



# EMERGENCY Management

*Helping You To Help Yourself*

## Winter is coming...



### Communities

There are practical steps you can take to support your community in preparing for winter weather.

- View the latest weather warnings by visiting the Met Office severe weather warnings, so that you and your community can plan how to best support those affected by bad weather
- Does your community have an emergency plan or an emergency flood plan? Your local authority will be able to advise on developing one.
- Sign up for free flood warnings by visiting the Environment Agency website.
- Find out if there is a community flood group in your area or how to set one up by contacting the National Flood Forum.
- Check on neighbours and relatives who are elderly or unwell and see if they need anything. This can be particularly important if the individual is unable to leave their home.
- Keep up to date with local events and winter health guidance from your local authorities and voluntary sector bodies.

### Health and Well Being

The following are some suggestions to help keep you warm and healthy throughout the winter months:

1. Get your free flu jab. If you are aged 65 or over, pregnant, have certain medical conditions, live in a residential or nursing home, or are the main carer for an older or disabled

person.

2. By setting your heating to the right temperature (18-21 °C, 65-70 °F), you can keep your home warm. Ensure windows and doors are closed to prevent heat escaping.
3. Look after yourself and check on older neighbours or relatives to make sure they are safe, warm and well. Layer your clothing to stay warm and wear shoes with a good grip if you need to go outside
4. Food is a vital source of energy, which helps to keep your body warm. Try to make sure that you have hot meals and drinks regularly throughout the day and keep active in the home if you can.
5. Get your home ready for winter. Get heating and cooking appliances checked, flues and chimneys swept ensuring ventilation points are not blocked. If you use heating oil, LPG or wood products as the main heating source, make sure that you have a sufficient supply to avoid running out. Fit an audible carbon monoxide alarm which is EN50291 compliant, but fitting an alarm should not replace regular maintenance of appliances.
6. Good hand hygiene can help prevent the spread of norovirus
7. Learn a few simple first aid steps; such as how to deal with strains and sprains or broken bones, as trips and falls can increase in icy weather. There are a number of accredited first aid providers and useful education resources available.
8. Check the forecast and ensure you have enough food and medicines.

### Protecting your home

There are certain practical steps that you can take to protect your home from winter weather.

Some tips if you are planning to leave your property empty over winter:

- Leave your heating on for at least an hour a day while you are away from home
- In severe weather, or if severe weather is forecast, you should leave your heating on day and night at your usual temperature setting
- Check that loft insulation is laid over, and under pipes in the loft
- Make sure that you know where your stop cock is, and that it works so that you can turn off the water supply if needed
- Consider asking a friend or relative to visit your home every day while you are away. This will mean that, if you do suffer a burst pipe, it will be detected as soon as possible. Make sure that they know where the stop cock is located.
- If high winds are forecast, make sure objects such as garden furniture or ladders are fully secured.

More information at:

- <http://bit.ly/get-ready-for-winter>
- <http://bit.ly/DCC-winter>
- <http://bit.ly/DCC-flood-recovery>
- <http://bit.ly/communities-prepared>



# Community Risk Register



## What is risk assessment and why is it important?

Risk assessment for us in the DCIOS (Devon, Cornwall, Isles of Scilly) LRF (Local Resilience Forum) is the first step in the emergency planning process and aims to identify those risks which could result in a major emergency in our area. Each risk once identified is then quantified on its likelihood to occur and the probable adverse conditions / impacts which could result.

Risk assessment is important as it enables us to ensure that our plans are sound and proportionate to the risks that exist in the DCIOS area, and enable us to take preventative action where appropriate.

The Civil Contingencies Act 2004 places a statutory obligation on all Category 1 responders to carry out risk assessments and to maintain a 'community risk register' (i.e. a register of assessments carried out). The DCIOS Local Resilience Forum has adopted a multi-agency approach for this work and has engaged a wide range of stakeholders and partner organisations in the process.

## Community Risk Register (CRR) – how it was developed

The generation of the community risk register has been subject to a six-stage process as recommended in the document Emergency Preparedness (guidance document produced by central Government to support Part 1 of the Civil Contingencies Act).

Briefly this process consists of the following steps:

- Contextualisation – (i.e. defining how the process will be undertaken);
- Identify Hazards & Threats;
- Risk Analysis;
- Risk Evaluation;
- Risk Treatment;
- Monitoring & Review.

The Government have published a National Risk Register which sets out our assessment of the likelihood and potential impact of a range of different risks that may directly affect the UK on a National scale. The National Risk Register is designed to increase awareness of the kinds of risks the UK faces, and encourage individuals and organisations to think about their own preparedness. The register also includes details of what the Government and emergency services are doing to prepare for emergencies.

## DCIOS Local Resilience Forum risk scenarios

As part of the hazard review process a range of natural and man made scenarios have been considered which have then been assessed for both the likelihood of them occurring and the impact that would result if they were to happen.

The inclusion of these hazards or particular scenarios (i.e. the outcome description) do not however mean that the LRF believes the risk will materialise, or that if it were to do so, it would be of that scale. The risk scenarios are reasonable worst case scenario assumptions upon which we have based our risk assessment work.

All of the scenarios have one thing in common in that they are incidents that would occur as a result of an accident rather than deliberate or malicious action, for example terrorism. Despite this however malicious scenarios have also been subject to further consideration for example:

- Conventional explosions;
- Chemical / Biological / Radiological attacks;
- Transport incidents;
- Electronic attacks – e.g. affecting utilities, communications or other services.

Given the sensitivity of the information supporting these risk assessments and

the potential for use by terrorist organisations, specific details will not be made available, however, we wanted to highlight that both non-malicious and malicious incidents have been considered as part of the risk assessment duty.

## Terrorism

In line with national guidance and the Regional Risk Register, the Devon, Cornwall & Isles of Scilly LRF Community Risk Register only covers non-malicious events (ie, hazards) rather than threats (ie, terrorist incidents). This does not mean that we are not considering threats within our risk assessment work, but given the sensitivity of the information supporting these risk assessments and the potential for use by adversaries, specific details will not be made available generally. Threat scenarios that are being considered include, for example, Chemical, Biological, Radiological attacks and Electronic attacks, eg, affecting utilities and communications.

## Review

Risk assessment is by no means a static process and is subject to constant review as local and national circumstances dictate, though we do intend to undertake a formal review of our risk assessment work every 3 years.

## Publication

There is a legal requirement to publish the CRR, although this does not extend to Individual Risk Assessments or other sensitive documents. In order to comply with our legal requirement, the Devon, Cornwall & Isles of Scilly CRR is available on the LRF website:

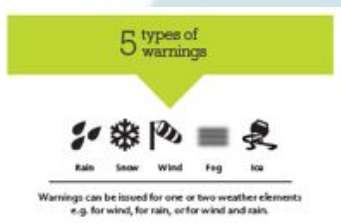
[www.dcisprepared.org.uk](http://www.dcisprepared.org.uk)





# Weather Warnings & Community Resilience

As well as producing day-to-day site-specific forecasts and long range forecasts, the Met Office, through the National Severe Weather Warning Service (NSWWS), is responsible for warning the public, businesses, emergency responders and Government of severe or hazardous weather which has the potential to cause danger to life or widespread disruption.



Warnings for rain, snow, wind, fog and ice are issued through the NSWWS. These warnings are given a colour, depending on a combination of both the likelihood of the event happening and the impact the conditions may have on daily life, travelling, property, and infrastructure

The Met Office has a team of Advisors across the UK who provide weather information to emergency services, local authorities, resilience groups and Government, when severe weather is forecast or is occurring. The Met Office advice is used by the emergency responders to support local communities.

The aim is to give advance warning of potentially disruptive weather to the public, businesses, emergency services and Government.

Weather warnings are published here:

[www.metoffice.gov.uk/public/weather/warnings](http://www.metoffice.gov.uk/public/weather/warnings)

**Be aware.** Severe weather is possible over the next few days and could affect you. Yellow means that you should plan ahead thinking about possible travel delays, or the disruption of your day to day activities. The Met Office is monitoring the developing weather situation and Yellow means keep an eye on the latest forecast and be aware that the weather may change or worsen, which could lead to disruption of your plans in the next few days.

**Be prepared.** There is an increased likelihood of bad weather affecting you, which could potentially disrupt your plans and possibly cause travel delays, road and rail closures, interruption to power and the potential risk to life and property. Amber means you should consider preparing to change your plans and protect you, your family and community from the impacts of the severe weather based on the forecast from the Met Office.

**Take action.** Extreme weather is expected. Red means you should take action now to keep yourself and others safe from the impact of the weather. Widespread damage, travel and power disruption and risk to life is likely. You should avoid dangerous areas and follow the advice of the emergency services and local authorities.

## The 12 online frauds of Christmas

In the countdown to Christmas thousands of people living across Devon will go online to buy presents for friends and family, search for holidays, book tickets for a big gig or send an electronic Christmas card.

What many do not realise is the hidden threat we now face from criminals online. They are targeting internet shoppers with scams which, on the surface promise to save them time and money, but in reality only deliver festive heartache and misery. Tens of thousands of people sadly fell victim to an online fraud in the weeks leading up to last Christmas and even more are at risk of suffering the same fate this year – being left hundreds, and sometimes even thousands of pounds out of pocket with no presents to give on the big day and their electronic devices corrupted with a computer virus.

1. Online shopping
2. Christmas e-cards
3. Auction fraud
4. Holiday fraud
5. Loan and investment scams
6. Ticketing fraud
7. Donating to charity
8. Mobile malware/malicious apps
9. Money transfers
10. Social media scams
11. Dating/romance fraud
12. Mobile payments

To make life as difficult as possible for the cyber fraudsters, Devon and Cornwall Police is running 'The 12 online frauds of Christmas' campaign working in partnership with the City of London Police, which is the National Policing Lead for Fraud, and supported by Get Safe Online, The Home Office,



Crimestoppers, National Trading Standards and Victim Support.

Together, we are raising awareness of the major internet threats and providing top tips on how to surf and shop safely, which will help ensure everyone gets to enjoy a very merry Christmas.

And if you do unfortunately fall victim to an online fraud, please report it to Action Fraud on 0300 123 2040 or at [www.actionfraud.police.uk](http://www.actionfraud.police.uk).

To have the 12 online frauds explained go to:

<http://bit.ly/1HKJk5A>





# Recovery from Flooding

When an emergency incident occurs the blue lights (Police, Fire and Rescue and Ambulance services) generally take the lead for the response phase and set the strategy for dealing with the initial impact.

Almost as soon as the incident occurs the local authorities will be looking at the longer term recovery aspects. Of course sometimes there is little or no significant impact and there is no need for a formal recovery group.

Other times whole communities can be devastated and the recovery period may take months or even years to complete. The rebuilding, restoring and rehabilitating the community

following an emergency or disaster, continues until the disruption has been rectified, demands on services have been returned to normal levels, and the needs of those affected have been met.

One of the most distressing events is a flood where possessions may have been lost and damage to the home means residents face an extended spell in temporary accommodation while the property is dried out and repaired.

Almost as soon as an emergency incident occurs the local authorities will be looking at the longer term recovery

aspects. One of the difficulties faced is getting relevant information to those affected.

To try and address that we have added some useful links on the Devon County Council website about where to obtain additional information for anyone who has suffered from flooding.

<http://bit.ly/flood-recovery>

## First point of Contact

For assistance with community Emergency Planning your first point of contact is your City, District or Borough Emergency Planning Officer.

You will find them listed below for reference and remember they are all there to help you!

Don't forget, the Devon County Council website has lots of useful information for both individuals and communities:

- [www.devon.gov.uk](http://www.devon.gov.uk)
- Safety and Emergencies
- Emergencies
- Emergency Planning - Community (Parish) Planning

### Useful information:

CLEAR Plan	<a href="http://www.dcisprepared.org.uk/a-clear-plan">www.dcisprepared.org.uk/a-clear-plan</a>
Floodline	0845 988 1188
Environment Agency	<a href="http://www.gov.uk/flood">www.gov.uk/flood</a>
Consumer Council for Water	<a href="http://www.ccwater.org.uk">www.ccwater.org.uk</a>
National Flood Forum	<a href="http://www.floodforum.org.uk">www.floodforum.org.uk</a>
Blue Pages Directory	<a href="http://www.bluepages.org.uk">www.bluepages.org.uk</a>
Association of British Insurers	<a href="http://www.abi.org.uk">www.abi.org.uk</a> or 020 7600 3333
British Insurance Brokers Association	<a href="http://www.biba.org.uk">www.biba.org.uk</a> or 0870 950 1790
Royal Institute of Chartered Surveyors	<a href="http://www.rics.org/flooding">www.rics.org/flooding</a>
Know Your Flood Risk campaign	<a href="http://www.knowyourfloodrisk.co.uk">www.knowyourfloodrisk.co.uk</a>

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