Cleveland Community Risk Register

CLEVELAND LOCAL RESILIENCE FORUM

www.clevelandemergencyplanning.info

CONTENTS

INTRODUCTION:
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**

2. CLEVELAND KEY RISKS BY BOROUGH
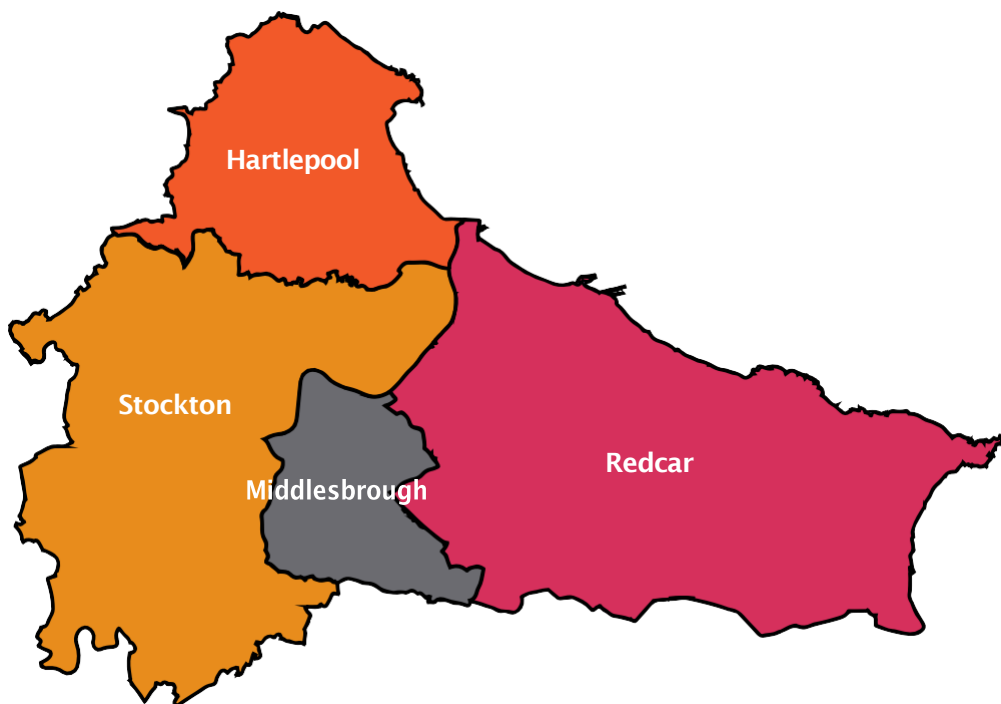
Hartlepool: Marine Pollution, Nuclear PowerStation, Transport links

Redcar: Tidal/ Fluvial Flooding, Industry, Marine Pollution

Stockton: Tidal / Fluvial Flooding, Industry, Waste Sites

Middlesbrough: Tidal/ Fluvial Flooding, Industry Hazardous transport

3. ACCIDENT AND SYSTEM FAILURE

COMAH

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 affected 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
·   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 during 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,
· 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?

· To limit impact on residents and the environment we have designated tanker routes and made hauliers aware of these. 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)

Electricity / Gas / Water 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
https://www.northerngasnetworks.co.uk/

ELECTRICITY

·   The tick list on the inside of the rear cover outlines the items that will help you during a power cut
·   In a power cut you can contact your local provider by dialling 105
·   Check if you can sign up for priority user schemes run by the utilities and encourage loved ones to do so
·   More information available from Northern Powergrid
https://www.northernpowergrid.com/be-prepared
·   A live map of power cuts, can be accessed from any internet enabled phone
https://www.northernpowergrid.com/power-cuts-home
·   Sign up for the priority services register for Northern Power Grid Priority Services Membership | Northern Powergrid

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
https://www.nwl.co.uk/ water pressure
·   Sign up for the priority services register for Northumbrian Water Priority Services
(https://www.nwl.co.uk/services/extra-support/priority-services/register-for-priority-services/)
·   More information available from Anglian Water Water supply
(https://www.anglianwater.co.uk/) (Hartlepool Only)
·   Sign up for the priority services register for Anglian water apply for priority services
https://www.anglianwater.co.uk/help-and-advice/water-care/priority-services/sign-up-for-priority-services/ (Hartlepool Only)

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

During 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?

Observe any restrictions, for example on fishing or using beaches. Report any Incidents of pollution to the Maritime and Coastguard Agency or the Environment Agency.

4. NATURAL AND ENVIRONMENTAL HAZARDS

Flooding (Coastal, Fluvial, Surface water & Dam collapse)

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?

The risk of river and coastal flooding are relatively easy to identify, the Environment Agency produces flood maps showing the risk to properties 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 defenses, e.g. Multimillion pound projects e.g. 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.

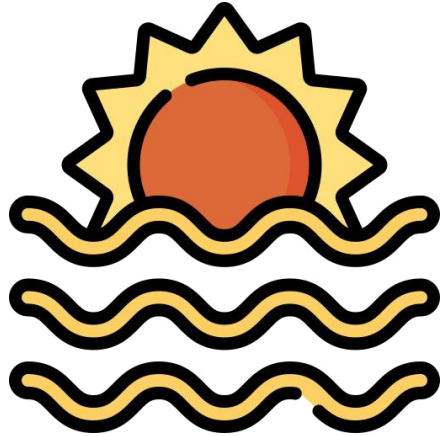|		
FLOOD ALERT	**Flooding is possible. Be prepard**	When a flood alert is issued for your area you should: · Be prepared · Prepare a grab bag of essential items · Monitor local water levels on the Environment Agency website
FLOOD WARNING	**Flooding is expected. Immediate action required.**	When a flood 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

Heatwave / Drought

Most of us welcome hot weather, but when it's too hot for too long, there are health risks.

The main risks posed by a heatwave are:

· not having enough water (dehydration);
· overheating, which can make symptoms worse for people who already have problems with their heart or breathing;
· heat exhaustion and heatstroke.

Heatwaves can be dangerous, especially for the very young, very old or those with certain medical conditions:

· stay out of the heat - especially between 11am and 3pm when the sun reaches its peak;
· cool yourself down with plenty of cold drinks - avoid alcohol and hot drinks;
· keep curtains and blinds closed during the day to keep rooms cool;
· consult your GP if you feel unusual symptoms or call NHS 111 if symptoms persist; call 999 for an ambulance if a person has severe symptoms, such as loss of consciousness, confusion or seizures;
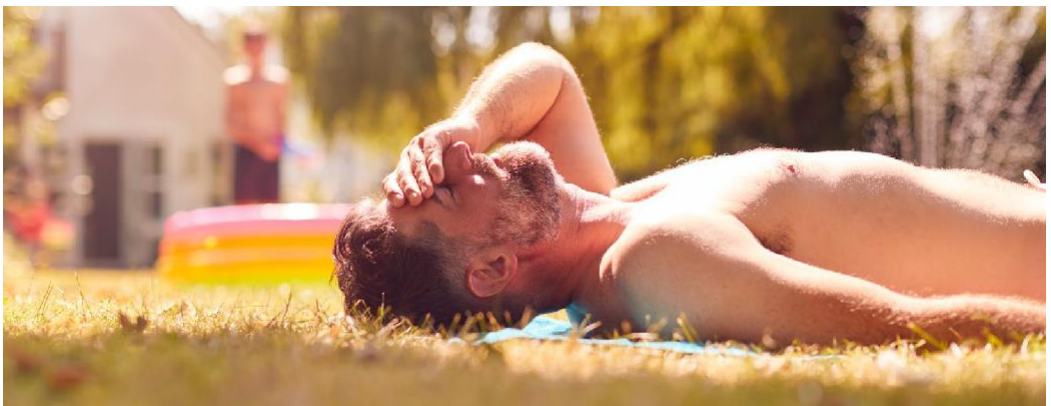
For more information visit
https://www.nhs.uk/live-well/seasonal-health/heatwave-how-to-cope-in-hot-weather.

The Adverse Weather and Health Plan for England is intended to protect the population from heat-related harm to health, to view the most up to date version, follow this link
https://www.gov.uk/government/publications/adverse-weather-and-health-plan

Winter Weather

The UK experiences some of the most dynamic weather patterns possible.

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 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, COVID and plan for expected surges
· Increased support for elderly and vulnerable people such as welfare checks via health and social services
· We have produced an adverse weather protocol to ensure that agencies limited resources can be best used during adverse weather events

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 strong winds, get it fixed now
· Only access A&E departments for serious health conditions, if your health condition is nonurgent call 111 for advice

5. HUMAN / ANIMAL DISEASE

Pandemic

A Pandemic occurs when a new Pathogen appears and there is no natural immunity to the Pathogen amongst the population and it spreads easily from person to person.

The Coronavirus pandemic has had the same impacts. Coronavirus has had an effect on almost every aspect of life in the UK and across the world. The consequences of Coronavirus will be felt for long time after the incident is over.

- 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.

If the virus causes severe illness:

- Health care and local authority social care systems may become overloaded

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
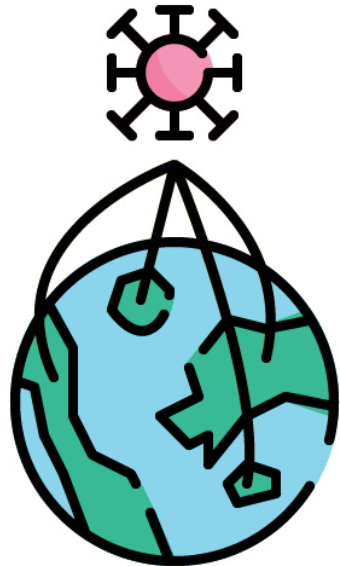
What can you do?

- Look out for and follow advice and guidance from the NHS, in particular advice about reducing the spread of illness
- Arrange 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

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 and have had 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
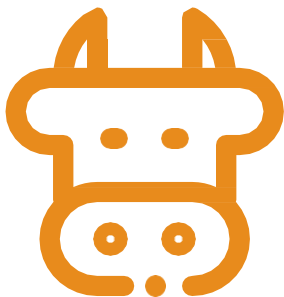
6. SOCIAL DISRUPTION

Public Disorder

Public disorder includes rioting, looting, vandalism, violence and arson. Consequences of public disorder may include:

· physical/psychological casualties;
· disruption to critical services, particularly policing and health;
· damage to property and infrastructure;
· possible evacuation or temporary shelter requirements;
· possible economic damage.
· Industrial action can lead to:
· disruption of essential services, particularly transport, finance, health and education;
· disruption to business via loss of working hours;
· possible public disorder;
· economic damage (particularly for transport sector industrial action).
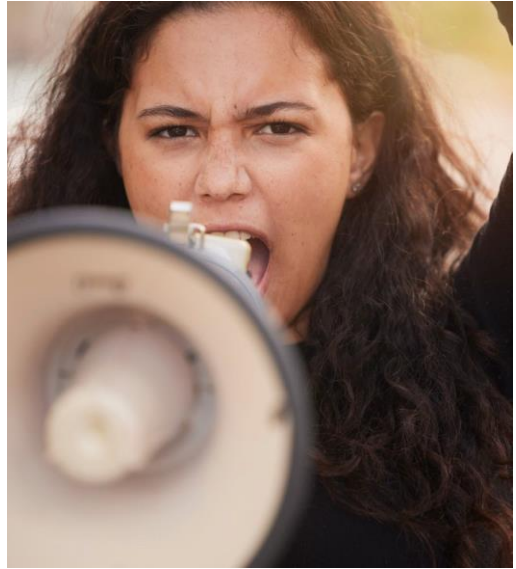
If you are unsure what to do:

GO IN. STAY IN. TUNE IN.

GO IN
(Seek shelter immediately)

STAY IN
(Close doors and windows, switch off air conditioning)

TUNE IN
(To local media for further advice)

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 during teacher's strikes many parents would have to arrange alternative care to ensure the right 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
·   We produce emergency response plans for fixed sites, pipelines and hazardous transport These ensure we can respond quickly and
·   Find out if you can work with friends/ colleagues to minimise the impact e.g. Car sharing or childcare

7. TERRORISM

Prevent (Run, Hide, Tell)

The threat of terrorism in the UK is real, but with a little knowledge you can increase your safety and help protect yourself against a terrorist attack.

In the rare event of an attack there are three key steps for keeping safe;

RUN:

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. Then finally and only when it is safe to do so...

TELL:

Tell the police by calling **999**

Find out more, including a short information video, **visit** https://www.gov.uk/government/publications/crowded-places-guidance/marauding-terrorist-attack-mta-run-hide-tell#run-hide-tell

The following website provides details of official helplines and support services available to victims, survivors, witnesses, and family members of those affected by terrorism https://victimsofterrorism.campaign.gov.uk/ An online counter terrorism training course has been made available so you can learn how to spot the signs of suspicious behaviour and understand what to do in the event of a major incident, visit https://www.gov.uk/guidance/getting-training-and-advice-on-counter-terrorism

To find out more visit
https://www.npsa.gov.uk/marauding-terrorist-attacks
To report an imminent threat call 999. To report any suspicious behaviour or activity ring the confidential Anti-Terrorist Hotline on **0800 789 321**

8. CYBER AND FRAUD

Cyber criminals may try to steal data or money, draw attention to a cause or otherwise disrupt government, society and individuals by preventing things from working.

Smartphones, computers and the internet are now such a fundamental part of modern life, that it's difficult to imagine how we'd function without them. From online banking and shopping, to email and social media, it's more important than ever to take steps that can prevent cyber criminals getting hold of our accounts, data, and devices.
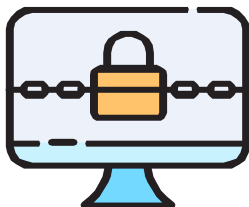
How to report fraud and cybercrime

Action Fraud is the UK's national reporting centre for fraud and cybercrime where you should report fraud if you have been scammed, defrauded or experienced cybercrime. Visit https://www.actionfraud.police.uk/ or call **0300 123 2040**

You can also register to receive free, direct, verified, accurate information about scams and fraud in your area at https://www.actionfraudalert.co.uk/

The National Cyber Security Centre https://www.ncsc.gov.uk/ provides practical guidance for individuals and families, self-employed and sole traders, small and medium sized organisations, large organisations, public sector and cyber security professionals.

Protect yourself from fraud and cybercrime

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

Make sure your computer has up to date anti-virus software and a firewall installed.

Many frauds start with a phishing email (phishing is the word used to describe a fraudulent attempt to obtain sensitive information such as usernames, passwords and credit card details by disguising itself as a trustworthy 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.

Destroy receipts with your card details on, and post with your name and address on. Identity fraudsters don't need much information to clone your identity.

For more information and advice visit https://www.actionfraud.police.uk/ and https://www.getsafeonline.org/

9. PERSONAL RESILIENCE

How to prepare yourself for emergencies

These resources will help you quickly prepare for the hazards and threats that may affect you.

Make sure you:

· have suitable insurance, the Association of British Insurers website https://www.abi.org.uk/ has useful information on home insurance and flooding insurance, but don't forget car insurance too;
· fit and maintain smoke alarms;
· prepare a first aid kit;
· sign up to Community Messaging and information services.

Find out:

· where and how to turn off water, gas and electricity supplies in your home or business;
· the emergency procedures for your children at school and at your workplace

The Government Publication 'Preparing for Emergencies' is a useful guide to help people, businesses and communities prepare for the hazards and threats that may disrupt their lives, this can be found at; https://prepare.campaign.gov.uk/

Think about:

· a safe meeting place with family members should an emergency occur whilst you are away from home, i.e. whilst at work, school or college;
· where you would go and stay - and how you would get there - if an emergency meant that you couldn't stay at home; how your family will stay in contact during an emergency;
· whether elderly or vulnerable family, friends or neighbours may need your help;
· putting together a grab bag of things to take in an emergency, such as medication, ID, mobile phone and charger, glasses, keys, wallet and cash.

10. COMMUNITY RESILIENCE:

How can your community be more prepared?

The purpose of community resilience is to encourage communities to plan and be prepared. A community co-ordinated emergency/resilience plan can help the community to better co-ordinate their efforts and resources if needed in response to an emergency.

Large scale and serious emergencies do happen in the UK.

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

How to get started
Community resilience measures can be as little as identifying 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:

·   Having your own Community Emergency Group
·   Local Community buildings which can be used by your Community in an emergency -Community Response Hubs
·   Knowledge of skills and expertise and resources in your community
·   Knowledge of special equipment or vehicles in your community
·   Identification of vulnerable premises and people within your local area, with local plans for specific actions based on specific risks
·   Be informed via Local Community social media account or pages, Facebook groups/What's app groups are a great way of getting to know neighbours and sharing what's going on

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.

·   You can access and use our guide 'Developing a Community Emergency Plan' at [cleveland emergency planning](#)

11. BUSINESS CONTINUITY

How can your business be prepared

If you own or work 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 give 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 help 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
BERG – Business Emergency Response Group
https://prepare.campaign.gov.uk/

12. LOCAL RESILIENCE FORUM OVERVIEW

Cleveland local resilience forum

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:

https://www.gov.uk/government/publications/national-risk-register-2023

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

Community risk registers from other LRF areas

CLEVELAND LOCAL RESILIENCE FORUM

13. 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 https://www.redcross.org.uk/firstaid If you would like to learn more: have a look at 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 https://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 https://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 help

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 need 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 Action Counters Terrorism Every year thousands of reports from the public help the police keep communities safe from terrorism

Report suspicious activity online at https://act.campaign.gov.uk/

In an emergency, or if you need urgency police assistance, you should always dial **999**

You can also report suspicious activity by contacting the police in confidence on **0800 789 321**

GO IN, STAY IN, TUNE IN

Major emergencies can be caused by anything from flooding and transport accidents to chemical spills and terrorism. In nearly every case you can help by following these simple steps;

GO IN

Go indoors, close doors and windows and shut down ventilation systems if it is safe to do so. Unless there is an obvious risk to the property this will give you good short-term protection against the vast majority of hazards.

STAY IN

Stay indoors until you know more about the situation and the appropriate action you need to take to protect yourself further. The action you should take will be different depending on the nature of an incident so you could put yourself at more risk by not waiting for further instructions.

TUNE IN

Tune in to local radio, television and social media channels to find out more about what is happening. If there is a major emergency radio and TV companies will interrupt programming to give the public safety advice information about the incident.

Emergency Alerts

Emergency Alerts is a UK government service that will warn you if there is a danger to life nearby.

In an emergency, your mobile phone or tablet will receive an alert with advice about how to stay safe.

The government does not need to know your phone number or location to send you an alert.

Reasons you might get an alert:

You may get alerts about:

SEVERE FLOODING

FIRES

EXTREME WEATHER

Emergency alerts will only be sent by:

- **the emergency services**

- **government departments, agencies and public bodies that deal with emergencies**

What happens when you get an emergency alert?

Your mobile phone or tablet may: make a loud siren-like sound, even if it's set on silent vibrate

Read out the alert.

The sound and vibration will last for about 10 seconds.

An alert will include a phone number or a link to the GOV.UK website for more information.

You'll get alerts based on your current location - not where you live or work. You do not need to turn on location services to receive alerts.

What you need to do

When you get an alert, stop what you're doing and follow the instructions in the alert.

If you cannot receive emergency alerts

If you do not have a compatible device, you'll still be informed about an emergency. The emergency services have other ways to warn you when there is a threat to life.

Emergency alerts will not replace local news, radio, television or social media.

If you're deaf, hard of hearing, blind or partially sighted

If you have a vision or hearing impairment, audio and vibration attention signals will let you know you have an emergency alert.

13. 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)

14. USEFUL CONTACTS

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**