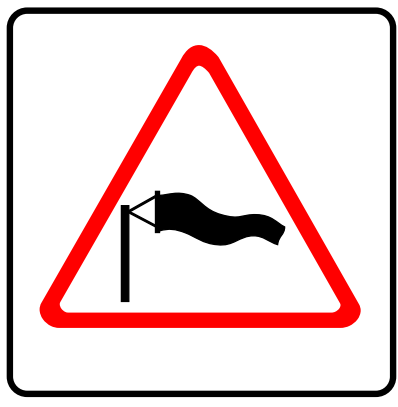


# Preparing for Emergencies in Lancashire





# The Lancashire Resilience Forum

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 do to keep you safe.



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;
- Learning the lessons from incidents and exercises.

When an incident occurs, all members of the LRF work together from a single building 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 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.



# Risks in Lancashire

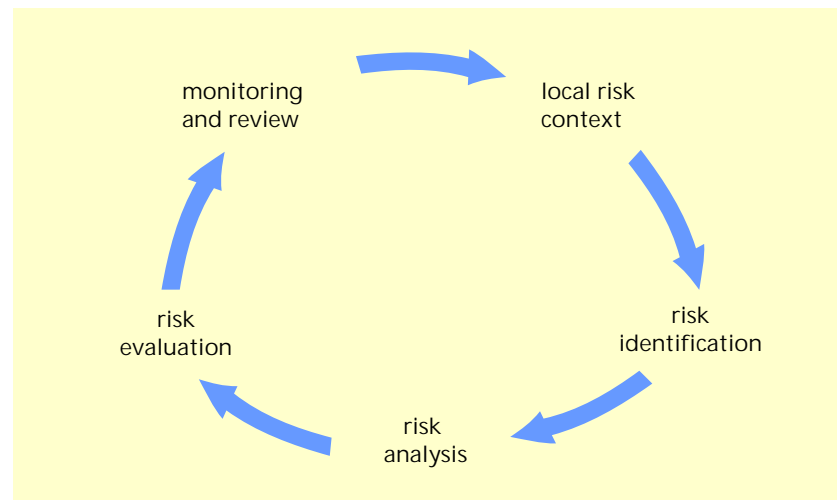
## Community Risk Register

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 Lancashire Resilience Forum 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 society.

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 ~~WH~~ ~~DH~~ still relevant and there are no newly emerging issues to consider.



## About Lancashire – the local risk context

Lancashire comprises 12 districts within the Lancashire County Council area and two unitary authorities of Blackburn with Darwen and Blackpool. It covers just over 3,000 square kilometres including 123Nm of coastline from West Lancashire in the south to Morecambe Bay in the north, including the major tourist resorts of Blackpool, Fleetwood and Morecambe. With a resident population of 1.45 million, it is one of the most populated and urbanised shire counties in Britain, with a legacy of historical industrial heritage. Conurbations include Preston, Lancaster, Burnley, Blackburn and Skelmersdale. In contrast, large parts of the county are sparsely populated with coastal and estuary landscapes; moorland or arable countryside. Major motorways traverse the county with the M6 running through the entire length of the county, as does the West Coast Mainline. There are ports at Heysham and

Fleetwood and an airport in Blackpool. There are two nuclear facilities within the county – Heysham and Springfields – and thirteen industrial sites which require special plans to deal with hazards under COMAH legislation. Off shore wind generation and oil fields sit off the coast in Morecambe Bay. There are two large universities in Lancaster and Preston and major hospitals in Blackburn, Preston, Blackpool and Lancaster.

## Common consequences

It really isn't possible to foresee every circumstance, and isn't practical to have detailed plans for every potential risk scenario. But there are many emergencies that create similar problems that the LRF includes in its plans and considers when responding.



## The top risks in Lancashire

The LRF has identified the following top risks for Lancashire:

- **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 DQGwelfare payments.

- **Flu-type pandemic**
- **Flooding**
- **Terrorist attack**
- **Industrial incident**
- **Loss of essential services**
- **Cold weather and snow**
- **Heatwave**
- **Storms and gales**

# Preparing for Emergencies

We can prepare for some things in life but can we plan for the unexpected?



- Chemical incidents
- Severe weather
- Business continuity

Use the guide below to learn about preparing for these risks and complete your own emergency plan.

## Get ready – Action Step 1

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

## ICE – In Case of Emergency

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.

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:



## Step 2 – get an emergency pack together

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.

An emergency pack, with essential items, stored in a safe but easily accessible place will help you if you are stuck in your own home or if you are evacuated from your home.

Tick off these suggested items as you put them into your emergency pack.

- Copy of W+RP H EP 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.



### Step 3 – keep informed Go in, Stay in, Tune in

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

Follow these steps in case of an emergency:

- **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).



**BBC RADIO**  
**LANCASHIRE**  
95.5 FM | 103.9 FM | DAB

**BBC RADIO**  
**MANCHESTER**  
95.1FM | 104.6FM | DAB

**BBC RADIO**  
**MERSEYSIDE**  
95.8FM | 1485AM | DAB





# Home Emergency Plan

# DURING AN EMERGENCY

## GO IN, STAY IN, TUNE IN

If you are not involved in the emergency but are close by, or think you are 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.

To receive alerts on emergencies from the Emergency Services sign up to [In The Know](#).

If the danger is inside, get out, stay out and call the Emergency Services

## EVACUATION

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.

Always follow instructions from the Emergency Services

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

Name: Address: Phone Number:
Name: Address: Phone Number:

**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.

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

Location 1:
Location 2:
<b>If we can't get to the meeting place, who can we all contact to say we are all safe?</b>
Name: Phone Number:

**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**

Gas:
Electricity:
Water:

**Do we have any neighbours that might need our help?**

Name: Address: Phone Number:
Name: Address: Phone Number:
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.

## HOME EMERGENCY KIT

You should try to put an emergency kit together. If you do, ensure it is kept somewhere safe. It may be useful if you have to stay in your house, or leave in a hurry. If not, at least make a note of where important items are.

**What goes into your kit is a personal decision!**

ITEM	LOCATION
Medication and prescriptions.	
Tinned or dried food, water and children's essentials for three days (remember to check and change water and food regularly).	
Pet food.	
Basic cutlery and tin opener.	
Wind up or battery powered torch and radio (with spare batteries).	
Blankets and first aid kit.	
Copies of important documents (birth certificates, insurance papers etc).	
Extra set of house and car keys.	
Change of clothing, footwear and sleepwear.	
A small amount of cash including change.	
Important contact details.	
Your +RP H( emergency 3lan.	



## PREPARE YOUR HOUSEHOLD

Check off each suggestion when you have done the following.

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.	

## EMERGENCY CONTACT NUMBERS

Keep this list handy and make extra copies if needed. You may also want to store a copy in your emergency kit.

<b>Emergency Services</b>	999
<b>Lancashire City Council - Customer Contact Centre</b>	0300 123 6701
<b>United Utilities</b>	0845 746 2200
<b>Electricity North West</b>	105 or 0800 195 4141
<b>National Gas Emergency Service</b>	0800 111 999
<b>Environment Agency Floodline</b>	0845 988 1188
<b>Association of British Insurers (ABI)</b>	0207 600 3333
<b>NHS</b>	111
<b>Family Doctor</b>	
<b>Your Insurance Company (Buildings)</b>	
<b>Your Insurance Company (Contents)</b>	
<b>Your Insurance Company (Car)</b>	

## USEFUL LINKS

Description	Link
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>
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>
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>
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>
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 Fire & Rescue Service	Website <a href="http://www.lancsfirerescue.org.uk">http://www.lancsfirerescue.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>
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>
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>
UK Government Advice	Website <a href="https://www.gov.uk/local-planning-emergency-major-incident">https://www.gov.uk/local-planning-emergency-major-incident</a> Facebook: <a href="https://www.facebook.com/UKgovernment">https://www.facebook.com/UKgovernment</a> Twitter: <a href="https://twitter.com/GOVUK">https://twitter.com/GOVUK</a>

Description	Link
NHS 111	Website: <a href="http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx">http://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>
Lancashire Care NHS Foundation Trust	Website: <a href="https://www.lancashirecare.nhs.uk/">https://www.lancashirecare.nhs.uk/</a> Facebook: <a href="https://en-gb.facebook.com/lancashirecare/">https://en-gb.facebook.com/lancashirecare/</a> Twitter: <a href="https://twitter.com/LancashireCare">https://twitter.com/LancashireCare</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>



# 10 Minute

## Emergency Plan for your business

### Take 10 minutes to help prepare your business

This 10 minute plan is designed to help small to medium-sized businesses prepare for, respond to and recover from emergencies, such as flooding, cybercrime and civil unrest

#### 1. Emergencies

Consider the following impacts on your business	High	Med	Low
<b>Access to site and premises prevented</b>			
Disruption from external events such as flooding or fire			
Critical equipment fails or a major supplier goes out of business			
Loss of electricity, water or gas			
Disruption to key transport networks			
Key staff are absent at the same time			
Burgled or vandalised office			
IT and telecommunications outages			



#### 2. Plan ahead

What could you do to protect your business?	Yes	No
Check live alerts – sign up for <a href="#">flood warnings</a> and <a href="#">Cross Sector Safety and Security Communications</a>		
Horizon scanning – keep up to date with national and local issues		
<a href="#">Download the British Red Cross Emergency App</a>		
<a href="#">Check your flood risk</a> – coastal, river, rainfall/run-off		
Consider flood protection – raise electrical/valuable items and implement flood measures		
Consider insurance limits – excess and coverage terms and conditions, watch for small print and under insurance		
Understand site – evacuation routes, flood plans, chemical plans		
Consider back-up utilities – energy, water and communications		
Create checklist for new starters and leavers – new passwords, access codes and keys		
Follow data protection guidance		
Back-up computers and key documents - keep copies safe / offsite		
Undertake weekly security checks – IT / Fire Alarm / Safety System / Burglar Alarm		
Ensure staff understand colleagues' job roles to cover for absences		
Consider Health & Safety Staff Training including First Aid		
Create contact list of current and alternative suppliers		
Document key processes / procedures		
Share resilience plans and identify ways to support neighbouring businesses		



#### 3. Communicate

How should you communicate?	Yes	No
<b>Capture Business Emergency Contacts – overleaf</b>		
Detail important information and contacts, including staff, emergency, customers and suppliers		
Communicate to staff		
Regularly review and update contacts (every 3 to 6 months)		
Keep contacts in a safe place / offsite		
Regularly test and check key elements of the plan (every 3 months to 6 months)		
Create an emergency 'grab bag' – key documents, plans and contact details		



# Business Emergency Contacts

## Your main contact details

Have you nominated a primary and deputy contact to implement the 10 Minute Plan?

Do you have an emergency contacts list for tradespeople such as glaziers, carpenters and electricians?

## Alternative premises

Where can you go if you cannot access your premises? Is it suitably equipped for temporary operation of your core business activities? How would you communicate with your customers and suppliers? Who would do this if you were unavailable?

## People you would need to contact

### Insurance details

#### Insurance company (Claims Supporting contacts) \_\_\_\_\_

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_ Policy number: \_\_\_\_\_

#### Key People (Managers/Staff/Emergency contacts) \_\_\_\_\_

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

#### Key Suppliers (Services/Stock/Equipment/Raw materials) \_\_\_\_\_

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

#### Customers contacts [Capture separately if preferable]

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

#### Neighbouring/Supporting Business

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

### Other Useful Contacts

#### Emergency services 101 non-emergency | 999 emergencies \_\_\_\_\_

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_

#### IT and cyber security support [add website] \_\_\_\_\_

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_

#### Emergency response contractor [add website] \_\_\_\_\_

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_

#### Electricity – (24hr faults) [add website] \_\_\_\_\_

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_ Acct no: \_\_\_\_\_ Shut off location: \_\_\_\_\_

#### Gas – (24hr emergency) [add website] \_\_\_\_\_

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_ Acct no: \_\_\_\_\_ Shut off location: \_\_\_\_\_

#### Water – (24hr) [add website] \_\_\_\_\_

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_ Acct no: \_\_\_\_\_ Shut off location: \_\_\_\_\_

#### Telephone provider [add website] \_\_\_\_\_

Landline: \_\_\_\_\_ Mobile: \_\_\_\_\_ Acct no: \_\_\_\_\_

## Actions – Stay in contact with key people, keep them informed

Call 999 if people or property are in danger

Assess the impact on your business and how long it will last

Contact your insurance company (take lots of pictures and video as evidence of any loss or damage)

Contact staff, suppliers and customers to let them know what has happened

Use social media such as Facebook, Twitter and Snapchat to send messages out about business disruption

Identify what business activities can continue and which may need to be put on hold

Speak to neighbouring businesses to see if they can help

Contact your local council to see if they can help.

# The Top Risks in Lancashire

## 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 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 temperatures, 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.
- People may be encouraged to avoid places where there is potential for high levels of human contact and activities such as football matches may be cancelled.

## What you can do

- Try to stay healthy as this is the best defence against illness
- Get a seasonal 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.
- Find out more in this [doFXP HQW](#)
- Sign up to In the Know to receive information about emergencies and follow [#@ncsDert](#) on social media

## What does the LRF do about flu?

The LRF has a group which develops and oversees a dedicated pandemic plan. In the event of a pandemic it will assist with management of demand on the NHS and social care system; promote good infection control measures; distribute any medicine or coordinate vaccination programmes; raise awareness and put in place measures to cope with increased death rates.



# 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 is 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.

## Potential impact and consequences

- 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.

- 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.
- 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 you can 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.

- If your property is at risk think about purchasing flood protection products such as sandbags or flood skirts.
- 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 [D+ome \(mergency 3lan](#)
- Keep drains and gutters clear of leaves.
- Find out more about how to deal with flooding if it is likely to happen in this [doFXP HQW](#)
- Sign up to In the Know to receive information about emergencies and follow [#@ncsDert](#) on social media

## 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.



# Industrial incidents



## What you can 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 in to local radio 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.
- You can also sign up to In the Know to receive information about emergencies and follow #QncsDert on social media.

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, KDYH 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.

# 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 you can do

- Report anything suspicious to the anti-terrorist [KNATCH RQ](https://www.knatchrq.org.uk) 0800 789 321
- In the unlikely event of getting caught up in a firearms event



**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** 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

- If you are asked to evacuate – follow all instructions from the emergency services.
- Sign up to In the Know to receive information about emergencies and follow #@ncsDert on social media

## 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).



# 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 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 you can 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.
- 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

before setting off, take warm clothing, a shovel, a drink and mobile phone with you.

- You can also sign up to In the Know to receive information about emergencies and follow #@ncsDert on social media.

## What does the LRF do about cold weather?

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

# 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.

## What you can do

- If the power goes off in Lancashire you can 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
- You can also sign up to In the Know to receive information about emergencies and follow #@ncsDert on social media.

## What does the LRF do about essential services?

The Lancashire 5 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.



# Heatwave



- Keep yourself cool at night by sleeping with a damp sheet or holding a damp cloth at the back of your neck.
- You can also sign up to In the Know to receive information about emergencies and follow #@ncsDert on social media.

## What does the LRF do about hot weather?

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

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 you can 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

# 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 you can 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
- 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.

- Make safe any structural damage as soon as you can.
- You can also sign up to In the Know to receive information about emergencies and follow #@ncsDert on social media.

## What does the LRF do about essential services?

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

