

# West Mercia Community Risk Register 2016-2019



west mercia  
**local resilience forum**  
*'together prepared'*



**PREPARING FOR EMERGENCIES**  
WHAT YOU NEED TO KNOW

# West Mercia

## Community Risk Register

### Emergency Planning and Management of Risks

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This document is designed to help people understand the risks that could occur where they live, so that they can think about how they can be better prepared in their homes, communities and businesses.

Looking at all of the risks together can also help emergency services, local authorities and other organisations plan their joint response.

## THE LOCAL RESILIENCE FORUM

### WHO WE ARE

The West Mercia Local Resilience Forum (WMLRF) is a partnership, made up of all the organisations needed to prepare for and respond to any major emergency in the area.

West Mercia covers the following areas:

- Herefordshire
- Shropshire
- Telford & Wrekin
- Worcestershire

The LRF partners include the emergency services, the local authorities, health agencies and the Environment Agency along with voluntary and other agencies.

Under the Civil Contingencies Act (2004) every part of the United Kingdom is required to establish a resilience forum.

The West Mercia LRF is currently chaired by David Shaw, Chief Constable of West Mercia Police.

## Introduction

This Community Risk Register (CRR) for 2016-2019 provides information on the greatest risks that may occur within West Mercia, together with an assessment of how likely they are to happen and the impacts if they do occur. These risks are regularly reviewed and have led to this CRR.

### WHAT WE DO

The aim of the WMLRF is:

*To ensure that there is an appropriate level of preparedness to enable an effective multi-agency response to emergency incidents, which have a significant impact on the communities of the WMLRF.*

All services and organisations work together to ensure that the best possible preparations and plans are in place for emergencies. These are regularly tested and updated so that agencies can respond immediately and effectively to any threat.



# What is the Community Risk Register?

**West Mercia LRF legally has to produce a Community Risk Register (CRR) to look at the likelihood and impact of a range of hazards happening.**



The CRR focuses on serious risks that could result in an emergency, defined as:

- An event or situation which threatens serious damage to human welfare in a place in the United Kingdom;
- An event or situation which threatens serious damage to the environment of a place in the United Kingdom;
- War or terrorism which threatens serious damage to the security of the United Kingdom.

*Source: Civil Contingencies Act (2004)*

Not all the risks in West Mercia have been described in this document. However the main risks, which could affect our routine day to day lives, are included.

West Mercia risk assessments are reviewed regularly or when required. The process takes into account national guidance and advice, combined with local knowledge and expertise across our area. This information is then given to the LRF professional partners to assess, discuss and act upon to improve our capability to respond to any form of disruptive challenge. Examples of this work include training multi-agency responders and updating plans.

The risks described are not deliberate acts of third parties or terrorism. These are covered separately by the emergency services and government. More information on such terrorist related threats can be viewed on the National Risk Register.

<https://www.gov.uk/government/publications/national-risk-register-of-civil-emergencies>

## RISK ANALYSIS

Each entry in the CRR has a lead organisation responsible for co-ordinating the risk assessment. This looks at the likelihood and the impact:

- Likelihood is the probability of an incident related to a hazard happening over the next 5 years.
- Impact is a measure of the severity of the potential harm caused by the hazard or threat, looking at impacts on health, the economy, the environment and society.

## RISK CONTEXT

The West Mercia CRR puts the national risks in a local context, by looking at things like economic, geographic and demographic factors, whether the risk has happened before and what is in place to control it.



**To understand why some risks are more significant in West Mercia, we need to look at the profile of the area, including social, economic and geographical factors. These factors also influence how we can prepare for and manage emergencies locally.**

West Mercia is the title of the police force which was created in 1967 and comprises the three counties in the very heart of England.

It derives its title from the ancient Kingdom of Mercia which stretched from the Welsh Marches in the west to Anglia in the east. Today however, West Mercia still retains borders with Wales but now stretches to the boundary with the West Midlands conurbation in the east. In the north it meets with the county of Cheshire and has Gloucestershire as its southern neighbour.

The force area has a land mass of 7,429 square kilometers (2,868 square miles) and is the fourth largest police force area in England and Wales.

The total population of the area is 1,158,478 (2.3% minority ethnic) with main centres of population in the Cathedral cities of Worcester and Hereford and county town of Shrewsbury. Other main population centres include Telford, Kidderminster and Redditch. Population density is at its greatest in the east of the area particularly adjoining the West Midlands and becomes sparse in the more rural areas meeting the Welsh border. There are 478,398 dwellings within the three counties.

Three of our four local authorities (Herefordshire, Shropshire and Worcestershire) report that they have a comparatively higher than national average population of 65+ year olds residing in their areas. Telford and Wrekin however have a lower than average number of 65+ year olds with a higher than national average population of 15 yrs or less.

## The West Mercia Profile

**Some risks are more likely to happen in West Mercia, or they may have a bigger impact here, compared to other parts of the country.**



The economy of the area includes service sector, technology, tourism and has a strong agricultural base. A manufacturing capability still thrives but this is in stark contrast to the industrial heritage that can be found in Telford, birthplace of the industrial revolution.

Each of our three counties has a developed road and rail infrastructure. The M5 motorway runs from north to south across the area while the M54 and M50 provide direct access from the West Midlands into Wales. In total 13,621 kilometers (8,464 miles) of roads serve the counties.





**An Influenza (flu) pandemic is a worldwide event, in which many people are infected with a flu virus in a short time.**

The World Health Organisation considers an outbreak to be a pandemic when:

- The infectious agent hasn't been seen before and there is no natural immunity to it;
- The agent infects humans;
- It spreads easily and survives in humans.

Unlike a normal flu virus, which has a 'season' (October to May in the UK), a flu pandemic can occur at any time.

Based on what has happened during previous pandemics, 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 of the population could be directly affected.

### HISTORY

The most notable influenza pandemic of the last century occurred in 1918 and is often referred to as 'Spanish flu'. It caused serious illness with an estimated 20 to 40 million deaths worldwide (with the largest rates of death in people between 20 and 45 years old) and major disruption. In the UK alone there were an estimated 228,000 additional deaths.

As a result of rapid spread from person to person, pandemics have significant global consequences on communities and economies, as well as on human health.

**The lead agency for this risk is the NHS and Public Health England.**



## RISK IMPACTS

Based on historical information, scientific evidence and modelling, the following impacts are predicted for future pandemics:

- Many millions of people around the world will become infected causing global disruption and a potential humanitarian crisis;
- Up to half the UK population may become infected and between 50,000 and 750,000 additional deaths may have occurred by the end of the pandemic;
- Healthcare and local authority social care will become overloaded;
- Normal life is likely to face widespread disruption, particularly due to staff shortages affecting the provision of essential services, including production and transport of goods.

## CONSEQUENCES

The consequences could include:

- Vulnerable people exposed to lower levels of care;
- Longer and more frequent disruptions to essential utilities;
- Reduced levels of emergency services cover;
- Disruptions to businesses and organisations through staff shortages and supply chain interruptions;
- Impacts on the national and local economy.

## WHAT DO YOU NEED TO DO?



- Keep healthy—a healthy lifestyle will be a great defence against flu and other illnesses;
- Identify a flu friend—somebody who would collect your medication, food and other supplies allowing you to be isolated from the public;
- Keep personal stocks of 'over the counter' cold and flu medication to help relieve your symptoms;
- Know the arrangements for your child's school;
- Look out for and observe advice and guidance from the NHS.

**CATCH IT  
BIN IT  
KILL IT**



## WHAT ARE WE DOING IN WEST MERCIA?

We work together to plan for:

- Management of the demand on the NHS and social care;
- Distribution of anti-viral medication to the public if required;
- Vaccinations;
- Public awareness and media management;
- Managing excessive levels of death.

Individual LRF organisations have their own business continuity plans in place to cope in times of staff shortage.





**As the events of summer 2007 and 2012 and winter of 2013/2014 showed, flooding at its most serious, can affect many different aspects of our daily lives. Over the coming years rising temperatures, sea levels, and an increase in the frequency and severity of extreme weather events are likely to raise the risk of flooding in the UK.**

The two main types of flooding risk in West Mercia are river and surface water flooding (caused by excessive rainfall).

### HISTORY

In the summer of 2007 the UK was seriously affected by flooding. West Mercia experienced significant flooding which led to damaged properties, evacuation of residents, and closure of roads.

In 2004 the village of Boscastle suffered extensive damage from flash floods caused by an exceptional amount of rain that fell over the course of an 8 hour period. The Boscastle flooding was caused by rainfall which the river could not hold and the floods were the worst in local memory. The torrential rain led to a 2m rise in river level in one hour. A 3m wave, (believed to have been triggered by water pooling behind debris caught under a bridge then being

suddenly released as the bridge collapsed) surged down the main road. Water speed was in excess of 10mph, which is more than sufficient to cause structural damage. It is estimated that 20 million tonnes (440 million gallons) of water flowed through Boscastle alone that day.

West Mercia has a number of areas that have similar topography that could result in similar events. These are designated Rapid Response Catchment areas by the Environment Agency.

### IN WEST MERCIA

Many agencies are involved in responding to floods. Different agencies are best equipped and have specific responsibilities to deal with a specific type of flood, for example, the highways service of a Local Authority can manage flooding on a public highway, while the local water companies would deal with a burst water main.

The Flood and Water Management Act 2010 specifies the role of a lead local flood authority and also stipulates the national role of the Environment Agency.

**Lead agencies—Police, Environment Agency and Local Authorities.**



## WHAT DO YOU NEED TO DO?



## WHAT ARE WE DOING IN WEST MERCIA?

- Find out if your property is within a flood risk area;
- Plan where you will go if you have to evacuate and how you will get there;
- Know what to do to protect your property during a flood and have adequate insurance;
- Identify neighbours who may need assistance or who may be able to provide assistance to you, in case of evacuation;
- Have supplies in your home that will enable you to cope for up to 3 days should you be unable to evacuate;
- Sign up to Floodline Warnings Direct if you are in a flood risk area;
- Where possible, move valuable/irreplaceable items to upper floors during times of flood risk.
- Identification of where the flood water could go and who is at risk;
- Production of multi-agency plans to assist with the evacuation of those communities who are at risk;
- Provision of guidance for the public about protecting property from flooding;
- Development of ways and means of alerting the public as early as possible when there is a significant flood risk;
- Continuing to invest in maintaining and improving river defences in our high-risk areas;
- Developing flood rescue and assistance for those who become isolated by flooding.

### FLOODLINE WARNINGS DIRECT (FWD)

FWD is a free service that gives advance warning of flooding by telephone, mobile, fax or pager. To register for the service call FWD on 0345 988 1188; it is available 24 hours a day, seven days a week or online at [www.gov.uk/sign-up-for-flood-warnings](http://www.gov.uk/sign-up-for-flood-warnings)

To register all you need is a telephone number where flood warnings can be sent 24 hours a day. Calls to FWD are charged at local call rates.



People can also find out what flood warnings are in force in their area any time of the day or night by:

- Contacting FWD on 0345 988 1188 and listening to recorded flood warning messages or speaking to the Environment Agency Staff;
- Viewing the flood warnings (updated every 15 minutes) on the Environment Agency Website <https://flood-warning-information.service.gov.uk/>

The Environment Agency is the main place for information on past floods, floods maps, and practical guidance on protecting your home during a flood event. You can access these services if you are in an affected area and more at [www.gov.uk/government/organisations/environment-agency](http://www.gov.uk/government/organisations/environment-agency)



# Severe Weather

## TOP RISKS



**The United Kingdom does experience severe weather due to its temperate climate with occasional continental and arctic influences. These can bring with them heavy rain or snow, strong winds, tornadoes and extreme temperatures. As experience has shown, severe weather can take a variety of forms and at times can cause significant problems and disruption to normal life.**

Over the coming years we are likely to see rising temperatures and sea levels, and an increase in the frequency and severity of extreme weather events in the UK. Weather forecasting can now give warning of most events and offer general advice.

There are many types of severe weather that can have a serious local impact in the UK. The main types of severe weather that we need to plan for include storms/gales, low temperatures, heavy snow, heat waves and drought.

### HISTORY

A storm battered many parts of the UK on 18th January 2007, with gusts of wind up to 77mph recorded at Heathrow. This caused 9 deaths and widespread damage to trees and buildings across the UK, along with

power disruption. Strong winds can cause significant disruption to businesses due to structural damage and transport route blockages.

In January 2010, snow caused disruption across most of the UK resulting in school closures, power outages and people being unable to get to work for a number of days depending on their location. November and December 2010 saw temperatures across West Mercia fall in parts to minus 15 with significant snow fall, which resulted in treacherous road conditions and major disruption to transport and essential services.

Going back further to 2003 the hot summer is estimated to have resulted in more than 2000 excess deaths, mainly amongst vulnerable people. Since then, the Health Watch system has been introduced and during the hot weather of July 2006 significantly fewer (680) excess deaths were recorded.

### IN WEST MERCIA

The rural nature of West Mercia means that severe weather can have a large impact on the day to day activities of the population. Our reliance on the road network and the main routes around the area becomes very evident when it is disrupted by severe weather events.

There is nothing we can do at a local level to reduce the likelihood of severe weather events, however we can be prepared for these events in order to stay safe and maintain essential services.

**The lead agency will depend on the type of severe weather and its impact.**



## RISK IMPACTS

### Storms and Gales:

- Danger to life from windswept objects and structural failures;
- Damage to property;
- Damage to infrastructure and communications networks;
- Travel disruption.

### Low temperatures and Heavy Snow:

- Travel disruption;
- Vulnerable people exposed to health threatening temperatures;
- Power and water failures;
- School and public building closures .

### Heatwaves:

- An increased number of admissions to hospital and consultations with GPs due to sunburn, heat exhaustion, respiratory problems and other illnesses such as food poisoning;
- Increased vehicle breakdowns due to overheating engines;
- Road surfaces deteriorating as tarmac begins to melt.

## CONSEQUENCES

The consequences of severe weather are varied, some common issues include road and travel disruptions, damage and disruption to basic utilities, and damage to property.

These have a knock on consequence to individuals, businesses and the ability for organisations to deliver essential functions to the community.

### Without a winter kit?



### You're not prepared

What if you get stuck? If you put the winter kit in your car now, you won't have to think about it again. Until you need it.

Make time for winter.

**Be prepared**  
Is your vehicle ready  
for winter?

**highways  
england**  
[www.highways.gov.uk/winter](http://www.highways.gov.uk/winter)



## WHAT DO YOU NEED TO DO?



- Listen to weather forecasts and heed any warnings of extreme weather;
- Plan any journeys or activities with the weather in mind;
- If you have to travel in severe weather make sure you have adequate clothing and emergency supplies in your vehicle.

## WHAT ARE WE DOING IN WEST MERCIA?

- Production of multi agency plans to manage severe weather events;
- Consideration of weather forecasts prior to any large events in the LRF;
- Receiving and distributing early notifications of severe weather.



# Environmental Pollution & Industrial Accidents

## TOP RISKS

**Certain industrial activities involving dangerous substances have the potential to cause accidents. Some of these accidents may cause serious injuries to people or damage to the environment both nearby, and further away from the site of the accident. This also includes air pollution.**

### HISTORY

Buncefield—A recent experience of this type of incident in the UK was at Hemel Hempstead with the Buncefield Oil Depot explosion in 2004. The explosion measured 2.4 on the Richter scale, and caused the largest fire in Europe since the Second World War. 2,000 people were evacuated from their homes, and 370 businesses were affected, employing 16,500 people. Sixty members of the public required medical aid and the accident caused major disruption to roads, fuel supplies, and local businesses and the supply chain.

### COMAH

The Control of Major Accident Hazard Regulations (COMAH, 1999) and their amendments (2015), are the enforcing regulations within the United Kingdom.

They aim to prevent major accidents involving dangerous substances and to limit the consequences to people and the environment of any incidents that do occur. They are determined by the Health and Safety Executive and are applicable to any organisation or site storing or handling large quantities of industrial chemicals of hazardous nature. Types of establishments include chemical warehousing, chemical production facilities and some distributors.



There are 2 top-tier COMAH sites in Worcestershire.

### PUBLIC INFORMATION ZONES

Part of the COMAH Regulations puts a duty on the 'Competent Authority' to determine an area around a COMAH establishment in which information must be made available. This is known as the Public information Zone (PIZ).

People within the PIZ must receive information about how they may be affected by a major accident at that establishment, this includes information about the potential major hazards and the safety measures that are in place as well as how they will be warned and kept informed in the event of a major accident and the actions that they should take.

**The lead agencies are Fire and Rescue Services and the Environment Agency.**



## RISK IMPACTS

The predicted impacts could include:

- Endangerment of life;
- Damage to property and the local area;
- Pollution of the local environment and water courses.

## CONSEQUENCES

The consequences could include:

- Impact to UK oil and gas supplies;
- Economic impacts through damage to local businesses;
- Long-term restoration and recovery of the local area;
- Contamination of crops and agricultural land.



## WHAT DO YOU NEED TO DO?



- Be aware if you live near a hazardous site. If you hear a warning of an incident, go indoors, close all your doors and windows and tune into local radio for advice—This advice also applies in the event of a significant fire-related smoke plume from any industrial site;
- If there is a risk of explosions stay on the opposite side of the building away from doors and windows.

## WHAT ARE WE DOING IN WEST MERCIA?

- Working directly with site operators who manage particularly hazardous sites;
- Identification of ways and means of communicating with the public;
- Support for local communities to develop their own emergency plans.





**Animal diseases that are highly contagious may cause high fatality rates amongst livestock and have the possibility of infecting humans.**

'Notifiable' diseases are animal diseases that you're legally obliged to report to the Animal and Plant Health Agency (APHA), even if you only suspect that an animal may be affected.

Notifiable diseases can be:

- endemic – already present in the UK, such as bovine TB;
- exotic – not normally present in the UK, such as foot and mouth disease.

Some endemic and exotic diseases are zoonotic which means they can pass between animals and humans, such as rabies.

If you suspect a notifiable disease you must tell the Animal and Plant Health Agency immediately – failure to do this is an offence.

### HISTORY

There have been a number of significant animal disease cases in England over the past decade.

These include:

- Foot & Mouth (2001);
- Avian Flu (2007);
- Bluetongue (2008);
- Schmallenberg virus (2012).

The Foot and Mouth outbreak of 2001 had wide ranging repercussions on recreational, tourism, transport and retail businesses as well as health implications.

The Animal and Plant Health Agency (APHA) are the lead agency responsible for animal disease. For more information:

<http://www.defra.gov.uk/ahvla-en/>

**The lead agencies are DEFRA and Local Authorities.**



## RISK IMPACTS

The predicted impacts could include:

- Damage to local agricultural, supporting industries, food economy and rural tourism;
- Mass cull / disposal of animal carcasses.

## CONSEQUENCES

The consequences could include:

- Loss of livelihoods for farmers and farm workers;
- Health risks to the general population.



## WHAT DO YOU NEED TO DO?



## WHAT ARE WE DOING IN WEST MERCIA?

- If an outbreak is declared then follow any guidance from the government to protect your animals and comply with movement orders;
- Follow instructions for temporary countryside access restrictions;
- Register any livestock you own with Welsh Government / DEFRA;
- Report a suspected outbreak;
- Vaccinate livestock where possible.
- Local authorities and veterinary services are continuously screening and monitoring animal health and movement of livestock;
- Producing and testing multi-agency plans for managing and mitigating animal disease outbreaks;
- Raising disease awareness amongst farmers and farm workers.



# Loss of Critical Infrastructure

## TOP RISKS



**Critical Infrastructure is the name given to all of the different essential services which we rely on as part of modern society and the economy. The UK's critical infrastructure is made up of electricity, water, gas, oil/ fuel, transport, telecoms, food, health and financial services.**

Many parts of the infrastructure network are dependant on one another e.g. electricity is required at water pumping stations. Also telecoms and electricity are required to allow cash machines and cash registers to function correctly.

Those services which could directly or indirectly impact upon other elements of the infrastructure network are detailed below:

### ELECTRICITY/GAS INCIDENT

Wide scale loss of electricity or gas would have a direct or indirect impact on all other infrastructure sectors. In the event of a major gas or electricity supply emergency, both industry and government will have significant roles to play in managing the incident and its consequences.

The gas and electricity companies would be responsible for the practical and operational management of the incident. These companies have well established plans and procedures in place to respond to incidents,

which can range from management of a local incident to a national level disruption.

### WATER

Water disruptions include burst water mains, supply disruption and minor or major contamination. Dependant on the severity of the incident the water company will ensure that peoples basic water needs are met.

There could also be a significant impact on health and food provision, as well as an impact on the capabilities of fire and rescue services.

### FOOD

There are no realistic scenarios within the UK which would lead to a shortage of food supplies. However, if a large area of agricultural land became affected by an incident it may affect the economy by impacting on food prices nationally.

### IN WEST MERCIA

Because of our increasing reliance on utilities such as electricity, water and gas for so many aspects of our lives, even localised losses can have a significant impact on those affected.

**The lead agency for these risks are determined depending on the nature of the emergency and its impacts.**



## RISK IMPACTS

The predicted impacts could include:

- People exposed to poor sanitation and lack of drinking water;
- Homes without heating and limited ability to heat food and water;
- Limited ability to keep food cold or frozen;
- No ability to get fuel from filling stations;
- People unable to get cash from cash machines or make card purchases.

## CONSEQUENCES

The consequences of a wide-scale infrastructure incident could include:

- Disruption to essential service and activities;
- Endangerment of vulnerable people;
- Financial impact on businesses;
- Civil unrest;
- Increased demand on emergency services;
- Travel disruptions.



## WHAT DO YOU NEED TO DO?



## WHAT ARE WE DOING IN WEST MERCIA?

- Know where the cut off points are for your utilities, in case of gas and water emergencies. It may be necessary to shut off the supply to every premise in the affected area;
- Keep an emergency kit in your home containing items such as a wind-up torch, supplies of tinned food and drinking water;
- Outages may come with forewarning. If this is the case considering how you can be prepared e.g. fill the bath with drinking water;
- Be on alert for bogus callers posing as utility company workers;
- Register with the utility companies if you are a vulnerable user i.e. due to health reasons.
- Work with the utility companies to manage supply interruptions;
- Production of multi-agency plans to manage long-term utilities outages;
- Identification of vulnerable people who will need special treatment in the event of a utilities outage.





**All organisations rely to some extent on fuel, whether it is for getting staff to work, distributing products or providing services. The availability of fuel within the UK is generally very good, however there have been examples within recent years of brief disruptions to supply on both a regional and national basis.**

A disruption could be caused by a number of factors, including scarcity of supply, a technical problem with part of the fuel supply infrastructure, industrial action or public protest. In the event of such a disruption to supply, it is also possible that stocks could further be depleted through increased consumer demand (panic buying).

### HISTORY

In September 2000, blockades at key oil distribution points caused nationwide fuel

shortages for more than a week. Threats of similar action in August 2005 led to panic buying which caused localised disruptions across the country.

The industrial action taken by Shell tanker drivers in June 2008 had a widespread effect on fuel distribution throughout the UK resulting in some filling stations running out of fuel.

### IN WEST MERCIA

West Mercia is heavily dependant on its road network. Many essential services, including the daily care of vulnerable people, are reliant on adequate fuel supplies.

**The lead agency for this risk is the Department of Energy and Climate Change.**



## RISK IMPACTS

The predicted impacts could include:

- Public and commercial filling stations exhausted within 48 hours;
- Up to 10 days to return to normal supplies.

## CONSEQUENCES

The consequences could include:

- Inability to provide essential services to vulnerable individuals;
- Local and national economic impact.



## WHAT DO YOU NEED TO DO?



## WHAT ARE WE DOING IN WEST MERCIA?

- Maintain your vehicle so that it is as fuel efficient as possible;
- Minimise travel during fuel shortages, and only make essential journeys;
- Consider other means of conserving fuel, such as car sharing, walking or cycling;
- Avoid panic buying.
- Identification of filling stations for essential fuel users such as emergency service vehicles which links to the national emergency plan for fuel;
- Production of multi-agency plan to manage fair distribution of fuel to the public when it is in limited supply;
- Business Continuity plans look at the prioritisation of essential and non essential commuting and look at remote working to conserve fuel supplies.



# Transport Accidents

## TOP RISKS



**Just like our dependence on basic utilities, almost all of us will rely on a form of transport to get to and from work, or to receive essential services. The disruptive consequences of a transport emergency are far reaching and can further endanger life.**

Transport emergencies can be the result of accidents but also disruption caused by severe weather such as snow and floods. The situation can be further complicated by extremes of temperatures if people are trapped in their vehicles for long periods of time.

### ROAD

The road network is managed by both the local authorities and Highways England.

Most road accidents are within the routine capabilities of the emergency services. However, there is always the risk of an accident going beyond these capabilities and the need for a more extended multi-agency involvement, especially if the accident involved chemical or hazardous substances.

### RAIL

There are a number of rail lines that pass through the area. The CRR assesses the possibility of a rail accident occurring.

### WATER

Although there is no coastline in the WMLRF area, we still do have a risk from the hazards associated with the use of passenger vessels. Within the WMLRF we have a waterway system which may have a vessel on fire, become stranded, collide or sink. This is accommodated in the CRR.

### AIR

While there are no international airports in the LRF we are on the flight path for a number of international airports as well as RAF bases.

**The lead agency is Warwickshire & West Mercia Police (although lead agency can vary depending on the nature of the transport incident).**



## RISK IMPACTS

The predicted impacts could include:

- Disruption to normal travel capabilities;
- Death or injury to people;
- People stranded in vehicles potentially in extreme weather conditions;
- Environmental impacts if goods are spilled into local environment;
- Possible damage to buildings or infrastructure.

## CONSEQUENCES

The consequences could include:

- Impact on local businesses through delayed or failed deliveries;
- Delays in emergency services reaching people.



## WHAT DO YOU NEED TO DO?



- Have an emergency kit in your car or basic items when you travel. You may not be directly involved in an accident but the transport disruption could last for hours;
- When driving, abide by the rules of the road, adhere to speed limits and drive safely;
- Ensure your vehicle is kept in a roadworthy and safe condition;
- Avoid non-essential journeys during times of severe weather.

## WHAT ARE WE DOING IN WEST MERCIA?

- Work with national transport companies to plan for dealing with accidents;
- The Local Authority Highway Departments work alongside Highways England to keep all major roads accessible during times of severe weather and motorway closures;
- Practicing our response to rail and aircraft incidents through regular exercising and training of plans.



# West Mercia Emergency Profile

## Contextualisation of the national risk information

**Once we had considered the national risks against our local profile we can see where the risks exist.**

The evacuation of large numbers of people from any area within the region will be a challenge.

**During/in the event of any emergency we must identify quickly those individuals in the affected area who are vulnerable.**

There are many different factors that can make a person vulnerable in an emergency situation, all of these factors are considered and the different organisations which are required to support them identified.

**When evacuating people from their homes in an emergency we carefully manage mobility and health issues.**

We work together to overcome potential barriers when communicating with visitors to the area, and the diverse population across the area where English may not be their first language.

**We work with local communities and partners to minimise the impact of flooding and potential land instability issues.**

We work together to ensure that essential services are maintained during fuel disruptions.

**We will provide assistance to people travelling through the region on the roads or rail network if they are involved in an emergency.**

The road infrastructure is heavily used and is put under considerable stress whenever there is a disruption to it.

**We respond together allowing us to have the capability to provide continuous response for larger scale and longer term emergencies.**

We have arrangements in place to receive and provide mutual aid within the LRF and nationally when required.



## What can you do to be better prepared in your home?

Some emergencies require evacuation, some require staying put—are you ready?

In the case of major emergencies, the simple advice is to go inside, stay inside, and tune into local radio.



We use local radio to broadcast warnings and information as it is one of the most accessible means of communication. It can also be received in homes, businesses and cars. Radio is also very reliable as they can still broadcast and be received during a power cut when using batteries or wind-up chargers.

With most incidents the safest place to be is indoors, and with correct preparation you should be able to stay there safely for some time (remember if you are in direct danger or risk by staying in the building evacuate).

The LRF organisations work together with the BBC and other local media to make sure that they can give out accurate and up-to-date information to keep people fully informed on what to do during an emergency.

### PLANNING FOR AN EMERGENCY

To prepare for an emergency, you should prepare a household emergency plan that includes:

- Where and how to turn off water, gas and electricity supplies in your home;
- The emergency procedures for your children at school;
- The emergency procedures at your workplace;
- How your family will stay in contact in the event of an emergency;
- If any elderly or vulnerable neighbours might need your help;
- How to tune into your local radio station;
- A list of useful phone numbers, e.g. for your doctor and close relatives;
- Insurance details.

## Preparedness

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

You should also prepare a grab bag that contains:

- Toiletries, sanitary supplies & any medication;
- A battery or wind-up radio with spare batteries;
- A battery or wind-up torch with spare batteries;
- A first aid kit;
- Spare mobile phone charger;
- Spare clothes 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.

Don't forget your:

- House and car keys;
- Mobile phone;
- Cash and credit cards;
- Spectacles.

Also check on your neighbours and vulnerable people in your community where it is safe to do so.

### LEAVING YOUR HOME IN AN EMERGENCY

In certain situations, you may be asked to leave your home by the emergency services. If this happens, leave as quickly and calmly as possible.

If you have time:

- Turn off electricity, gas and water supplies, unplug appliances and lock all doors and windows;
- Take your grab bag;
- Take baby food, medication, blankets, carriers etc. with you;
- If you leave by car, take bottled water and blankets;
- Take your pets (with suitable carriers or leads);
- Tune into local radio for emergency advice and instructions;
- Inform emergency services of where you have gone and how you can be contacted.

### RETURNING HOME AFTER AN EMERGENCY

Listen to advice from emergency services or local authorities about any specific actions which you must follow when it is safe to return home.



# Community Resilience

Wide-scale emergencies can and do happen. The lessons learned from recent emergencies show that those communities which were prepared for emergency events were better equipped to deal with the impacts.

## WHAT IS A COMMUNITY EMERGENCY PLAN?

Where developed, a community emergency plan provides advice and guidance to a local community both in advance of and during any significant emergency.

## WHY HAVE A COMMUNITY EMERGENCY PLAN?

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

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

*For more information, visit:*

<https://www.gov.uk/resilience-in-society-infrastructure-communities-and-businesses#community-resilience>

## How to get started?

Community resilience measures can be as little as just having a designated point of contact within the community who can receive warnings and messages from emergency services, the Environment Agency and Local Authorities.

The plan can grow over time to include areas such as:

- community or village emergency team;
- community buildings which can be used as emergency evacuation facilities;
- knowledge of skills and expertise within the community;
- knowledge of special equipment /vehicles in the community;
- identification of vulnerable premises and people in the local area;
- specific actions based on specific risks.

## WHERE TO GET MORE INFORMATION?

Please contact your community council, local voluntary agency and local authority emergency planning section to get more information and get involved. You can also ask about the good neighbour schemes operating in your area and/or how you can volunteer to help the communities e.g. meals on wheels.



**Business Continuity Management** is the process through which organisations aim to continue the delivery of their key products and services during and following a disruption to normal activity. 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, to ensure their survival.

How would your organisation cope with:

- A sudden and significant reduction in staff?
- Denial of access to a site or geographical area?
- Unexpected loss of mains electricity?
- A temporary disruption to gas supplies?
- A disruption to the supply of mains water and sewerage?
- Significant disruption to transport?
- Disruption to the availability of oil and fuel?
- A loss of telecommunications?
- A loss of, or disruption to your computer systems?
- A disruption which affects your key supplier or partners?

### **DOES YOUR ORGANISATION HAVE ADEQUATE BUSINESS CONTINUITY MEASURES IN PLACE?**

Organisations should consider a wide range of potentially disruptive challenges, both internal e.g. disruption to computer systems, and external e.g. severe weather. For More information, contact your local authority or go to the Business Continuity Management Toolkit available on the HM Government website: [www.gov.uk](http://www.gov.uk)

## **Business Preparedness**

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

### **5 STEPS TO EFFECTIVE BUSINESS CONTINUITY**

#### **1. Understand your business**

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

#### **2. Risk Assessment**

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

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

#### **4. Document information in a user-friendly format about your critical functions and the resources required including alternatives / backups for each.**

- This will assist you during and after an emergency.

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



# Want to know more?

The Community Risk Register is produced by the West Mercia Local Resilience Forum and has had contributions by the following agencies:

- Warwickshire & West Mercia Police
- West Midlands Ambulance Service
- Hereford & Worcester Fire and Rescue Service
- Shropshire Fire and Rescue Service
- Herefordshire Council
- Shropshire Council
- Telford & Wrekin Council
- Worcestershire County & District Councils
- The Shrewsbury and Telford Hospital NHS Trust
- Shropshire Community Health Trust
- Worcestershire Acute Hospitals NHS Trust
- Worcestershire Health and Care NHS Trust
- Wye Valley NHS Trust
- Herefordshire NHS Clinical Commissioning Group (CCG)
- Redditch and Bromsgrove NHS CCG
- Shropshire NHS CCG
- South Worcestershire NHS CCG
- Telford NHS CCG
- Wyre Forest CCG
- NHS England
- Public Health England
- British Transport Police
- Environment Agency
- Highways England
- Network Rail
- Severn Trent Water
- Welsh Water
- Western Power Distribution
- Scottish Power
- Dept. for Communities & Local Government Resilience Emergencies Division
- 11 Signal Brigade and West Midlands

## CONTACT US

You can contact the LRF regarding any of the individual risk assessments or any other aspect of the work of West Mercia Local Resilience Forum by contacting us on:

[secretariat@westmerciaprepared.org](mailto:secretariat@westmerciaprepared.org)

Telephone: 01905 747205

You can also write to us at:

West Mercia Local Resilience Forum  
c/o Force Operations  
West Mercia Police Hindlip Hall  
Worcester  
WR3 8SP

## REFERENCES

The following resources have been used in compiling this document;

- Census Data
- National Risk Register & Security Strategy;
- Civil Contingencies Act.

A large thank you to Dyfed Powys, Lincolnshire and West Midlands Conurbation Resilience Forums from which we have based the format and content of our Community Risk Register.

This document has been produced by West Mercia Local Resilience Forum and should be read alongside other Local Resilience Forum documents to establish the ethos, roles and responsibilities, and detailed delivery plans and work schedules for managing the risks within the area.

Version 1.0 March 2016



# Useful Contacts



Emergency Services	999	
NHS (Non-emergency)	111	
WMP Police (Non-emergency)	0300 333 3000	<a href="https://twitter.com/WMerciaPolice">@WMerciaPolice</a>
Hereford & Worcester FRS	0345 122 4454	<a href="https://twitter.com/HWFire">@HWFire</a>
Shropshire FRS	01743 260200	<a href="https://twitter.com/ShropsFire">@ShropsFire</a>
West Mids Amulance Service	01384 215555	<a href="https://twitter.com/OFFICIALWMAS">@OFFICIALWMAS</a>
Herefordshire Council	01432 260000	<a href="https://twitter.com/Hfdscouncil">@Hfdscouncil</a>
Shropshire Council	0345 678 9000	<a href="https://twitter.com/ShropCaution">@ShropCaution</a>
Telford & Wrekin Council	01952 380000	<a href="https://twitter.com/TelfordWrekin">@TelfordWrekin</a>
Worcestershire County Council	01905 763763	<a href="https://twitter.com/worcsccl">@worcsccl</a>
Bromsgrove District Council	01527 881288	<a href="https://twitter.com/BromsgroveDC">@BromsgroveDC</a>
Malvern Hills District Council	01684 862151	<a href="https://twitter.com/MHDCcomms">@MHDCcomms</a>
Redditch Borough Council	01527 64252	<a href="https://twitter.com/RedditchMatters">@RedditchMatters</a>
Wychavon District Council	01386 565000	<a href="https://twitter.com/Wychavon">@Wychavon</a>
Wyre Forest District Council	01562 732928	<a href="https://twitter.com/WyreForestDC">@WyreForestDC</a>
Environment Agency Floodline	0345 988 1188	<a href="https://twitter.com/EnvAgency">@EnvAgency</a>
Severn Trent Water	0800 783 4444	<a href="https://twitter.com/stwater">@stwater</a>
Welsh Water	0800 052 0130	<a href="https://twitter.com/DwrCymru">@DwrCymru</a>
Western Power Distribution	0800 6783 105	<a href="https://twitter.com/wpduk">@wpduk</a>
Scottish Power	0800 328 1111	<a href="https://twitter.com/SP_EnergyPeople">@SP_EnergyPeople</a>
National Grid	0800 111 999	<a href="https://twitter.com/nationalgriduk">@nationalgriduk</a>



