

# Preparing for Emergencies In Lancashire



February 2019 – V1.0

# Lancashire's Profile

- Area of 3,075 km<sup>2</sup>
- 1 county council
- 12 districts
- 2 unitary authorities
- 1.49 million residents

- 5 motorways (175 km)
- 802 km of 'A' roads
- 326 km of railways
- 2 airfields
- 3 sea ports
- 123 km of coastline
- 3 major rivers
- 97 reservoirs
- 72km of Canals
- 67 Flood warning areas
- Off shore rigs
- Gas terminals
- Electricity transmission network
- Water treatment & distribution
- Communication services
- Pipelines
- 2 Nuclear sites
- 9 Industrial hazardous sites
- 8 sports grounds
- 1 theme park
- 4 piers
- 5 prisons
- 734 schools
- 4 universities
- 10 colleges
- 6 Hospitals



# The Lancashire Resilience Forum

The Lancashire Resilience Forum (LRF) is a group of organisations that work together to prepare and respond to emergencies in Lancashire. It does this by:

- Meeting regularly
- Considering the hazards that feature in Lancashire, assessing the impacts of the risk and providing this information to the public in a Community Risk Register;
- Creating plans to help make the risks safer and to respond and recover should an emergency happen;
- Responding together in a coordinated way when something does go wrong
- Training and testing to make sure we are ready;
- Identifying lessons from incidents and exercises.

The LRF involves the emergency services; local authorities; health agencies; Environment Agency and Maritime Coastguard Agency.

Voluntary groups; transport providers; utility providers and local businesses provide help to the Forum.

When an incident occurs, all members of the LRF work together to achieve common objectives:

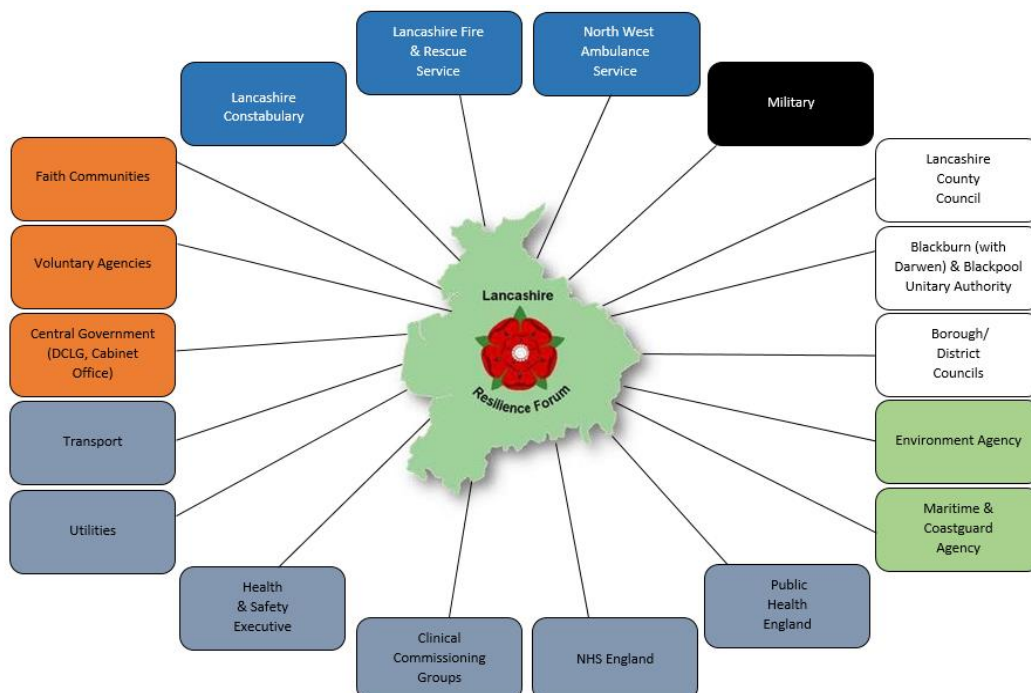
- Prevent the situation from getting worse;
- Save lives; Relieve suffering;
- Protect property; Recover to normality as soon as possible
- Facilitate criminal investigation and judicial process as necessary.

The chances of you and your family being caught up in a major emergency are low.

However, it is very important that you have made the necessary preparations to protect yourself, your family and others

This leaflet will show you how you can do this and what the LRF does to keep you safe.

Sign up to receive information about emergencies at [www.stayintheknow.co.uk](http://www.stayintheknow.co.uk) or follow #lancsalert on social media





# Risks in Lancashire

## Community Risk Register

Every Resilience Forum has a Community Risk Register which describes the risks that are present in the community; assesses how likely they are to lead to an emergency and the potential impact they would have. This information is used by the LRF to plan and prepare for emergencies that may occur. It is created through a risk assessment. The potential for national emergencies are determined by Government. The LRF considers the national issues alongside the local risk context described below, identifying the risks within the county. These risks can come from lots of areas – natural events such as weather, human diseases, animal diseases, accidents or deliberate acts such as terrorism. This can help identify new issues or highlight situations where risk may be changing.

Each identified risk is then analysed and given a rating according to how likely the risk is to lead to an emergency and their potential impact on safety and security, health, economy, environment and The LRF then evaluates the analysis and determines whether to include it in the community risk register, identifying where plans are needed and arrangements required to deliver a Multi-Agency response. The LRF monitors the risks at each of its meetings to check that they are still relevant and there are no newly emerging issues to consider.

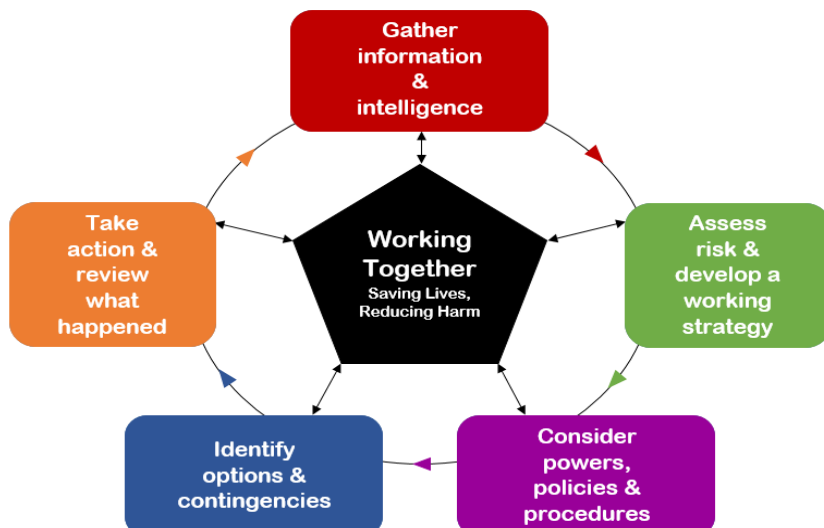
Since 2003 the emergency services have adopted the Joint Decision Model to enable an understanding of each other's needs. It is used to improve communications and decision making. The Joint Decision Model JDM is a way of them working together to save lives in major incidents.

## Common consequences

It really isn't possible to foresee every circumstance, and isn't practical to have detailed plans for every potential risk scenario.

There are many emergencies that create similar problems that the LRF includes in its plans and considers when responding.

Sign up to receive information about emergencies at [www.stayintheknow.co.uk](http://www.stayintheknow.co.uk) or follow #lancsalert on social media



# The Top Risks in Lancashire

## Potential impact and consequences

- Disruption of road, rail and air transport networks which will require provision of help and information to those who may be stranded
- **Displacement of people** who may not be able to get home or have been evacuated from home or work which may require the provision of safe places to shelter and transport to get there
- **Debris, rubble or contaminated/polluted land, air or water** left behind after an event such as flooding which will need to be cleared and made safe;
- **Large numbers of deaths or injuries** with plans needed to help hospitals deal with an increased number of patients and mortuary spaces so that people can be treated with dignity;
- **Loss of electricity, gas, water, oil or telephone** with plans needed to issue advice to help people stay safe – especially those who may be more vulnerable and work with suppliers to manage interruptions;
- **Disruption to public services** such as school closures, bin collections and welfare payments.

## The LRF has identified the following top risks for Lancashire:

- Flu-type pandemic
- Flooding
- Terrorist attack
- Industrial incident
- Loss of essential services
- Cold weather and snow
- Heatwave
- Storms and gales
- Sign up to receive information about emergencies at [www.stayintheknow.co.uk](http://www.stayintheknow.co.uk) or follow #lancsalert on social media



# Flu Pandemic

Seasonal flu occurs between October and May and people with long term medical conditions, older people and pregnant women are encouraged to have a seasonal flu vaccine because they are most at risk of developing complications if they catch flu.

A flu pandemic is different and unpredictable. It can happen at any time and is a new virus to which people have no immunity and spreads easily across the world, for which there is no readily available vaccine. Flu is characterised by high temperature, headache and muscle pain.

## Potential impact and consequences

- Pandemic flu can affect anyone and usually occurs in waves that may affect up to half the UK population with significant loss of life.
- Health and social care systems will face greater demand and those who are vulnerable may receive lower levels of care than they require.

- Normal day-to-day activity will be disrupted because of staff shortages. This may affect delivery of essential services including the emergency services. Shops may close and there may be food shortages because of staffing problems.

## What does the LRF do about pandemic flu?

The LRF has a group which maintains a dedicated pandemic plan. In the event of a pandemic organisations will work together to assess the impact on Lancashire and support the NHS and social care system to promote good infection control measures.



**Prevent the spread of flu**



**Catch it**  
Cover your nose and mouth with a clean tissue when you cough or sneeze



**Bin it**  
Dispose of used tissue in your nearest bin



**Kill it**  
Washing your hands and cleaning surfaces prevents the spread of germs

# What can you do?

- Try to stay healthy as this is the best defence against illness
- If eligible get a flu jab to protect against seasonal flu
- Follow good hygiene to prevent the spread: carry tissues and use them to catch coughs or sneezes, then bin the tissues and kill the germs by washing your hands.
- Keep a stock of “over the counter” cold and flu medication to help relieve symptoms
- Identify someone who could act as a “flu friend” to collect medicine or food to allow you to remain at home away from contact with other people.
- Follow advice from the NHS
- Sign up to receive information about emergencies at [www.stayintheknow.co.uk](http://www.stayintheknow.co.uk) or follow #lancsalert on social media



# Flooding

Flooding in Lancashire can come from the sea caused by storm surges, high tides or gale force winds which cause sea water to breach or come over the top of defences. Away from the coast, heavy or prolonged rainfall or melting snow causes flooding from rivers breaching their banks. In urban areas it comes from heavy rainfall which creates surface water flooding. While our reservoirs are built and maintained to very high standards and the likelihood of failure is low, it could lead to the sudden release of deep fast-moving water. 1 in 6 properties in England are at risk of flooding and it is expected to increase in the future. All types of flooding can happen quickly and with little or no warning but preparation is possible.

It is your responsibility to protect your home and your landlords responsibility to protect the buildings

## Potential impact and consequences

- Flood water causes lasting damage to homes, businesses, agricultural land, roads and other infrastructure, leaving behind polluted or contaminated silt or rubble



Electricity, water, telecoms and other utilities supplies will be disrupted.

- Flooding is a risk to life – just six inches of fast flowing water can knock you off your feet and a car can float in just two feet of water.
- People may have to leave their homes and restoration and recovery can take a long time, often taking a toll on personal health and wellbeing.
- Businesses – especially those involved in tourism – may face significant difficulties.

## What does the LRF do about flooding?

The LRF has a group which develops and oversees dedicated flood plans for every part of the County including plans to protect areas at risk. In the event of a flooding it will alert people to the risk of flooding; assist with managing the evacuation or rescue of people who are at risk; clear drains and roads and put in place safe routes. After a flood the resilience forum leads the clear up and recovery operation.

# What can you do?

- Find out if your property is within a flood risk area by visiting the Environment Agency website or calling Floodline on 0845 988 1188.
- If you are in an “at risk” area you can sign up to receive free flood alerts by telephone, mobile or email
- Make sure your insurance covers flooding.
- Plan what you would do if you had to evacuate and whether there are any neighbours who may need your help.
- Fill out a Home Emergency Plan
- Keep drains and gutters clear of leaves.
- Find out more about how to deal with flooding if it is likely to happen in this document
- Sign up to receive information about emergencies at [www.stayintheknow.co.uk](http://www.stayintheknow.co.uk) or follow #lancsalert on social media





# Terrorism

While the probability of getting caught up in a terror attack is small and there is no specific intelligence to suggest that Lancashire is a target for any attack, the threat from terrorism is very real.

Terrorists work to damage communities but by working together communities can tackle the problem so that everyone can go about their everyday lives freely and with confidence.

## Potential impact and consequences

The impact and consequences of a terror attack would be wide ranging and irrevocable.

Mass fatalities, widespread injury, fear and worry and damage to property or infrastructure are all possibilities.

## What does the LRF do about terrorism?

The police lead all planning in relation to counter terrorism but partners work with them to help reduce the risk by supporting the national Counter Terrorism Strategy (CONTEST).



**RUN**



**HIDE**



**TELL**

# What can you do?

In the unlikely event of getting caught up in a firearms event

- **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** the police by calling 999
- If you are asked to evacuate follow all instructions from the emergency services.
- Report anything suspicious to the **anti-terrorist Hotline 0800 789 321**
- Sign up to receive information about emergencies at [www.stayintheknow.co.uk](http://www.stayintheknow.co.uk) or follow #lancsalert on social media





# Industrial Accidents

## Industrial Accidents

Lancashire has a wide variety of industrial sites and many of these involve the use or storage of hazardous materials as part of their daily business which, have potential to cause accidents such as fire, explosion or release of chemicals that may damage people or the environment either near the site or further away. This includes two sites involving nuclear power – Heysham Power Station and Westinghouse Springfields which is governed by strict nuclear regulations. Others include sites that are regulated under COMAH regulations designed to prevent accidents and limit consequences if they do occur

## Potential impact and consequences

Large fires, explosions or a release of chemicals are potential industrial hazards which may result in loss of life and property.

Individuals health may also be affected by breathing in materials. Animals and the environment may also be harmed.

Utilities or other essential services may be affected and you may be asked to evacuate or leave an area.

## What does the LRF do about Industrial incidents?

The LRF has a dedicated group which looks at hazardous material risks and there is a dedicated plan for each site that is governed by health and safety regulations. Agencies work closely with site operators to test and practice these plans regularly.

# What can you do?

- If you live close to a potentially hazardous site you will automatically be sent information about how you could be affected by a major incident at the establishment and the safety measures you should take to stay safe in the unlikely event that something happens. Read this and keep it safe!
- In the event of an incident go inside and close all windows and doors, air conditioning or venting systems that might draw air in from outside and tune into local stations for further information. This is good advice for any large fire as exposure to smoke always poses some risk to health.
- Be prepared to evacuate if you live nearby the affected site and do not enter property that is within a cordon.
- Follow all instructions given by the emergency services.
- Sign up to receive information about emergencies at [www.stayintheknow.co.uk](http://www.stayintheknow.co.uk) or follow #lancsalert on social media



# Loss of Essential services

## Loss of essential services

In the UK, the infrastructure to supply the essential services we rely on - gas, electricity, water and telecommunications is well planned and robust with large-scale failures happening only rarely.

Essential services can be lost through the impact of severe weather, contamination, deliberate attack or industrial action.

## Potential impact and consequences

Sometimes the loss of one service is affected by the loss of another. For example, for water to be pumped effectively electricity is needed. Loss of services mean people are unable to heat or light their home, drink water cook meals or use the telephone.

Businesses, schools or public buildings may need to close and travel disruption is likely. Food shortages may also occur.

## Vulnerable customers

If you need extra support during a power cut you can register with utility companies as a priority customer.

## What does the LRF do about essential services?

The Lancashire Resilience Forum has a dedicated group that considers the risk of supply failure and it has plans in place for the loss of utilities for water and electricity. The LRF will work to identify especially vulnerable people who will need extra help in the event of loss of essential services.

# What can you do?

- If the power goes off call Freephone 105 to report it or get information.
- Loss of supply can happen without warning so it is always useful to have in stock an emergency pack containing items such as torches, bottled water and wind up/battery radio.
- They can also happen with warning – so make sure you fill baths or containers with safe water to use or purchase bottled water.
- Many landline telephones with mobile handsets require electricity and will not work in a power cut – consider purchasing a fixed telephone.
- Visit elderly neighbours or family to make sure they are coping – encourage them to stay warm with extra layers and blankets.
- If there is a power cut take care if you use candles – place them on a proper holder, do not leave them in a draught or in front of curtains
- Sign up to receive information about emergencies at [www.stayintheknow.co.uk](http://www.stayintheknow.co.uk) or follow #lancsalert on social media





# Cold Weather and Snow

## Cold weather and snow

While icy or snowy landscapes can look beautiful and can bring children a lot of fun, cold weather and snow can have a serious disruptive impact on our day-to-day lives. In the winter of 2009/10 snow caused disruption across most of the county with the record-breaking low temperatures and weeks of snow coverage

## Potential impact and consequences

Cold weather and snow brings difficulty in travelling with dangerous road conditions and with vulnerable people potentially being exposed to temperatures that might be harmful to health.

Power cuts and food shortages and closures of schools, businesses and public buildings are also features.

## What does the LRF do about cold weather?

The Lancashire Resilience Forum has a dedicated group that considers the risk of severe weather and it has a severe weather plan. In the event of adverse weather it will share early warnings.

# What can you do?

- Stay informed of weather forecasts at [www.metoffice.gov.uk](http://www.metoffice.gov.uk)
- If the power goes off in Lancashire you can call Freephone 105 to report it or get information
- Keep warm – wear layers of clothing made from wool, cotton or fleece.
- Check your heating is in good working order and that radiators are not covered by curtains or furniture. Close curtains to keep the heat in.
- Before setting off, take warm clothing, a shovel, a drink and mobile phone with you.
- Wear a hat, gloves, scarves and shoes with a good grip if you go outside
- Take care in icy conditions
- Ask yourself if you really need to travel. If you do, make sure you clear all snow from your vehicle
- Sign up to receive information about emergencies at [www.stayintheknow.co.uk](http://www.stayintheknow.co.uk) or follow #lancsalert on social media





# Heatwave

## Heatwave

Extreme heat can be really dangerous if you're elderly, very young or have an existing health problem. During a heatwave – where temperatures remain abnormally high for longer than a couple of days - deaths and serious illness rise.

## Potential impact and consequences

High temperatures lead to respiratory problems, dehydration, heat exhaustion, sunburn and often result in increased hospitalisation.

Travelling is uncomfortable – particularly when vehicles are stationary and engines overheat and roads/pathways may melt.

## What does the LRF do about hot weather?

The Lancashire Resilience Forum has a dedicated group that considers the risks posed by hot weather and it has a plan to cover heatwaves.

# What can you do?

- Stay informed of weather forecasts at [www.metoffice.gov.uk](http://www.metoffice.gov.uk)
- Keep out of the sun between 11am and 3pm
- Avoid strenuous activity – particularly outdoors
- Wear a strong sunscreen and wear a hat
- Drink plenty of water – avoid caffeine and alcohol
- Take extra care with food storage and preparation to prevent contamination and illness
- Keep yourself cool at night by sleeping with a damp sheet or holding a damp cloth at the back of your neck.
- Check up on friends, relatives and neighbours who may be less able to look after themselves
- Sign up to receive information about emergencies at [www.stayintheknow.co.uk](http://www.stayintheknow.co.uk) or follow #lancsalert on social media



# Storms and Gales

## Storms and Gales

Wind and storms are common on the west coast of the UK which often faces strong Atlantic fronts.

## Potential impact and consequences

Strong winds can cause power cuts, collapsed or dangerous structures and can leave loose debris which may result in injury to people. Conditions can also create large waves which may lead to coastal flooding

## What does the LRF do about essential services?

The Lancashire Resilience Forum has a dedicated group that considers the risk of severe weather and it has a severe weather plan. In the event of adverse weather it will share early warnings

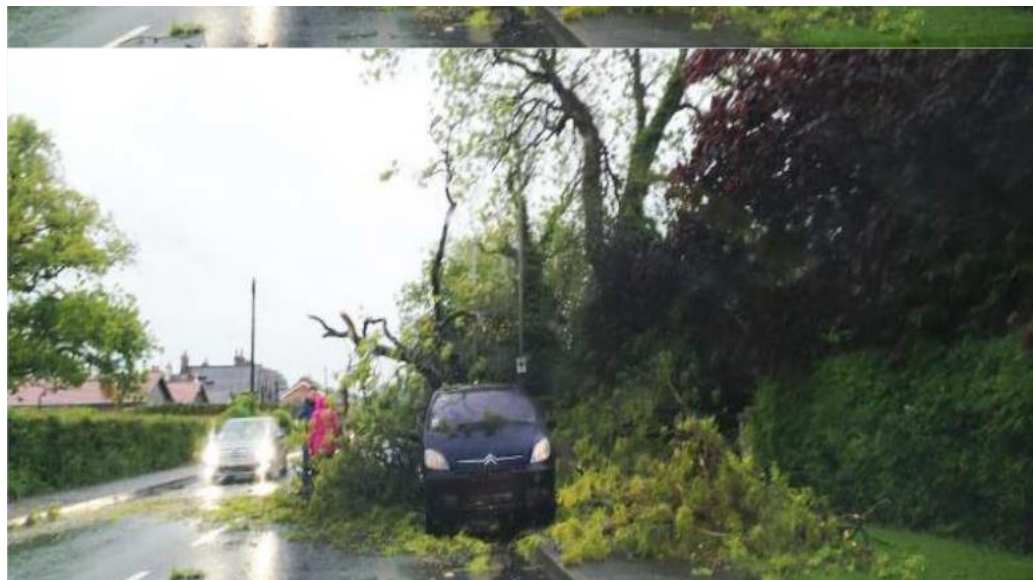
## What the met office can do

As the UK's official weather service the Met Office works closely with the media to ensure that the country is aware of, and can cope during, times of extreme weather. The Met Office Press Office provides journalists with accurate and reliable weather and climate information and resources for stories on TV and radio, in print, and online.

The Met office twitter account can also keep you informed of the latest weather news.  
[@metofficeNWEng](https://twitter.com/metofficeNWEng)

# What can you do?

- Stay informed of weather forecasts at [www.metoffice.gov.uk](http://www.metoffice.gov.uk)
- If a gale is predicted secure loose objects in your garden such as tables and chairs and trampolines. Secure your garage or shed and make sure your car is parked clear of trees, fences or buildings.
- Avoiding driving – if you do have to, lower your speed and watch out for flying debris
- Make safe any structural damage as soon as you can.
- If the power goes off in Lancashire you can call Freephone 105 to report it or get information.
- Stay away from coasts – do not go to look at waves.
- Do not touch any fallen power or phone cables.
- Sign up to receive information about emergencies at [www.stayintheknow.co.uk](http://www.stayintheknow.co.uk) or follow #lancsalert on social media





## Action Step 1 Get ready

Prepare now but **don't panic!** You would be unlucky to be caught up in a major emergency but just in case, fill in a **'My Home Emergency Plan'**.

From severe weather to chemical incidents to pandemic flu, emergencies do occur and whilst they can be unpredictable, we can plan ahead to help minimise the impact they have.

### How do we plan?

Most emergencies are dealt with by the emergency services but occasionally an incident is more serious and requires them to work with other organisations.

Lancashire Resilience Forum partners work together to plan how we would react to any emergency

We have plans to manage the most likely risks to affect Lancashire and we train throughout the year to ensure we are ready. They include:

- Chemical incidents
- Severe weather
- Business continuity

Enter the word **ICE** in your mobile phone contact list and then the phone number of your emergency contact (next of kin or friend).

Those with iPhones can enter your Medical ID information which includes giving an emergency contact.

Your contact should agree to this and know any important information about you such as medications, allergies, medical conditions, etc.

If you don't have a mobile phone – write this information on a card and keep it in your wallet or purse.





## Action Step 2

# Get an Emergency Pack

In some cases you may have to leave your home quickly so it is important to have basic necessities to hand.

In some cases the emergency services may not be able to reach you straight away and you may have to support yourself and your family for some time.

In some cases the emergency services may not be able to reach you straight away and you may have to support yourself and your family for some time.

These are some of the items that can be included

- Copy of Emergency Plan
- First aid kit and medication
- Copies of important family documents in a waterproof bag
- Prescription medication.
- Cash and credit cards
- Car keys
- Toiletries and sanitary supplies
- Mobile phone and charger
- Infant supplies
- Spare clothes
- A battery torch with spare batteries or a wind up torch
- A battery radio with spare batteries or wind up radio
- Bottled water and emergency food, enough for three days
- Childcare supplies or other special care items
- Extra set of house and car keys

Keep an Emergency Grab Bag in your car. This is extremely important during cold weather.





## Action Step 3 Get Informed

As well as being prepared, keeping yourself informed of what is happening will help you during an emergency.

If there is an emergency, there is an agreement with the BBC TV and BBC Radio to interrupt regular broadcasting to keep you informed of developments and give you advice.

Regular updates on developments will also be shared by the emergency services on Twitter and can be found by using the hashtag [#lancsalert](#) see [Useful links in your Home Emergency Plan](#)

**Follow these steps in case of an emergency:**

### Go in, Stay in, Tune in

- **Go in** – Find a place of safety and close doors and windows. In some circumstances your local council may have opened a rest centre to provide a place of safety if you have no other options.
- **Stay in** – Stay inside as long as it is safe to do so. You can use this time to contact your family and friends and make sure they are safe, and confirm that you are safe. Report anyone missing to the police.
- **Tune in** – Local radio stations, TV and internet news sources are used by emergency responders to issue specific advice (you may want to get a wind-up radio because it wouldn't need new batteries during a power cut).





# Home Emergency Plan

Name	
Address	



# PREPARE YOUR HOUSEHOLD

Check off each suggestion when you have done the following.

Complete	Action
	Fit smoke alarms.
	Prepare escape routes; at least two from each room in the house if you can.
	Decide where you would shelter in the house in the event of an emergency (for example the upper floor in the event of a flood).
	Know the quickest route out of your home and neighbourhood.
	Make sure all members of the household know how to switch off the gas, electricity and water at the mains.
	Put your emergency phone numbers by your telephone. You may want to keep a copy in your purse or wallet too.
	Teach children how and when to call the Emergency Services (999).
	Have sufficient food in your house for three days.
	Have a first aid kit and make sure everyone in the household knows where it is.
	Do you have valid insurance cover for your house and contents?
	Does your child's school have updated information about how to reach a parent or designated adult?
	Any other information you think might be important.







# DURING AN EMERGENCY

## GO IN, STAY IN, TUNE IN

If you are not involved in an emergency but are close by or believe you may be in danger, you should; close all doors and windows, stay in your home, school or work place until you are told it is safe to leave. Listen to local radio and TV stations for updates and follow #lancsalert on Twitter.

**If the danger is inside, get out, stay out and call the emergency services.**

### Your local radio/TV stations and media sites are:

- 'The Bay' Radio Station (96.9 FM)
- BBC Radio Lancashire (104.5 FM)
- Rock FM (97.4 FM)
- BBC North West
- ITV Granada
- Lancashire County Council Facebook: [www.facebook.com/lancashirecc](http://www.facebook.com/lancashirecc)
- Lancashire County Council Twitter: [www.twitter.com/lancashirecc](http://www.twitter.com/lancashirecc)

To receive instant updates from Lancashire Constabulary in the event of an emergency, sign up to the FREE 'In The Know' messaging service at [www.stayintheknow.co.uk](http://www.stayintheknow.co.uk) to receive messages via SMS text, email or voice message or follow them at:

[www.facebook.com/lancspolice](http://www.facebook.com/lancspolice)

[www.twitter.com/lancspolice](http://www.twitter.com/lancspolice)

[www.twitter.com/LancashireFRS](http://www.twitter.com/LancashireFRS) #lancsalert

## EVACUATION

### Always follow instructions from the Emergency Services

You may be asked to leave your home for your own safety. If so, you will be told where the Council Evacuation Rest Centre is. If you can, you may wish to stay with friends or family who are not affected.

**Who can we stay with?** Try to think of two different locations in case someone is not available during the emergency.

**Who can our pets stay with?** Try to think of somewhere your pets can stay in an emergency

Name	Address	Contact numbers
Name	Address	Contact Numbers

# EVACUATION

If we have to leave home, how do we turn off the following?

Only do this if you have time and it is safe to do so

Utility	Location
Gas	
Electric	
Water	

If you have time, secure your premises before you leave and **don't return home until you are told it is safe to do so.**

**If we are not at home and can't contact each other, where can we meet?** Try to pick two locations, one near home and another further away in case the emergency prevents you from getting to one.

Location 1	
Location 2	

**Never travel anywhere if you are told it is not safe to do so**

Do we have any neighbours who need our help?

Name	Address	Contact numbers

Name	Address	Contact Numbers



# Useful Links

Description	Type	Link
In the Know (Community Alerts)	Website	<a href="https://www.stayintheknow.co.uk/">https://www.stayintheknow.co.uk/</a>
	Facebook:	<a href="https://www.facebook.com/lancspolice">https://www.facebook.com/lancspolice</a>
	Twitter:	<a href="https://twitter.com/LancsPolice">https://twitter.com/LancsPolice</a>
Lancashire Constabulary	Website	<a href="http://www.lancashire.police.uk/">http://www.lancashire.police.uk/</a>
	Facebook:	<a href="https://www.facebook.com/lancspolice">https://www.facebook.com/lancspolice</a>
	Twitter:	<a href="https://twitter.com/LancsPolice">https://twitter.com/LancsPolice</a>
Lancashire Fire & Rescue Service	Website	<a href="http://www.lancfirerescue.org.uk">http://www.lancfirerescue.org.uk</a>
	Facebook:	<a href="https://www.facebook.com/LancashireFireandRescueService">https://www.facebook.com/LancashireFireandRescueService</a>
	Twitter:	<a href="https://twitter.com/LancashireFRS">https://twitter.com/LancashireFRS</a>
North West Ambulance Service	Website	<a href="http://www.nwas.nhs.uk/">http://www.nwas.nhs.uk/</a>
	Facebook:	<a href="https://www.facebook.com/nwasofficial">https://www.facebook.com/nwasofficial</a>
	Twitter:	<a href="https://twitter.com/nwambulance">https://twitter.com/nwambulance</a>
NHS 111	Website	<a href="https://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx">https://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx</a>
	Facebook:	<a href="https://www.facebook.com/nhschoices">https://www.facebook.com/nhschoices</a>
	Twitter:	<a href="https://twitter.com/nhschoices">https://twitter.com/nhschoices</a>
Electricity North West	Website	<a href="http://www.enwl.co.uk/">http://www.enwl.co.uk/</a>
	Facebook:	<a href="https://www.facebook.com/ElectricityNorthWest">https://www.facebook.com/ElectricityNorthWest</a>
	Twitter:	<a href="https://twitter.com/electricitynw">https://twitter.com/electricitynw</a>
United Utilities	Website	<a href="http://www.unitedutilities.com/">http://www.unitedutilities.com/</a>
	Facebook:	<a href="https://www.facebook.com/OfficialUnitedUtilities">https://www.facebook.com/OfficialUnitedUtilities</a>
	Twitter:	<a href="https://twitter.com/unitedutilities">https://twitter.com/unitedutilities</a>
National Grid	Website	<a href="http://www.nationalgrid.com/uk/">http://www.nationalgrid.com/uk/</a>
	Facebook:	<a href="https://www.facebook.com/nationalgriduk">https://www.facebook.com/nationalgriduk</a>
	Twitter:	<a href="https://twitter.com/nationalgriduk">https://twitter.com/nationalgriduk</a>
Met Office	Website	<a href="http://www.metoffice.gov.uk/">http://www.metoffice.gov.uk/</a>
	Facebook:	<a href="https://www.facebook.com/metoffice">https://www.facebook.com/metoffice</a>
	Twitter:	<a href="https://twitter.com/metoffice">https://twitter.com/metoffice</a>
Environment Agency	Website	<a href="https://www.gov.uk/government/organisations/environment-agency">https://www.gov.uk/government/organisations/environment-agency</a>
	Facebook:	<a href="https://www.facebook.com/environmentagency">https://www.facebook.com/environmentagency</a>
	Twitter:	<a href="https://twitter.com/envagency">https://twitter.com/envagency</a>
Lancashire County Council	Website	<a href="http://www.lancashire.gov.uk/">http://www.lancashire.gov.uk/</a>
	Facebook:	<a href="https://www.facebook.com/lancashirecc">https://www.facebook.com/lancashirecc</a>
	Twitter:	<a href="https://twitter.com/LancashireCC">https://twitter.com/LancashireCC</a>
Blackpool Council	Website	<a href="http://www.blackpool.gov.uk">www.blackpool.gov.uk</a>
	Facebook:	<a href="https://www.facebook.com/bpoolcouncil">https://www.facebook.com/bpoolcouncil</a>
	Twitter:	<a href="https://twitter.com/bpoolcouncil">https://twitter.com/bpoolcouncil</a>
Blackburn with Darwen Council	Website:	<a href="http://www.blackburn.gov.uk">www.blackburn.gov.uk</a>
	Facebook:	<a href="https://www.facebook.com/BlackburnDarwenCouncil">https://www.facebook.com/BlackburnDarwenCouncil</a>
	Twitter:	<a href="https://twitter.com/blackburndarwen">https://twitter.com/blackburndarwen</a>
University Hospitals of Morecambe Bay	Website:	<a href="https://www.uhmb.nhs.uk/">https://www.uhmb.nhs.uk/</a>
	Facebook:	<a href="https://en-gb.facebook.com/UHMBT/">https://en-gb.facebook.com/UHMBT/</a>
	Twitter:	<a href="https://twitter.com/UHMBT">https://twitter.com/UHMBT</a>
Blackpool Teaching Hospitals	Website:	<a href="https://www.bfwh.nhs.uk/">https://www.bfwh.nhs.uk/</a>
	Facebook:	<a href="https://www.facebook.com/blackpoolhospitals/">https://www.facebook.com/blackpoolhospitals/</a>
	Twitter:	<a href="https://twitter.com/BlackpoolHosp">https://twitter.com/BlackpoolHosp</a>
East Lancashire Teaching Hospitals	Website:	<a href="https://www.elht.nhs.uk/">https://www.elht.nhs.uk/</a>
	Facebook:	<a href="https://en-gb.facebook.com/EastLancashireHospitals/">https://en-gb.facebook.com/EastLancashireHospitals/</a>
	Twitter:	<a href="https://twitter.com/EastLancsHosp">https://twitter.com/EastLancsHosp</a>
Lancashire Teaching hospitals	Website:	<a href="https://www.lancsteachinghospitals.nhs.uk/">https://www.lancsteachinghospitals.nhs.uk/</a>
	Facebook:	<a href="https://en-gb.facebook.com/LancsHospitals/">https://en-gb.facebook.com/LancsHospitals/</a>
	Twitter:	<a href="https://twitter.com/lancshospitals?lang=en">https://twitter.com/lancshospitals?lang=en</a>

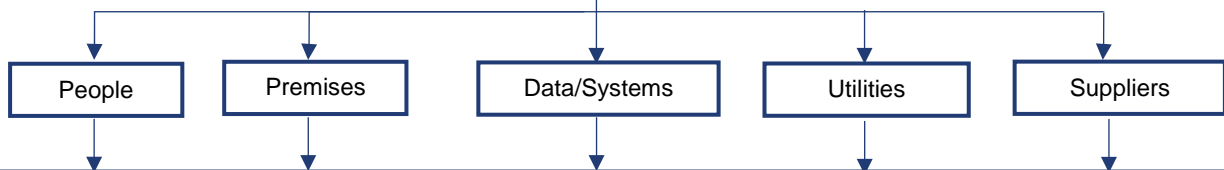


# WOULD YOU BE READY?

## Take 10 Minutes to develop an Emergency Plan

### 1. Understand your business critical functions and activities

List your business critical functions and activities ie without which your business will be unable to deliver products and/or services and could ultimately fail



### 2. Timeframes

What is the maximum period of time these critical functions and activities could be suspended without causing your business lasting damage? (e.g. 24 hours, 7 days, 14 days etc.)

### 3. Assess your risk

Consider what **impact** a disruptive event such as a cyber attack or a flood could have on these critical functions and activities and the **likelihood** of them occurring - categorise as **high, medium or low risk** to help prioritise action e.g.

- Key staff are unavailable
- Loss of customer data
- Unable to access IT systems
- Unable to access premises
- Major supplier goes out of business
- Telecommunications outage
- Loss of electricity, water or gas
- Transport networks are disrupted

### 4. Reduce your risk

What preventative measures can you put in place to help reduce the impact of a disruptive event in each of these areas?  
You can use the checklist overleaf as a prompt

### 5. Develop an Emergency Plan

The plan should include a primary and deputy contact to implement the plan as well as triggers for when the plan should be invoked. The plan must be documented and reviewed regularly - at least every six months

### 6. Communicate and rehearse your Emergency Plan

Include the plan in staff induction and regular staff training. Regularly test and rehearse elements of the plan.  
Consider sharing your resilience plan with your suppliers and local business network

### 7. Create an Emergency Communications Plan

This plan should include key contacts, a chain of command, and processes for tracking and communicating business and employee status. It should also be reviewed and updated regularly



## 10 Minute Emergency Plan – Checklist

Stay informed	check
<p>Check your insurance and make sure you understand the terms and conditions and any exclusions</p> <p>Check live alerts – sign up for <a href="#">flood warnings</a> and <a href="#">Cross Sector Safety and Security Communications</a></p> <p>Download the <a href="#">British Red Cross Emergency</a> app</p> <p>Check your <a href="#">flood risk</a>– coastal, river, rainfall/run-off</p>	
People	check
<p>Identify and document key procedures and details of staff with key skills and knowledge</p> <p>Consider contingency training for key roles/functions</p> <p>Consider Health &amp; Safety staff training including First Aid</p> <p>Consider remote working policy</p> <p>Nominate a primary and deputy contact to implement your Emergency Plan</p> <p>Communicate your Emergency Plan to staff and rehearse</p>	
Premises	check
<p>Understand site evacuation routes and undertake weekly security checks – IT / Fire alarm / Security system</p> <p>Consider back up premises a) 3rd party provides recovery site/equipment b) reciprocal agreement with another organisation</p> <p>Consider <a href="#">flood</a> and <a href="#">fire</a> protection measures</p> <p>Create an emergency contacts list for tradespeople such as glaziers, carpenters and electricians</p> <p>Prepare a flood kit – supplies for &lt;3 days and copies of key documents including your Emergency Plan and contact lists</p> <p>Develop a <a href="#">dynamic lockdown procedure</a></p>	
Data	check
<p>Use <a href="#">secure devices and software</a> which are kept up to date</p> <p>Use <a href="#">passwords</a> to protect your data</p> <p>Protect against <a href="#">viruses and malware</a></p> <p>Regularly provide cyber security training for your staff</p> <p>Regularly <a href="#">back-up digital data</a> and keep a copy offsite and/or in the cloud</p> <p>Scan paper copies/key documents and store copies offsite</p>	
Utilities	check
<p>Consider back-up utilities; energy, water and telecommunications</p> <p>Consider portable generators - provided by a 3rd party</p>	
Suppliers	check
<p>Create a contact list of current and alternative suppliers and diversify suppliers where possible</p> <p>Include in tender process/contracts the need for a supplier to have their own emergency/business continuity plans in place</p> <p>Share your Emergency Plan with neighbouring businesses and identify ways to provide mutual support</p>	
Communication	check
<p>Create contact lists and cascade plan:</p> <ul style="list-style-type: none"><li>• All staff and their emergency contacts (ie next of kin)</li><li>• Key customers and suppliers</li><li>• Insurer – claims manager</li><li>• Bank – relationship manager</li><li>• Neighbouring businesses that could provide support/may need to be informed about the disruptive event</li><li>• IT and cyber security support</li><li>• Electricity, gas and water (24 hour emergency)</li></ul> <p>Be prepared to use social media to communicate with stakeholders about your business disruption</p>	