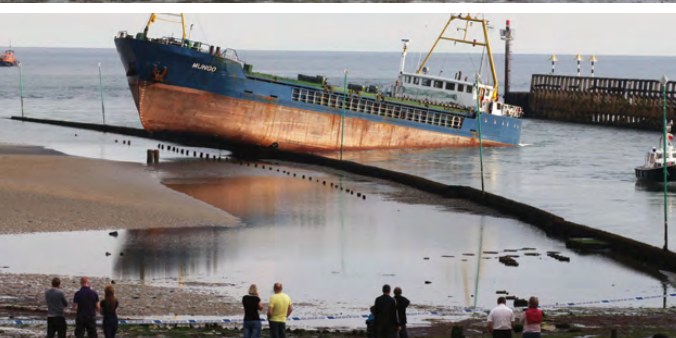


Cleveland Community Risk Register



**CLEVELAND LOCAL
RESILIENCE FORUM**

www.clevelandemergencyplanning.info

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INTRODUCTION: THE CLEVELAND CONTEXT

You don't have to be in Cleveland long to identify that, whilst geographically small, there is a huge diversity between areas, the environment and social groups, making Cleveland a unique and vibrant place to live and work.

Who We Are

The Cleveland Local Resilience Forum (LRF) is a partnership of the emergency services, local authorities, health agencies and other public sector organisations and private sector utility companies. For more information turn to page 15.

The same diversity is also true about the risks in the area. Whilst there are some risks which may affect anyone regardless of geography (such as pandemic influenza), there are some locations where the risk is higher for certain incidents, for example houses next to a river often have a high flood risk.

Cleveland Community Risk Register

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

This document provides an overview of the Community Risk Register in a format which can be used by residents and communities.

It identifies;

- 1** Emergency Management Steps
- 2** What you can do to be prepared in your home
- 3** How your local community can be prepared
- 4** Business Continuity Management
- 5** Cyber Security
- 6** Further Information



EMERGENCY MANAGEMENT

Mitigation - Reducing the effects of an emergency

- Understanding the risks, how they are caused and what impact they would have locally
- Working in partnership with others to reduce the likelihood of the risk occurring and lessen the impacts if it does

Preparedness - Being ready to respond to an incident

- Understanding the impact and consequence of each risk
- Developing emergency plans and procedures for responding to the risks
- Training staff and testing procedures
- Matching our capabilities to the needs of each emergency
- Developing longer-term recovery plans
- Raising awareness of each organisations roles and responsibilities
- Learning lessons from previous incidents
- Establishing links for help and assistance from other counties for lengthy or widespread incidents
- Having a communications network for consistent and timely warning and informing

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

Recovery – Returning to normality

- Initial and long-term recovery efforts
- Re-housing of displaced people
- Emotional Support
- Regeneration
- Advice and support on financial, legal and insurance issues

FURTHER INFORMATION

Please turn to pages 12 and 13 for the steps you can take to be prepared as well as pages 18 and 19 on how you can help in an emergency.



What are we doing in Cleveland?

We work together to plan for:

- Management of the demand on the NHS and social care
- Distribution of antiviral 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 advice 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 for your child’s school
- Get the flu vaccine if you are over 65, pregnant or have a long-term health condition

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 who caught it. 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 wide disruption, particularly due to staff shortages affecting the provision of essential services, including production and transport of goods

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.

FURTHER
INFORMATION

Please visit:
www.nhs.uk/conditions/pandemic-flu/Pages/Introduction.aspx



FURTHER
INFORMATION

The Blue Pages: Flood Products

www.bluepages.org.uk

The Flood and Water Management Act (2010):

www.legislation.gov.uk/ukpga/2010/29/contents

Public Health England: www.gov.uk/government/uploads/system/uploads/attachment_data/file/401980/flood_leaflet_2015_final.pdf

FLOODING

Flooding is the most regularly occurring natural disaster in the UK and is the highest rated risk to the Cleveland area. By preparing in advance you can minimise the impact of flooding. Flooding can occur from the sea, rivers and sewers.

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 of river flooding and coastal flooding are relatively easy to identify, the Environment Agency produces flood maps showing the risk to your property and these can be found at www.maps.environment-agency.gov.uk/ Surface water flooding has the potential to occur anywhere, but is more common in built up areas.

What are we doing in Cleveland?

- Constructing new flood defences, e.g. Multi-million pound projects in Lustrum Beck, Skinningrove and Port Clarence
- Working with emergency services, local authorities and other agencies to develop flood response plans and procedures
- Investigating instances of flooding

- Training specialist staff in swift water rescue techniques
- Communicating with housing developers to incorporate flood protection into new developments
- Providing guidance to members of the public about flooding, including flood warnings and what people can do to help themselves
- Regular maintenance and clearing programs of gullies and culverts, especially in the event of storm warnings

What can you do?

- Check to see if you can register for the “flood warning service” from the Environment Agency, by calling **0345 988 1188**, this is a free service
- Be familiar of the different flood warnings (on the opposite page)
- Report instances of flooding to the local council
- Visit www.gov.uk/prepare-for-flooding for more information on what to do to prepare for flooding
- Do not drive, cycle, walk or play in flood water



The Environment Agency’s warning 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 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



ANIMAL DISEASE

Many diseases may be passed from animal to animal; in some cases they can be passed to humans. The 2001 Foot and Mouth Disease Outbreak resulted in over 10 million sheep and cattle being destroyed across the country. Avian Flu is an example of an animal disease that can be passed from livestock to humans, such as the H5N1 strain in 2007.

The impacts of a similar outbreak would include:

- Risk to animal health
- Risk to human health
- Damage to the economy
- Damage to tourism and recreational sectors

Who can be affected?

Previous incidents have devastated rural economies and communities. However incidents can have wide reaching impacts upon tourism and the food industry.

What are we doing in Cleveland?

- Ongoing work with 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 coming into the UK from abroad

What can you do?

If involved in farming:

- Register livestock with DEFRA
- Ensure sick animals are checked and reported
- Vaccinate livestock where possible
- If an outbreak is declared, follow Government advice to limit the spread of the disease and protect your livestock

As a member of the public:

- Abide by restrictions in place to limit the spread of the disease e.g. closed footpaths in rural areas, etc



INDUSTRIAL ACTION

Industrial action usually occurs when workers are in a dispute with their employers and this cannot be resolved.

Recent examples of industrial action have included the junior doctors, fuel tanker drivers, civil servants, industrial contractors, fire fighters and teachers. The knock on effects of strike action can be far reaching, for example in the event of teacher's striking many parents would have to arrange alternative care to ensure appropriate care for their children.

Who can be affected?

Anyone reliant on the services provided by the striking party can be affected, either directly or indirectly.

What are we doing in Cleveland?

- Maintaining a register of proposed industrial action
- Identifying what the wider impacts are likely to be on essential services
- Producing specific plans to ensure essential services are maintained
- Monitoring situations to ensure that parties are aware of any issues and arranging for remedial action where possible

What can you do?

- Resist the temptation to buy or stockpile goods. On a number of occasions the public and media have made a minor shortage into a far bigger problem
- Find out if you can work with friends/colleagues to minimise the impact e.g. Car sharing or childcare in the event of industrial action

Please visit:

www.notifications.hse.gov.uk/COMAH2015/search.aspx



INDUSTRIAL SITE INCIDENT

We're all familiar with the skyline of Cleveland and the industrial history of Teesside, an incident at one of these sites could affect the public or environment outside the site boundary. For example, smoke from a recent fire at a waste recycling site impacted on nearby communities. It is important to remember that large incidents at industrial sites are rare.

Issues that could arise from this include:

- Risk to life
- Pollution of the environment
- Damage to property
- Impact on UK oil and gas supplies
- Damage to the local infrastructure
- Damage to the local economy

Who can be affected?

Those at most risk are those who live or work within close proximity to industrial sites. Those with existing health problems may be at increased risk due to the potential smoke / chemicals that may be released in a major incident.

What are we doing in Cleveland?

- Working with industry to provide training and advice on emergency response and pollution control
- We can use the law to ensure actions are taken to make sites safer
- The HSE and Environment Agency will only grant permission for the most hazardous sites to operate if they can demonstrate that they meet a range of safety criteria

- These sites are regularly inspected against the criteria
- We produce emergency response plans for fixed sites, pipelines and hazardous transport
- These ensure we can respond quickly and effectively when needed
- These plans are tested regularly with the operators and emergency services and updated when needed
- We regularly share learning with colleagues across the country and between sites
- Operators of the biggest sites regularly issue information to the public around their sites identifying actions the public can take in the event of an incident
- We identify and work with vulnerable sites near the high risk sites to ensure that they are prepared

What can you do?

Be aware of the actions to be taken in the event of an emergency.

- **Go In** (seek shelter immediately)
- **Stay In** (close doors and windows, switch off air conditioning)
- **Tune In** (to local media for further advice)



HAZARDOUS TRANSPORT

There are a significant number of vehicles that carry chemicals everyday on the roads around the Cleveland area.

Some of the products carried are hazardous, as a result of an incident issues could include:

- Death or injury to people
- Disruption to normal travel
- People stranded in vehicles for long periods
- Environmental damage, depending on the chemical
- Damage to local infrastructure (e.g. roads)

Who can be affected?

Road users and those who live and work close to key roads. Identifying those most vulnerable depends on the chemical or material released. Sensitive environmental areas can be also affected if near to the location of a release.

What are we doing?

- We have identified designated tanker routes and made hauliers aware of those. These routes are identified to limit impact on residents and the environment.

- Cleveland Police carry out routine stop-checks on Hazardous Vehicles carrying hazardous materials to ensure that they are operating safely
- We identify local hotspots, such as roundabouts, where incidents have happened and re-design the drainage systems to stop any product from reaching sensitive environments

What can you do?

Be aware of the actions to be taken in the event of an emergency. In most cases this will be to;

- **Go In** (seek shelter immediately)
- **Stay In** (close doors and windows, switch off air conditioning)
- **Tune In** (to local media for further advice)

FURTHER INFORMATION

Please visit:
www.gov.uk/how-to-classify-different-types-of-waste



ADVERSE WEATHER

FURTHER INFORMATION

Please visit: www.metoffice.gov.uk/guide/weather/severe-weather-advice

The UK experiences some of the most dynamic weather patterns possible, this ranges from snow and ice through 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
- Additional pressures on health and social care services

Who can be affected?

Those travelling are often affected. In the event of a warning ask yourself; is it essential to make the journey? Could a telephone call be made instead?

The elderly and vulnerable are at an increased risk in any heatwave or cold snap.

What are we doing in Cleveland?

- The MET office provides advice and severe weather warnings which can be received in many ways (e.g. TV, the internet etc)
- Winter planning undertaken by many agencies, e.g. gritting routes
- The NHS provides winter flu jabs and plan 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 best used 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 agencies
- Avoid all non-essential journeys
- If you must make a journey, plan ahead and carry 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 the event of strong winds, get it fixed now
- Only access A&E departments for serious health conditions, if your health condition is non-urgent call 111 for advice



MARINE POLLUTION

As well as being home to two significant commercial ports and a considerable proportion of the UKs petrochemical industry. Cleveland is home to some of the most significant environmental areas.

The most likely to be affected are beach users and those working on or near to the sea and river. Tourism may be significantly affected depending where and how the incident occurs.

Protected areas include Greatham Creek and the North and South Gare beaches.

FURTHER INFORMATION

Maritime and Coastguard Agency:

www.dft.gov.uk/mca

Environment Agency:

www.gov.uk/browse/business/waste-environment

In the event of a marine pollution incident issues include:

- Significant damage to the environment including fish stocks and other marine life
- Potential health risk to local residents and tourists
- Closure of ports
- Loss of leisure activities

What are we doing in Cleveland?

- We have worked with key partners including Maritime and Coastguard Agency (MCA), Natural England, industry, wildlife agencies and port operators to produce a marine pollution response plan

- Testing the plan and procedures
- We regularly train staff in marine pollution control
- The Environment Agency and the Maritime and Coastguard Agency undertake regular investigations into the sources of pollution and where possible prosecute polluters

What can you do?

In the event of an incident abide by any restrictions, for example on fishing or using beaches. Report any incidents of pollution to the Maritime and Coastguard Agency or the Environment Agency.



WHAT CAN YOU DO TO BE PREPARED IN YOUR HOME?

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

We use local radio to broadcast emergency warnings and information.

Radio is one of the most accessible means of communication as it can be received in homes, businesses and cars. Radio is very reliable as it can still broadcast and be received during a power cut by using a wind-up or battery powered radio. 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.

Some emergencies require evacuation; some require staying in and sheltering - are you ready?

In the case of most major emergencies, the simple advice is to

- **Go Inside**
- **Stay Inside**
- **Tune In** (to local media for further advice)

Remember, in the case of a fire in a building you are in

- **Get Out**
- **Stay Out**
- **Call the Fire Brigade**

Agencies such as the Police, Fire Brigade, Met Office, Environment Agency and Health agencies work together with BBC Radio Tees (and other media outlets) to make sure that they give out accurate and

up-to date information to keep people fully informed on what to do during any emergency.

Do not put yourself or others in any danger.

If evacuation is recommended, a safe point for evacuees will normally be established and a rest centre set up for longer term emergency incidents where you will be able to stay.

If you choose not to use the rest centre, please ensure that where you are going is a suitable alternative.

THE STEPS YOU CAN TAKE TO BE PREPARED

Planning for an emergency

To best prepare for emergencies, you should take time to find out:

- If your property is at risk of flooding
www.maps.environment-agency.gov.uk (River, coastal, reservoir and Surface water)
- If you live near any chemical sites and what they do
www.notifications.hse.gov.uk/COMAH2015/Search.aspx
- The information available from Cleveland's agencies
www.cleveland.police.uk
www.clevelandfire.gov.uk
www.neas.nhs.uk (North East Ambulance Service)
www.clevelandemergencyplanning.info/
www.nhs.uk/pages/home.aspx (NHS Choices)

Also consider:

- Where and how to turn off water, gas and electricity supplies in your home
- The emergency procedures for your children at school
- The emergency procedures at your workplace
- How your family will stay in contact if you are involved in an emergency
- If any elderly or vulnerable neighbours will need your help
- How to tune in to your local radio station
- A list of useful phone numbers, e.g. for your doctor and close relatives
- Where you would go if you were asked to evacuate
- Could your vehicle be impacted

Make sure that you know what you may need in the event of an emergency

A tick list of suggested items is included on the inside of the back cover; you may deem other items not included to be essential for you.

In certain situations, emergency services may ask 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 and take the items identified on the inside of the rear cover

- If you leave by car, take bottled water and blankets
- Take your pets (with suitable carriers or leads), as well as their water and food
- Tune in to local radio for emergency advice and instructions
- Ensure you take all health utilities including glasses, hearing aids and any prescribed medication

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.

HOW CAN YOUR COMMUNITY BE MORE PREPARED?

Wide-scale emergencies do happen in the UK and Teesside was directly affected by the December 2013 Tidal Surge.

In the past five years the UK has seen a number of varied major disruptive events including the Shoreham Air Crash, the UK Wood Recycling waste fire in Redcar, Ebola, the junior doctor's industrial action and the 2015/16 winter flooding.

Lessons are always identified following an emergency; how we can better prepare and what we can do to further protect our homes. Communities that are better prepared for a disruptive event are often better equipped to cope, as seen during the winter floods of 2015/16.

Working together as a community prepares residents for disruptive events and may reveal the varied knowledge, skills and resources that your neighbours possess. Getting to know those around you can also lead to growing sense of community.

Experience has shown that, sometimes due to the scale and nature of an emergency, the normal response provided by the emergency services and the local authorities can be delayed. On these occasions anything which the local community can do to support each other will help them deal with the emergency more effectively.

How to get started

Community resilience measures can be as little as designating a point of

contact within the community to receive warnings and messages from emergency services and local authorities. This can grow over time to include areas such as:

- A community emergency team
- Community buildings which can be used as emergency evacuation facilities
- Knowledge of skills and expertise within the community
- Knowledge of special equipment or vehicles within the community
- Identification of vulnerable premises and people within the local area specific actions based on specific risks
- Set up a community social media account or page, Facebook groups are a great way of getting to know neighbours and sharing what's going on

There is a wide range of advice available online on how your community can prepare for emergencies:

- The UK Government
www.gov.uk/government/publications/community-resilience-resources-and-tools
- The Met Office
www.metoffice.gov.uk/services/public-sector/resilience/community-resilience
- Take a look at our guide 'Developing a Community Emergency Plan' at www.clevelandemergencyplanning.info
- We're also contactable and able to give advice on community resilience
Community.resilienc@hartlepool.gov.uk

Community emergency plan

A community emergency plan provides advice and guidance to a local community (this may be a whole ward, neighbourhood watch area or even a single street) both in advance of and during any significant emergency.

The purpose of community resilience is to encourage people to plan and be prepared to put in place a self-help response within a community which is affected by an emergency



THE CLEVELAND LOCAL RESILIENCE FORUM

Cleveland’s Local Resilience Forum (LRF) is a partnership, made up of the organisations working to prevent, prepare for, respond to and recover from any major emergency in the Cleveland Police Force Area.

The Forum includes the emergency services, Local Authorities, the Environment Agency and health agencies along with voluntary and private agencies.

All responders work to a set of common objectives, which will help to:

- Save lives
- Prevent the situation getting worse
- Relieve suffering
- Protect the Environment
- Restore normality as soon as possible
- Protect property
- Assist with any criminal investigation and judicial process if necessary
- Consistent advice and information is communicated in a timely manner

The National Risk Register provides a government assessment of the likelihood and potential impact of civil emergency risks in the United Kingdom. For more information visit: www.gov.uk/government/publications/national-risk-register-for-civil-emergencies-2015-edition

The UK Government has produced guidance on the planning assumptions for businesses to build their resilience. For more information visit: www.gov.uk/government/publications/business-resilience-planning-assumptions

FURTHER INFORMATION

This document has been produced by Cleveland Local Resilience Forum, more information on the work of the forum can be found at www.clevelandemergencypanning.info

HOW YOUR BUSINESS CAN BE PREPARED

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

How would your business cope with:

- A sudden and significant reduction in staff?
- Denial of access to a site or geographical area?
- Unexpected loss of utilities i.e. water, gas, electricity?
- Significant disruption to transport?
- Disruption to the availability of oil and fuel?
- A loss of 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?

Does your organisation have adequate business continuity measures in place?

Business Continuity Management is the process through which organisations aim to continue the delivery of their key products and services during and following disruptive events. Effective business continuity

is the first line of defence for any organisation to ensure they are able to maintain the delivery of their core services and, in the long-run, assure their survival.

5 Steps to Effective Business Continuity

1. Understand your business

What parts of the business are critical and what priority would you allocate to restoring functions if they fail?

2. Risk assessment

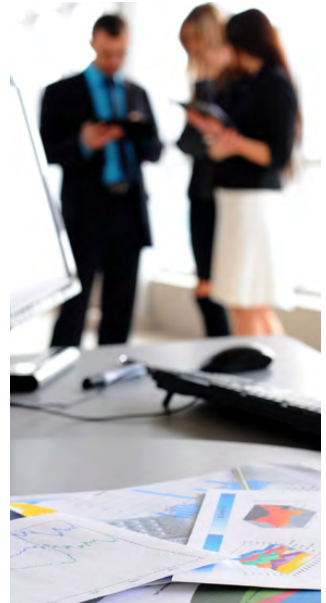
What risks does your business face (internal and external)? Consider these risks within your business risk assessment. What can you put in place to reduce the likelihood of the risks and/or the impact of them?

3. Consider the resource needs of each of your business functions

- People
- Premises
- Equipment
- Information
- Communications
- External suppliers / contractors

4. Document information

in a user-friendly format about your businesses' critical functions and the resources required, including alternatives /



backups for each to assist you during and after an emergency.

5. Train and test your staff in activating the business continuity plan and the roles and procedures within it

Useful links

The Cleveland Emergency Planning Unit can provide resilience advice and training for Small & Medium Enterprises (SMEs) in Cleveland. This can be as simple as a quick health check of the resilience of the business or an interactive session training businesses in what they need to do before, during and after a disruptive event. For more information contact Community.resilience@hartlepool.gov.uk



CYBER SECURITY

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

While cyber space fosters open markets and open societies, this very openness can also make us more vulnerable to those – criminals, hackers, foreign intelligence services – who want to harm us by compromising or damaging our critical data and systems.

The scale of our dependence means that our prosperity, our key infrastructure, our places of work and our homes can all be affected. Vulnerabilities can take time to identify, leaving vast numbers of systems open to exploitation to be used in attacking other systems and networks remotely. Cyber attacks are increasingly being carried out on an industrial scale. Some 81% of large corporations and 60% of small businesses reported a cyber breach in 2013.

Consequences of a cyber attack may include:

- Loss / compromise of personal or corporate information
- Damage to business, the economy and reputation
- Loss of/interruption to supply of essential goods and services and communications network

What can you do to increase your cyber security?

As a business there's a lot that can be done to protect against cyber attacks. Cyber Essentials is a new government-backed and industry supported scheme to guide businesses in protecting themselves against cyber threats.

Free to download, Cyber Essentials shows businesses how to address the threats and get better protected against the most common cyber threats.

www.cyberstreetwise.com/cyberessentials

The 10 Steps to Cyber Security from GCHQ provide

businesses with detailed guidance on improving security to cyber threats. www.ncsc.gov.uk/guidance/10-steps-cyber-security

Personal Security

It's not just businesses that need to stay safe online. The internet has become an essential tool in everyday life and there are a few simple steps we can take to stay safe online.

- Install internet security on your laptop/tablet/PC, there's a wide range of paid for and free programmes available
- Consider the websites you use, some are more likely to be targeted by criminals
- Don't reuse the same password for your social media accounts, email addresses and other online accounts. Also consider using fake answers for memorable questions
- Review your social media privacy settings to see what other internet users can see about you



HOW YOU CAN HELP

First Aid

- First Aid can make all the difference in critical situations
- The British Red Cross has a Fast Guide for First Aid www.redcross.org.uk/en/What-we-do/First-aid/Everyday-First-Aid
- If you would like to learn more: have a look at the what courses are available in your area.

Blood/Organ Donor

- Safe blood saves lives and improves health. By donating 470ml of blood you could change someone's life.
- To find out more about blood donations and how you could donate, visit www.blood.co.uk

- As well as donating blood an individual can also donate their organs following their death. This can make the difference between life and death for someone who is in need
- To find out more about organ donations and how you can register as a donor, visit www.organdonation.nhs.uk/

Volunteer

- Voluntary organisations do vital work across the Cleveland area, from Mountain Rescue and the British Red Cross to leaders with Scouts/Girlguiding
- Volunteering is seen by many as a chance to give something back to their community and make a difference to those around them

- New skills can be learnt or existing ones developed
- Volunteering can be as formal as working with an organisation or simply offering to help a neighbour with daily tasks
- If you would like to learn more: Search online for local volunteering opportunities or ask neighbours and friends if they would require any assistance.



Check on your neighbours

- In an emergency you can help by checking on your neighbours and seeing how they are, especially if they're elderly or have a medical condition
- If they are in need of immediate medical assistance dial 999

Run, Hide, Tell

- The Police and security service work constantly to foil malicious attacks in the UK. Attacks of this nature are very rare in the UK but we are not complacent about keeping you safe.
- In the rare event of a firearms or weapons attack:

RUN:

To a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere 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

TELL:

The police by calling 999 when it's safe to do so



UTILITIES FAILURE

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

Gas

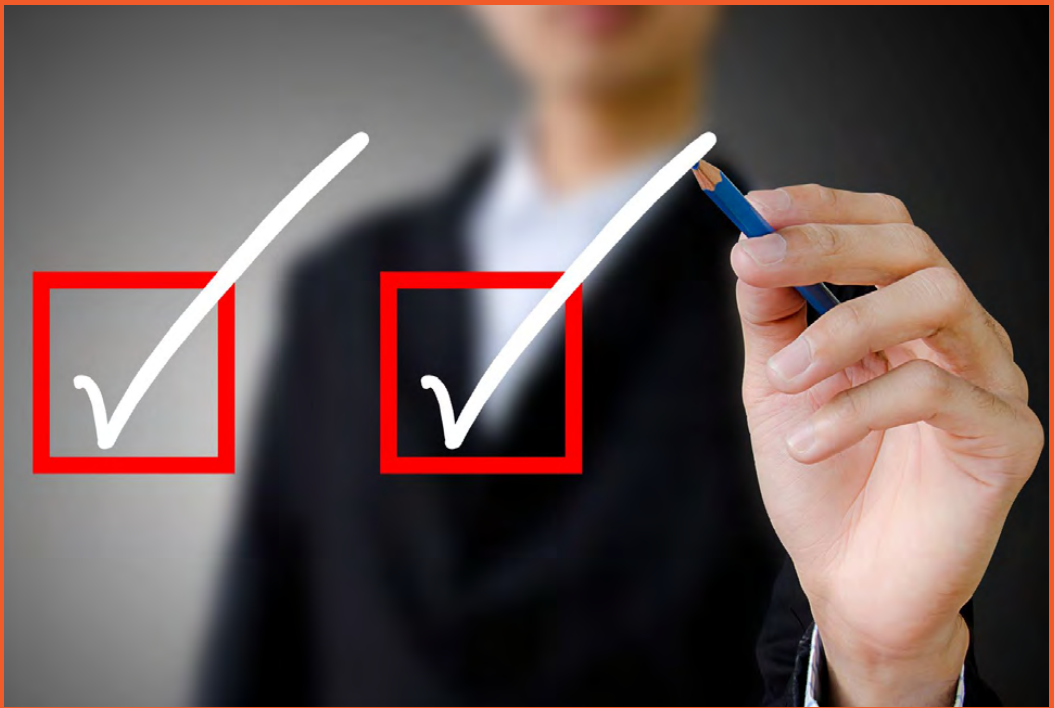
- Turn off all gas appliances, check that they are all turned off
- If you can smell gas or suspect a leak, leave the property and call the **National Gas Emergency Service** on 0800 111 999
- More information available from **Northern Gas Network** www.northerngasnetworks.co.uk/gas-emergencies/

Electric

- The tick list on the inside of the rear cover outlines the items that will assist you during a power cut
- In a power cut you can contact your local provider by dialling 105
- More information available from **Northern Powergrid** www.northernpowergrid.com/what-to-do-in-a-power-cut
- A live map of power cuts, can be accessed from any internet enabled phone www.northernpowergrid.com/power-cuts

Water

- Know how to check if the problem is internal or external to your property
- Store bottles of water in an accessible place that you can use to keep yourself and your family hydrated during a loss of water pressure
- More information available from **Northumbrian Water** www.nwl.co.uk/your-home/your-services/no-water-poor-pressure.aspx



TICK LIST OF KEY ITEMS

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

YOUR PERSONAL INFORMATION PAGE

USEFUL CONTACTS	NAME	DETAILS
Schools		
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
- Cleveland Police, call 101
- Cleveland Fire Brigade, 01429 872311
- Tune into BBC Tees radio at 95.0 FM



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