

How we are prepared in County Durham and Darlington

Proactive measures:

- Providing equipment and training for fire crews.
- Working with landowners and responsible authorities to reduce the risk of widespread wildfires.
- Highlighting the potential dangers of how barbeques or campfires can cause fires in rural locations.
- Training our staff to provide expert advice.
- Conducting regular evaluation of our work in relation to wildfires.

Reactive measures, we will:

- Deploy appropriate resources to contain and extinguish wildfires.
- Organise specialist wildfire personnel and equipment as appropriate.
- Request assistance from other agencies and organisations for specialist equipment as required.
- Consider mutual aid requests where necessary to assist with large or protracted incidents.

What can you do

- Keep an eye on Police, Fire Service or Local Authority social media for any communications and safety messages.
- Take a picnic on your day trips, not a BBQ.
- Follow the Countryside Code and leave the countryside as you find it.
- If you have information about deliberate fire setting in your area, please call FireStoppers on **0800 169 5558**.
- In an emergency, always call **999**.

For further information, please contact your local fire station

Risk Summaries
Animal Disease

The 2001 outbreak of foot and mouth disease resulted in over 10 million sheep and cattle being slaughtered across the country. Since then, every effort has been made to avoid a repeat of such a devasting period. However, we must always be mindful that some spread of animal diseases may happen, with some animal diseases having the possibility of being passed to humans; and to other animals. We can never rule out another widespread impact that could affect the whole of Great Britain again, but with the monitoring and control of any localised outbreaks, we are better prepared to limit the spread.

In recent years we have experienced Avian Influenza outbreaks in the UK. There are of course other notifiable animal diseases which are monitored by Government departments that may cause concern, such as:

- African Horse Sickness.
- African Swine Fever.
- Swine Fever.

Consequences

Issues that could arise from such animal diseases include:

- Risk to animal health.
- Risk to human health.
- Restriction on access and physical movement of animals and people.
- Significant disruption to rural communities.
- Significant disruption to the local economy including tourism and recreation.
- Disruption to the local and national supply chain.

How we are prepared in County Durham and Darlington

- Local authority staff work on animal health activities in the LRF area (some directly funded by Department for Environment, Food & Rural Affairs [DEFRA] under framework agreements). They provide education and advice, monitor compliance against legislation and work closely with Defra/Animal Health on disease response.

- Working closely with DEFRA to make sure that lessons identified from previous incidents are incorporated into emergency plans.

- Animal health legislation requiring notification of suspect disease and providing control powers, on animal movements so that the potential disease risks can be reduced.

- Maintaining quarantine procedures for animals coming into the UK from abroad.

What can you do (if involved in farming):

- Ensure that your livestock is registered with the Department for Environment, Food & Rural Affairs (DEFRA).
- If you notice sick or dead animals ensure they are checked, vaccinated or reported.
- Ensure livestock are vaccinated as required.
- If an outbreak is declared, follow the HM Government advice to limit the spread of the disease and protect your livestock and livelihood.

What can you do (as a member of the public):

- Abide by local and national restrictions in place to limit the spread of a notifiable disease.

- If you suspect a notifiable animal disease, you must report it immediately by calling the Defra Rural Services Helpline on **03000 200 301.**

Further Information

- You can obtain further information regarding notifiable animal diseases by visiting the DEFRA website:

Department for Environment, Food & Rural Affairs - GOV.UK (www.gov.uk)

Failure of Essential Services

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

Gas

- If you can smell gas or suspect a leak, turn off all gas appliances.
- Leave the property and call the National Gas Emergency Service on 0800 111 999.
- More information available from Northern Gas Network website.
- **www.northerngasnetworks.co.uk/gas-emergencies**

Electricity

- Call your distribution network operator on '105' to report a power cut and get further information.
- Prepare a 'grab bag' (see p24 for what to pack) with a wind-up torch and radio to keep at home.
- Encourage anyone vulnerable to sign up to their utility company's (gas, electricity, water) Priority Service Register – this will ensure that the providers know there are vulnerable people within the household.

More information available from Northern Powergrid www. northernpowergrid/what-to-do-in-a-powercut

A live map of powercuts can be accessed from **www.northernpowergrid. com/power-cuts**

Water

- Consider keeping a supply of bottled water that you can use to keep
- yourself and your family hydrated during an issue with water supply.
- More information from Northumbrian Water **No Water | Water Outage | Water Supply Issues | Water Service Interruption (nwl.co.uk)**
- Always be alert for bogus callers posing as utilities company workers.
- Think about where you could go and stay, if an emergency meant that you cannot stay at home.

Risk Summaries
Cyber Attack & Online Fraud

Cyber Space has become central to our economy and our society. Increasing our reliance on cyber space brings new opportunities but also new threats

Consequences of a cyber-attack may include:

• Loss / compromise of personal or corporate information.
• Damage to business, the economy and reputation.
• Loss of, or interruption to the supply of essential goods and services and communication networks.

How we are prepared in County Durham and Darlington

• Assess the local consequences of malicious threats and attacks in line with UK Government guidance.
• Develop and exercise multi-agency plans to ensure an effective response to and manage the consequences of malicious attacks.
• Communicating advice to the public and businesses, and support
• Encourage all LRF organisations to review and demonstrate that where possible they have robust cyber resilience strategies.
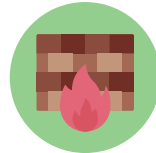
Recovery

The impacts caused by malicious cyber activity can be wide ranging and recovery can be a long and expensive process. The capability of attackers is uncertain, and the time taken to recover from a cyber-attack is entirely dependent on the scale and the effectiveness of any recovery arrangements.

What you can do to protect yourself from Cyber Crime and On-line Fraud:

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- Do not give any personal information (name, address, bank details, email or phone number) to organisations or people before verifying who they actually are.

- Make sure your computer and personal electronic devices has up to date anti-virus software and / or latest updates applied from the product and service provider.

- Destroy any receipts or documents with any personal details on, which are no longer needed. Identity fraudsters don't need much information in order to be able to clone your identity.

- **Remember** - Many frauds start with a phishing email. Remember that banks and financial institutions will not send you an email asking you to click on a link and confirm your bank details. Do not trust such emails, even if they look genuine. If you are in doubt, speak to someone you trust.

- Only use websites that display the padlock emblem before any payment, when browsing.

- Check your security profile settings when using social media and the information that you are posting to ensure only those you wish to see your posts are able. You don't want strangers being able to view your information.

- Don't use the same password for your online accounts and consider using fake answers for memorable questions.

Cyber Attack and Online Fraud Further Information

Individuals & families - NCSC.GOV.UK
Small & medium sized organisations - NCSC.GOV.UK
Top tips for staying secure online - NCSC.GOV.UK
Cyber Aware - NCSC.GOV.UK

Risk Summaries
Terrorism & Malicious Attacks

CONTEST is the UK Governments Counter Terrorism Strategy, based on four principles, each with a clear objective to try and stop terrorist attacks occurring or, when they do, to mitigate their impact. The CONTEST principles are outlined below:

Pursue – Stopping terrorist attacks.

Protect – Strengthening our protection against attack.

Prepare – Mitigating the impact of attacks

Prevent – Stopping people becoming terrorists or supporting violent extremism.

Attacks are rare but the issue of terrorist activity is regularly in the news and remind us of the terrorist threat we face. The Police and Security Services work constantly to stop terrorist attacks from being allowed to happen.

Terrorism threat levels

The terrorism threat level is set by the Joint Terrorist Analysis Centre (JTAC) and UK Security Services (MI5) and indicates the likelihood of a terrorist attack in the UK.

There are five levels of threat:

LOW means an attack is highly unlikely.

MODERATE means an attack is possible, but not likely.

SUBSTANTIAL means an attack is likely.

SEVERE means an attack is highly likely.

CRITICAL means an attack is highly likely in the near future.

What we are doing in County Durham and Darlington

As a group of local multi-agency responders, the LRF is focussed on preparing for the consequences of any emergency, regardless of cause, and our plans set out generic capabilities that can be used in any emergency or event occurring. To support these generic plans, each organisation who have specialist roles to undertake in specific incidents have their own processes and procedures to follow. The combination of these plans allow the LRF to respond to any emergency with confidence.

What can you do?

RUN HIDE TELL

While the chances of being caught up in a terrorist incident remain rare, it is important to be prepared and know how to protect yourself if the need ever did arise.

Counter Terrorism Policing has released guidance that sets out three key steps for keeping safe in the event of a firearms or weapons attack.

to a place of safety, by far the better option than to surrender or negotiate, if there is nowhere to go then...

It is better to hide than confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...

Tell the police by calling 999.

Released recently by Counter Terrorism Policing, the RUN, HIDE, TELL media campaign was designed to teach young people how to keep safe in a gun or knife attack. The celebrity-backed initiative featured celebrities including Bear Grylls designed to educate and protect young people from the threat of terrorism.

Everyone is asked to remain vigilant and report any suspicious behaviour or activity to the confidential Anti-Terrorist Hotline on 0800 789 321 or in an emergency, 999.

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

ACT AWARENESS ELEARNING

Recovery – The impact of terrorism on our lives is wide ranging and, in some instances, recovery can be a long, expensive process. The attacker's capability is under constant review and scrutiny from Police and Security Services as they prepare strategy and policy that enable the recovery from such attacks.

Further Information – There are various sources of information available but we recommend the following:

ProtectUK | Home

ProtectUK provides business and the public, with counter terrorism support and guidance to effectively protect and prepare.

Report suspicious activity to MI5 - GOV.UK (www.gov.uk)

Report any threats to national security - such as terrorism and espionage - to MI5 (also known as the Security Service).

If your information relates to an imminent threat to life or property, please contact the police on **999** or the Anti-Terrorist Hotline on **0800 789 321**.

Threat levels | ProtectUK – Understand the current Terrorism Threat Level.

Plan ahead and be prepared for an Emergency

Know what to do if you need to leave your home quickly.

Prepare your family GRAB BAG and keep it somewhere accessible.

It is important to keep a bag full of important items that you might need if you are at risk of being evacuated from your home in an emergency. Items may include:

- ✓ Medication.
- ✓ Important documents including insurance policy details and contact numbers
- ✓ Important contact numbers
- ✓ Toiletries.
- ✓ Mobile phone, charger and charged power bank.
- ✓ Cash and credit cards.
- ✓ Warm waterproof clothing.
- ✓ Bottled water and ready-to-eat food.
- ✓ Baby food and care items where necessary.
- ✓ First aid kit.
- ✓ Wind up battery torch and radio.

It is acknowledged that not everyone is at risk of evacuation, due to where they live, so your Grab Bag may contain less or different items.

Radio Station	Frequency
BBC Newcastle	FM 95.4 MHz
BBC Tees	FM: 95.0, 95.8, MHz
Capital North East	FM 106.4 MHz

Local Radio and television acts as a reliable source of information

Ensure that the information you are following on social media is from official channels only, they are more reliable. Take some time to 'follow' emergency services, local council, met office and the environment agency on your social networks if you have them.

Have you put 'In Case of Emergency' (ICE) contacts in your mobile phone?

ICE allows the emergency services to contact your nominated ICE contact if you are unable to, without the need for Emergency Services to access your phone.. An appropriate ICE contact is important because they may need to give consent for medical treatment. Some mobile phones have an ICE capability built into the handset, however, 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.

Your Personal Information Page

USEFUL CONTACTS	NAME	DETAILS
In Case of Emergency (ICE) contact		
School		
Work		
Electricity		
Gas Provider		
Water Company		
Telephone Provider		
Insurance Company and Policy Number		
Doctor		
Other		
Other		

AGENCY CONTACT NUMBERS

NHS 111, call 111
NHS 111 Text Phone, call 0845 606 4647
Gas leaks, call 0800 111 999
Electricity Faults (Northern Powergrid), call 105
Northumbrian Water (Water and Sewerage), call 0345 717 1100
Environment Agency (Floodline), call 0345 988 1188
Durham Police, call 101
County Durham & Darlington Fire and Rescue Service, call 0345 305 8383
Tune into BBC Radio Newcastle at FM 95.4 MHz