

# Avon and Somerset Community Risk Register



Avon and Somerset Local Resilience Forum  
Working in Partnership

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# Introduction

**The Avon and Somerset Local Resilience Forum (LRF) is a partnership of all the organisations needed to prepare for an emergency in the LRF area. It includes the emergency services, health services, Maritime and Coastguard Agency, Environment Agency, voluntary agencies, utility companies, transport providers and the five Councils of Bath and North East Somerset, Bristol, North Somerset, Somerset and South Gloucestershire.**

Under the Civil Contingencies Act 2004, LRFs have a statutory duty to produce a Community Risk Register (CRR) to enable the community to be better prepared to cope during an emergency and to recover more quickly.

The purpose of the LRF is to plan and prepare for emergencies, to deliver an effective and efficient response to an emergency, to support and enable communities of the Avon and Somerset LRF to prepare for and to become more resilient to emergencies.

You don't have to be in the Avon and Somerset LRF area for long to identify that there is a huge diversity between areas, the environment and social groups; this is why the area is a unique and vibrant place to live and work.

However, the same range of diversity is true about the risks faced. Whilst there are some risks which may affect anyone regardless of geography (pandemic influenza), there are some geographic areas where the risk is higher for certain incidents.

The CRR provides information on emergencies that could happen within the Avon and Somerset LRF Area, together with an assessment of how likely they are to happen and the impacts if they do.

This document aims to summarise the CRR in a format which can be easily used by residents and communities. It does not include every risk only the ones that are most likely to happen.

To find out if you are affected by any of the risks please follow the link to your Council's local information pages.

## THE CONTEXT

### A PROFILE OF AVON AND SOMERSET

This context describes the characteristics of the area covered by the Avon and Somerset Local Resilience Forum (LRF) which affect the likelihood and impact of an emergency.

**The former County of Avon is now covered by four unitary Local Authorities:**

- Bath and North East Somerset Council.
- Bristol City Council.
- North Somerset Council.
- South Gloucestershire Council.

**The County of Somerset is covered by one Shire County Council and five District/Borough Councils:**

- Somerset County Council.
- Mendip District Council.
- Sedgemoor District Council.
- South Somerset District Council.
- Taunton Deane Borough Council.
- West Somerset Council.

**The Emergency Services covering the area are:**

- Avon and Somerset Constabulary.
- Avon Fire & Rescue Service.
- Devon and Somerset Fire Service.
- South Western Ambulance Service Foundation Trust.
- The Maritime Coastguard Agency.

*(See area map on next page)*



*This document aims to summarise the Community Risk Register in a format which can be easily used by residents and communities.*





Avon and Somerset LRF covers one of the largest Police Force areas in England and includes a broad range of rural and urban settings from city centres and commercial industrial complexes, to vast rural areas and busy holiday resorts. The diverse physical, social and demographic landscape presents a complex environment for local services.

## Bath and North East Somerset

### Borders

Bristol City, South Gloucestershire, North Somerset, Mendip.

### Principal Settlements

Bath, Keynsham, Midsomer Norton, Radstock, Westfield, Chew Valley.

## Bristol City

### Borders

North Somerset, Bath and North East Somerset, South Gloucestershire.

### Principal Settlements

Bristol - eighth most populous city in the UK, member of Core Cities Group.

### Landscape

Built on the River Avon, short coastline on the Severn Estuary flowing into the Bristol Channel.

## North Somerset

### Borders

Bristol City, Bath and North East Somerset, Mendip, Sedgemoor.

### Principal Settlements

Weston-super-Mare, Portishead, Clevedon, Nailsea.

### Landscape

Coastline on Bristol Channel and Severn Estuary.

## South Gloucestershire

### Borders

Bristol City, Bath and North East Somerset, Gloucestershire and Wiltshire.

### Principal Settlements

Kingswood, Bradley Stoke, Emersons Green, Yate, Thornbury, Stoke Gifford, Patchway, Filton.

### Landscape

Coastline on Bristol Channel and Severn Estuary.

## Somerset

### Borders

North Somerset, Bath and North East Somerset, Dorset, Wiltshire, Devon.

### District/Borough Councils

Mendip District Council, Sedgemoor District Council, South Somerset District Council, Taunton Deane Borough Council, West Somerset Council.

### Principal Settlements

Taunton, Yeovil, Bridgwater, Minehead, Williton, Burnham on Sea, Glastonbury, Wells, Shepton Mallet, Frome.

### Landscape

40 Miles of coastline along Bristol Channel and Severn Estuary in districts of Sedgemoor and West Somerset.

## Social Context

The Avon and Somerset area is home to a growing population of around 1.7 million, and 679,000 households.

This resident population is expected to increase by around 5.3% by 2020 (+87,000 people). The highest growth rates are projected to be among children aged 5 to 14, particularly in Bristol, and among people aged 70+, particularly in Somerset and North Somerset.

### Population Figures for Avon & Somerset (correct as of June 2016)

Bath & North East Somerset	184,874
Bristol	449,328
North Somerset	209,944
Somerset	545,390
South Gloucestershire	274,661

**Bristol** is the largest centre of culture, employment and education in the region. The economy depends upon its docks, creative media, electronics, tourism and Aerospace industries.

**Bath and North East Somerset** has a history of mining activity. Bath is a spa town and tourism plays a large part of the economy.

**North Somerset's** economy is based on agriculture including sheep and dairy farming. Tourism is now a significant economic sector in the coastal towns.

**South Gloucestershire's** main economic industries involve the production of high technology components, cutting edge electronics and aerospace items. It also has large business and shopping centres.

In **Somerset**, the largest employment sectors are retail, manufacturing, tourism and health/social care and local government. Agriculture is a major industry in the county including sheep and cattle farming, apple growing, cheese making and willow growing for basket making. However, since a higher than average proportion of jobs is related to tourism and agriculture, they tend to be low paid and seasonal. Unemployment tends to be low.



### More information

For further information and statistics on Avon and Somerset please use the following websites:

**Somerset:** [www.somersetintelligence.org.uk](http://www.somersetintelligence.org.uk)

**Bristol:** [www.bristol.gov.uk](http://www.bristol.gov.uk)

**North Somerset:** [www.n-somerset.gov.uk](http://www.n-somerset.gov.uk)

**Bath and North East Somerset:**  
[www.bathnes.gov.uk](http://www.bathnes.gov.uk)

**South Gloucestershire:**  
[www.southglos.gov.uk](http://www.southglos.gov.uk)

# Section 1.

## Emergency Management Steps

This section covers how the agencies and organisations that form the Avon and Somerset LRF prepare for and respond to emergencies and major incidents.



# 1. Emergency Management Steps

## Mitigation

**How are the agencies across Avon and Somerset working to ensure the effects of an emergency can be reduced?**

- Understanding the risks, how they are caused and what impact they would have locally.
- Working in partnership to reduce the likelihood of the risk happening and lessen the impacts if the risk occurs.



## Preparedness

**Being ready to respond to an incident.**

- Understanding the impact and consequence of each risk.
- Developing emergency plans and procedures for responding to the risks.
- Training staff and testing procedures.
- Matching our capabilities to the needs of each emergency.
- Developing longer-term recovery plans.
- Raising awareness of each organisation's roles and responsibilities.
- Learning lessons from previous incidents.
- Establishing links for help and assistance from other counties for lengthy or widespread incidents.

## Response

**Reacting in the event of an incident**

- Initial emergency activities (i.e. public safety, evacuation and shelter, limiting the spread of the incident, search and rescue).
- Initial damage assessment.
- Multi-agency coordination.
- Warning and informing the public.

## Recovery

**Reacting in the event of an incident**

- Initial and long-term recovery efforts.
- Re-housing of displaced people.
- Humanitarian assistance.
- Regeneration.

## Section 2.

### Avon and Somerset's Top Risks

The following section contains the top risks faced in the Avon and Somerset LRF's area. These risks are regularly reviewed and updated; work to mitigate these risks is a continual process with lessons learnt from previous incidents, training and exercising and plan developments.

This section also offers signposts to further advice and suggests actions that you can take to mitigate the effects of an emergency on you, your family, your business and your community.

Only the top risks are identified in this document, to see all the possible risks that we face follow this link: [Risk Register](#)



## 2. Avon and Somerset's Top Risks

### 2.1 Flooding

Flooding is the most widespread natural risk in the UK. By preparing in advance you can minimise the impact that flooding could have. Flooding can occur from the sea, rivers, surface water flooding (where drainage systems cannot cope with the amount of rainfall), ground water and reservoirs.

The issues associated with flooding are widespread and can include:

- Risk to life.
- Damage to homes, personal property, businesses and infrastructure.
- Pollution of the local environment.
- Disruption to utilities.
- The possibility of evacuation.
- Short, medium and long-term homelessness.
- Long term health and psychological impacts.



#### Who can be affected?

Those at risk of river, coastal and ground water flooding are identifiable from mapping and known areas; however, surface water flooding incidents are more unpredictable and areas that have previously not flooded can be affected.

#### What are we doing in Avon and Somerset?

- Constructing new flood defences, e.g. £30 million on new sea defences at North Somerset, Bristol and South Gloucestershire.
- Working with emergency services, local authorities and other agencies to develop flood response plans and procedures.
- Investigating instances of flooding.
- Training specialist staff in swift water rescue techniques.
- Communicating with housing and business developers to incorporate flood protection into new developments.
- Providing guidance to members of the public about flooding, including flood warnings and what people can do to help themselves.
- Regular maintenance and clearing programs of gullies and culverts, especially in the event of storm warnings.

“

*You should be prepared to act quickly and get yourself to safety. Put the safety of people first and listen to advice from the Police.*

”

## What can you do?

**In the event of a flood it is important to focus on the safety of you and your family. If you are about to flood, DO THESE THINGS IMMEDIATELY:**

- Tune into your local radio station on a battery or wind-up radio.
- Switch off your electricity / gas supplies.
- If you have a flood plan, put it into action.
- Move important or irreplaceable items to safety.
- Don't forget to bring your pets and pet supplies if you leave your home.

**If there's time, fit any flood protection products you might have such as:**

- Flood boards.
- Airbrick covers.
- Sandbags or alternative barriers.
- Toilet bungs (only needed for downstairs toilets).
- Any other flood product.

You should be prepared to act quickly and get yourself to safety. Put the safety of people first and listen to advice from the Police.

Check to see if you can receive "flood warnings direct" a free service operated by the Environment Agency by ringing **0345 988 1188**.

Know what the different flood warnings mean (there is more information about this later in this document).

- Report instances of flooding to your local council. Especially surface flooding which they may not be aware of.
- Buy sandbags now – there will not be time in the event of an emergency.
- Do not drive, cycle or walk through flood water.
- If you get advance warning of flooding, it's best to move your car to higher ground to reduce the risk of costly damage or the hassle of an insurance claim.
- If you're driving and become stuck in flood water, it's generally best to stay in the car and telephone for help rather than try to get out - unless the water is shallow, stationary and you can see the ground beneath the water.
- If you return to find your car standing in flood water it's best to leave it and telephone for help or wait for the flood water to subside, rather than try to get to it and move it - unless the water is shallow, stationary and you can see the ground beneath the water.
- If flood water has reached floor height or got inside the vehicle it's best to telephone for help before attempting to recover it.



## Useful Information

The Environment Agency's Flood Information Service has three types of warnings that will help you prepare for flooding and take action.



### Flood Alert

**Flooding is possible. Be prepared. When a flood alert is issued for your area you should:**

- Be prepared.
- Prepare a [grab bag](#) of essential items.
- Monitor local water levels on the Environment Agency website.



### Flood Warning

**Flooding is expected. Immediate action required. When a flood warning is issued for your area you should:**

- Protect yourself, your family and help others.
- Move family, pets and valuables to a safe place.
- Keep your grab bag ready.
- Turn off gas, electricity and water supplies if it is safe to do so.
- Put flood protection equipment in place.



### Severe Flood Warning

**Severe flooding. Danger to life. When a severe flood warning is issued for your area you should:**

- Stay in a safe place with a means of escape.
- Be ready should you need to evacuate your home.
- Co-operate with the emergency services.
- Call 999 if you are in immediate danger.



**If you would like more information about flooding please visit the following websites:**

**The Blue Pages: Flood Products**  
[www.bluepages.org.uk/](http://www.bluepages.org.uk/)

**The Flood and Water Management Act (2010)**  
[www.gov.uk](http://www.gov.uk)

**Public Health England**  
Flooding health guidance

### Is your community affected?

**Click on link:**

- [Bath and North East Somerset](#)
- [Bristol](#)
- [North Somerset](#)
- [Somerset](#)
- [South Gloucestershire](#)

## 2.2 Animal Disease

**Some animal diseases may be passed to humans; others may only be passed from animal to animal. The 2001 Foot and Mouth disease outbreak resulted in over 10 million sheep and cattle being culled across the country.**

**The impacts of a similar outbreak would include:**

- Risk to animal health ( including pets).
- Risk to human health.
- Loss of livelihoods in the agricultural industry.
- Damage to the economy.
- Damage to tourism and recreational sectors.

### Who can be affected?

Previous incidents have devastated rural economies and communities. However incidents can extend wider and impact upon tourism and extend into urban communities.

### What are we doing?

- Ongoing work with the Department for Environment, Food and Rural Affairs (DEFRA) to make sure that lessons identified from previous incidents are incorporated into emergency plans.
- Looking ahead to identify and cut off potential disease risks.
- Maintaining quarantine procedures for animals coming into the UK from abroad.
- Production of multi-agency plans for managing animal disease outbreaks.

### What can you do?

Inform your local vet practice if you are concerned about the disease status of your farm livestock animals or domestic pets. If a notifiable

disease is suspected they will inform Animal and Plant Health Agency who will investigate further.

Do not feed kitchen waste to farm livestock animals as it is illegal. This is one of the ways that exotic diseases like Foot and Mouth can be introduced to the country.

Before purchasing animals including domestic pets, check their health status.

### If you're involved in farming you should:

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

### As a member of the public you should:

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



**For further information about animal disease visit the DEFRA website at:**

- [Animal diseases and welfare](#)

### Is your community affected?

**Click on link:**

- [Bath and North East Somerset](#)
- [Bristol](#)
- [North Somerset](#)
- [Somerset](#)
- [South Gloucestershire](#)

## 2.3 Industrial Action

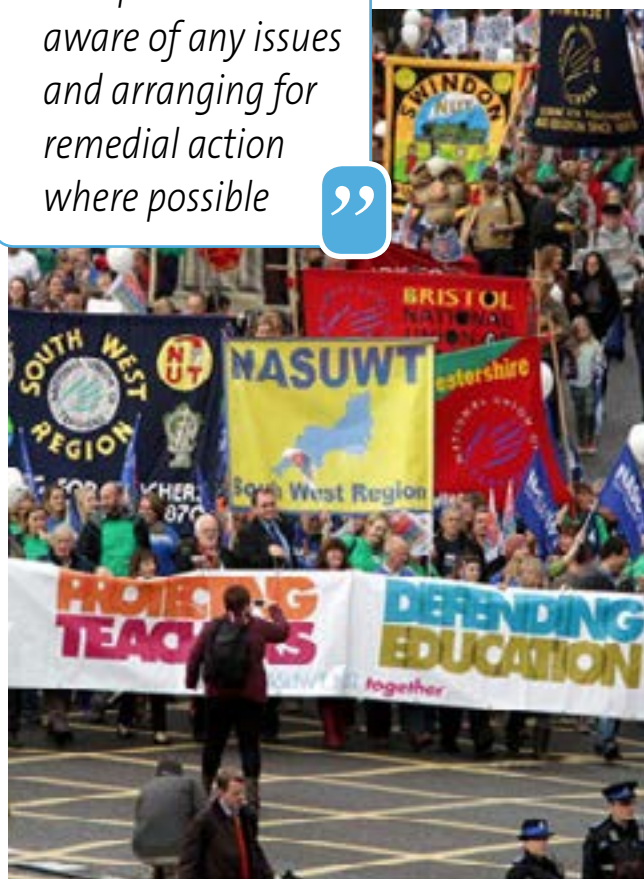
**Industrial action usually occurs when members of a trade union are involved in a dispute with their employer that cannot be resolved by negotiation.**

Past examples of industrial action have included the fuel tanker driver dispute, civil servants, industrial contractors, health staff, fire fighters and teachers. The knock on effects of strike action can be far reaching, for example in the event of teachers striking many nursing staff need to arrange child care to ensure that they can still work.

**Services provided by public service providers may be reduced to just the provision of critical functions, other examples include:**

- Reduced delivery capability – delivery to food stores etc.
- Economic impacts – tourism etc. (people unable to travel for non-essential purposes).

“Monitoring situations to ensure that parties are aware of any issues and arranging for remedial action where possible”



### Who can be affected?

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

### What are we doing?

- Maintaining a register of proposed industrial action.
- Identifying what the wider impacts are likely to be on essential services.
- Producing specific plans to ensure essential services are maintained.
- Monitoring situations to ensure that parties are aware of any issues and arranging for remedial action where possible.
- Ensuring that we have local emergency & business continuity plans.
- Potential fuel sharing agreements between essential services.

### What can you do?

Resist the temptation to buy or stockpile goods. On a number of occasions the public and media have made a minor shortage into a far bigger problem.

Find out if you can work with friends/colleagues to minimise the impact e.g. car sharing or childcare in the event of industrial action.



### Is your community affected?

**Click on link:**

- [Bath and North East Somerset](#)
- [Bristol](#)
- [North Somerset](#)
- [Somerset](#)
- [South Gloucestershire](#)

## 2.4 Pandemic Influenza

**An influenza pandemic occurs when a new strain of flu emerges meaning there is no natural immunity to the virus and it spreads easily from person to person.**

A flu pandemic can occur at any time. The last pandemic was in 2009 when fortunately the virus caused only a mild flu illness in most people who caught it. However, a future pandemic virus may cause more severe illness.

### **If the virus causes severe illness:**

- Health care and local authority social care systems may become overloaded.
- Normal life is likely to face wide disruption, particularly due to staff shortages affecting the provision of essential services, including production and transport of goods.

### **Who can be affected?**

A pandemic is likely to occur in one or more waves, possibly weeks or months apart. Each wave may last around 15 weeks and up to half the UK population may become infected.

### **What are we doing?**

#### **We work together to plan for:**

- Management of the demand on the NHS and social care.
- Distribution of antiviral medication to the public.
- Vaccination with the newly developed pandemic vaccine once available.
- Public awareness.
- Managing excessive numbers of deaths.
- Ensuring individual LRF organisations have their own business continuity plans in place to cope in times of staff shortage.



“ A pandemic is likely to occur in one or more waves, possibly weeks or months apart. ”

### What can you do?

- Look out for and observe advice and guidance from the NHS, in particular advice about reducing the spread of illness.
- Identify a flu friend – somebody who would collect your medication, food and other supplies allowing you to stay at home when ill.
- Keep small personal stocks of “over the counter” cold and flu medication to help relieve your symptoms.
- Know the arrangements for your child’s school.

### Keep as healthy as possible and follow these basic hygiene practices:

- Cover your nose and mouth when coughing or sneezing, and use a tissue when possible.
- Dispose of dirty tissues promptly and carefully.
- Maintain good basic hygiene. For example, wash hands frequently with soap and water to reduce the spread of the virus from your hands to your face or to other people.
- Clean hard surfaces (e.g. door handles) frequently using a normal cleaning product.
- Help children to follow this advice.



### Further information relating to pandemic flu can be found at

- [www.nhs.uk/conditions/pandemic-flu](http://www.nhs.uk/conditions/pandemic-flu)

### Is your community affected?

#### Click on link:

- Bath and North East Somerset
- Bristol
- North Somerset
- Somerset
- South Gloucestershire

## 2.5 Adverse Weather

**The United Kingdom can experience severe and adverse weather due to its maritime temperate climate with occasional continental and arctic influences.**



These can bring with them heavy rain or snow, strong winds 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 and gales, low temperatures and heavy snow, heat wave and drought.

### **Some of the impacts of severe weather are:**

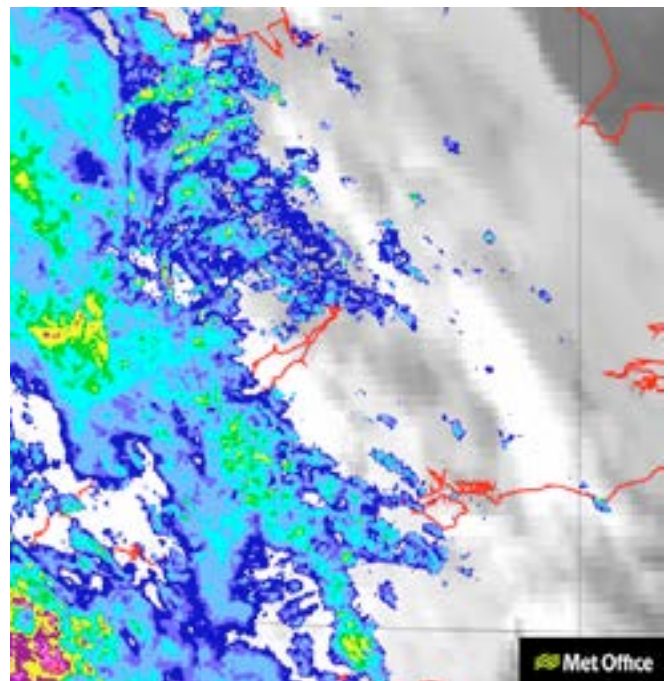
#### **Storms and Gales**

- Danger to life from windswept objects including falling trees and structural failures.
- Damage to property.

- Damage to electricity and telephone lines.
- Travel disruption.
- Low temperatures and heavy snow.
- Disruption to food production.
- Risk of people, particularly the vulnerable, being affected by health threatening low temperatures.
- Power and water failures.
- School and public building closures.

#### **Heat Waves**

- 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.



## Who can be affected?

Those travelling are often affected. In the event of a warning, ask yourself; is it essential to make the journey? Could a telephone call be made instead? The elderly and vulnerable are at an increased risk in any heatwave or cold snap.

## What can you do?

### Depending on the level of warning:

- Ensure you can access the latest weather forecasts.
- Follow instructions and advice given by authorities.
- Listen to weather forecasts and heed any warnings of extreme weather.
- Plan any journeys or activities with the weather in mind.
- Avoid all non-essential journeys.
- If you must make a journey, plan ahead and carry emergency food/ clothing/ blanket etc.
- Check that elderly or vulnerable relatives and those who you know or live close to are supported.
- If you are aware of property damage that may get worse in the event of strong winds, get it fixed now.
- Follow heatwave public health advice.
- Encourage the vulnerable and elderly to register with the public utility companies who will attempt to prioritise them if their services are affected by the weather (see section 2.9).

## What are we doing?

- Responding agencies are registered to receive advice and severe weather warnings from the Met Office.
- Winter planning undertaken by many agencies, e.g. gritting routes.
- The NHS provides winter flu jabs and plans for expected surges in demand.
- The NHS provides heatwave advice.
- Additional support via health and social services is identified for elderly and vulnerable people.
- Utility Companies provide a prioritised service for the elderly and vulnerable.
- We have produced an adverse weather protocol to ensure that agencies' limited resources can be best used in the event of adverse weather.

“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.”



### Further information relating to adverse weather can be found at:

- Weather forecast information
- and
- Severe weather advice

### Is your community affected?

#### Click on link:

- Bath and North East Somerset
- Bristol
- North Somerset
- Somerset
- South Gloucestershire

## 2.6 Transport Incidents

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

### Road

The road network in Avon and Somerset is managed by five Council highways departments, whilst the roads which form part of the UK's strategic road network, (the M32, M4, M49, M5, A303, A38 and A4), are managed by Highways England.

These roads are all heavily used by haulage companies to move goods around the country and to and from ports. The M4 being the gateway to Wales and the A303, A37 and M5 heavily used by holiday makers going to Dorset, Devon and Cornwall.

Most road incidents are within the routine capabilities of the three lead emergency services however there is always the risk of an accident going beyond these capabilities and the need for more extended agency involvement, especially if the accident involves chemicals or hazardous materials.



### Rail

If rail accidents occur or the rail network is shut for days or weeks (as in flooding) coaches would be provided to move passengers around the closed line area, this may lead to further traffic congestion or the need for emergency accommodation.

The main lines from London to Wales, the South West to the North and Scotland and to the West Country all pass through the Avon and Somerset LRF area. These lines also carry freight, some of which may be hazardous.





## Air

Bristol Airport is the only commercial airport in Avon and Somerset, however, there are military bases at Yeovilton and Taunton. As such, the area lies under many flight paths for both domestic and international routes.

## Sea

The Severn Estuary has busy shipping lanes carrying cargo and passenger vessels to the Welsh and Bristol Ports.

### Some of the impacts of transport collisions are:

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

## What can you 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, especially if travelling in severe or hot weather.
- Before going on long journeys, look up your route to plan diversions around possible delays.
- Avoid non-essential journeys during times of severe weather.
- In peak holiday seasons expect delays and prepare for your journey, take bottled water, snacks and sanitary provisions for the family.
- Plan your journey. Highways England provides up to the minute traffic reports for its network of motorways and major roads across England.
- Get your winter kit ready: ice scraper, de-icer, jump leads, shovel, blanket, sunglasses (for winter glare from the low sun) and torch. Prepare at the start of winter and then keep them in the car - you never know when you might need them.
- All train and rail operators provide details for any journey disruptions, they will always provide alternative transport for planned works but this may delay you so look on line before you travel.



## 2.6.1 Transporting Hazardous Materials

There are a significant number of vehicles that carry chemicals everyday on the roads around the Avon and Somerset area without issues.

**Some of the chemicals carried are hazardous which, if involved in an incident, could lead to:**

- Environmental damage, depending on the chemical.
- Damage to local infrastructure (e.g. roads).

### Who can be affected?

- Road users and those close to key roads.
- Those most vulnerable or suffering from respiratory problems (depending on the chemical or material released).
- The environment, depending on the nature of the chemical and where a release takes place.

### What are we doing?

- We have identified designated tanker routes and made hauliers aware of those. These routes go through the least populated areas and make use of the safer roads.
- Avon and Somerset Police carry out routine stop-checks on vehicles carrying hazardous materials to ensure that they are operating safely.

- We regularly carry out training and exercising with hauliers to ensure that the emergency responders and the operators can deal with an incident effectively.
- We identify local hotspots, such as roundabouts, where incidents have happened and re-design the drainage systems to stop any product from reaching sensitive environments. All motorways have specially designed drainage systems.

### What can you do?

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

#### In most cases this will be to:

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



### Further information relating to transport of hazardous materials can be found at:

- Business waste

### For journeys:

- Get ready for winter
- Seasonal motoring advice

### Is your community affected?

#### Click on link:

- [Bath and North East Somerset](#)
- [Bristol](#)
- [North Somerset](#)
- [Somerset](#)
- [South Gloucestershire](#)

## 2.7 Industrial Site Incident

**There are a number of industrial sites in Avon and Somerset that in the event of an incident could affect the public or environment outside the industrial sites boundary.**

There are nuclear power stations at Hinkley Point, Somerset and the decommissioned nuclear sites at Oldbury on Severn and Berkeley in South Gloucestershire. These sites are regulated by the Radiation Emergency Preparedness and Public Information Regulations (REPPPIR).

There are a number of industrial sites classified as Upper Tier sites under the Control of Major Accident Hazards (COMAH) regulations located in the Avonmouth, Severnside and Portishead areas. There are a number of Lower Tier sites throughout the Avon and Somerset area.



*Those most at risk are those who live or work within close proximity to industrial sites.*



To identify any COMAH sites near you **click**:

- [COMAH Establishments](#)

**Issues that could arise from incidents at any of these sites include:**

- Risk to life.
- Damage to property.
- Pollution of the environment.
- Impact on 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.
- Evacuation ( temporary or long term ) of contaminated areas.



## Who can be affected?

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

## What are we doing?

- Working with the sites to provide training and advice on emergency response and pollution control.
- Using the law such as Health and Safety regulations to ensure that actions are taken to make sites safer.
- Issuing of specific advice to those living near COMAH or nuclear sites.
- The Competent Authority will only grant permission for the most hazardous sites to operate if they can demonstrate that they meet a range of safety criteria. These sites are regularly inspected against the criteria.
- The production of multi-agency emergency response plans for fixed sites, pipelines and hazardous transport. These ensure that we can respond quickly and effectively when needed.
- These plans are tested regularly with the operators and Emergency Services and updated when needed.
- We regularly share learnings with colleagues across the country and between sites.
- Operators of the biggest sites regularly issue information to the public who live and work close by identifying actions to take in the event of an incident.
- We identify and work with vulnerable areas near the high risk sites to ensure that they are prepared.
- In the Avonmouth, Severnside and Portishead areas there are warning sirens. These are tested at 3pm on the 3rd day of every month.

## What can you do?

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

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

If you receive an information booklet make sure you fully read the documents so that you and your family understand the risks.



## Further information relating to industrial sites can be found at:

- COMAH information and establishments
- COMAH regulations
- Nuclear information
- Nuclear emergency preparedness
- Advice of Avonmouth, Portishead and Severnside
- Advice in Somerset

## Is your community affected?

### Click on link:

- [Bath and North East Somerset](#)
- [Bristol](#)
- [North Somerset](#)
- [Somerset](#)
- [South Gloucestershire](#)

## 2.8 Marine Pollution and Sea Borne Incidents

**As well as being home to two significant commercial ports and a considerable proportion of the UK's petrochemical industry, Avon and Somerset has some important protected environmental areas.**

The most likely to be affected are beach users and those working on or near to the sea and river. Tourism may be significantly affected depending on where and how the incident occurs. Protected areas include the North Somerset, Somerset and South Gloucestershire coastline such as the popular beaches of Burnham on Sea, Minehead and Weston-super-Mare.

**In the event of a marine pollution incident issues include:**

- Significant damage to the environment including fish stocks and other marine life.
- Potential health risk to local residents and tourists.
- Closure of commercial, leisure and fishing ports.
- Large quantities of contaminated waste.
- Closure of amenity beaches such as Weston-super-Mare.

### What are we doing?

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

The plans and procedures are then tested with regular staff training in marine pollution control. The Environment Agency and the Maritime and Coastguard Agency undertake regular investigations into the sources of pollution and where possible prosecute polluters.

### What can you do?

- In the event of an incident abide by any restrictions, for example on fishing or using beaches.
- Report any incidents of pollution to the Maritime and Coastguard Agency or the Environment Agency.
- Avoid polluted areas and listen for advice and information on local radio stations.
- Co-operate with organisations during any clean-up operation.
- Do not scavenge any cargo that may be washed ashore as it could be dangerous and is a criminal offence.



**Further information relating to marine pollution can be found by visiting the Maritime and Coastguard Agency's website at:**

- [MCA](#)

**and the Environment Agency's website at:**

- [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

### Is your community affected?

**Click on link:**

- [Bath and North East Somerset](#)
- [Bristol](#)
- [North Somerset](#)
- [Somerset](#)
- [South Gloucestershire](#)

## 2.9 Critical Infrastructure

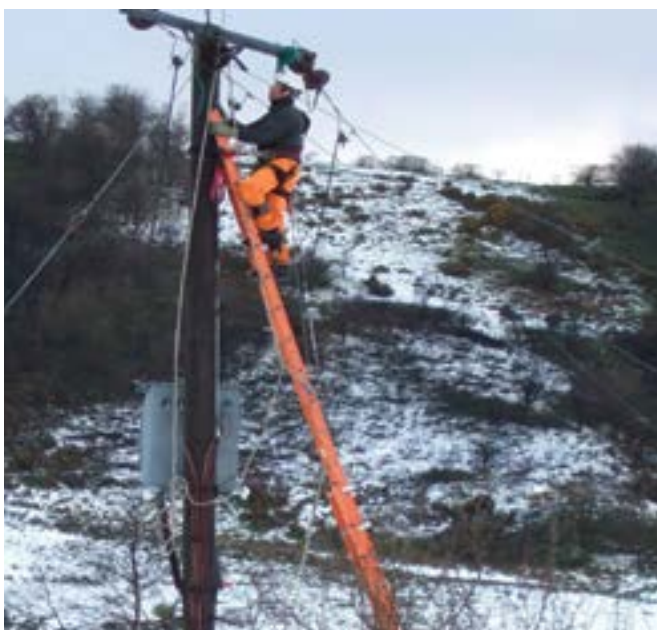
**Critical Infrastructure is the name given to all of the different essential services which we rely on as part of modern society and the economy. The UK's critical infrastructure is made up of electricity, water, gas, oil / fuel, transport, telecoms, food, health and financial services.**

Many parts of the infrastructure network are dependent on other services e.g. electricity is required at water pumping stations, 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. The companies have well-established plans and procedures in place to respond to incidents, which can range from the management of a local incident to a national-level disruption.



### Telecoms

A wide scale telecoms disruption would have a direct or indirect impact on all other infrastructure sectors.

Individuals and businesses are increasingly dependent on the telecoms network either for mobile and fixed line telephony or provision of the internet.

### Water

Water disruptions include burst water mains, supply disruption and minor or major contamination. Dependent on the severity of the incident a multi-agency emergency may be declared to ensure that people's 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 current realistic scenarios within the UK which would lead to a shortage of food supplies; however, if a large area of local agricultural land was affected by an incident it would affect the local economy as well as impacting on food prices nationally.

### Some of the impacts of a utilities disruption are:

- People exposed to poor sanitation and lack of drinking water.
- Homes could be without heating and have limited ability to heat food and water.
- Limited ability to keep food cold or frozen.
- No ability to get fuel from filling stations.
- Unable to get cash from cash machines or make card purchases.
- Telecommunications would be limited (including mobile phones).
- Panic buying reducing supermarket supplies.



“ Many parts of the infrastructure network are dependent on other services ”

## What are we doing?

- Working with the utilities companies to manage supply interruptions.
- Seeking to better understand the interdependencies between different infrastructure sectors.
- Producing multi-agency plans to manage long-term utilities outages.
- Identifying vulnerable people who will need consideration in the event of a utilities disruption.

## What can you do?

- Know where to turn off your utilities. During some gas and water emergencies it may be necessary to shut off the supply to every premise in the affected area.
- Keep an emergency kit within your house containing items such as a wind up torch and supplies of tinned food and drinking water.
- Outages may come with forewarning. If this is the case consider how you can be prepared e.g. fill the bath with drinking water. (Try not to panic buy unnecessary items).
- Be on alert for bogus callers posing as utilities company workers.
- All utility providers are obliged to offer priority schemes to those who are of pensionable age, have a disability or hearing and/or visual impairment, or are in long term ill health. However to do so you have to personally opt in to receive priority treatment.

**These schemes are as follows**  
(see next page):-



## Is your community affected?

**Click on link:**

- [Bath and North East Somerset](#)
- [Bristol](#)
- [North Somerset](#)
- [Somerset](#)
- [South Gloucestershire](#)

Company	Description of scheme
<b>Electricity Western Power Distribution</b>	<p><b>Priority Service Register</b></p> <p>If you rely on electricity for medical equipment or if you are elderly, very ill or disabled:</p> <ul style="list-style-type: none"> <li>• Provide special help, if needed, through the British Red Cross.</li> <li>• Inform you about planned interruptions to your electricity supply.</li> <li>• Keep you as informed as possible in the event of an unplanned power cut.</li> </ul> <p><b>Online form providing name and details of vulnerability:</b>  <a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a></p>
<b>Bristol Water</b>	<p><b>Customer Care Plus</b></p> <p>Vulnerable and low income households.          Complete and submit online form.</p> <p><b>Need to reapply annually:</b>  <a href="http://www.bristolwater.co.uk">www.bristolwater.co.uk</a></p>
<b>British Telecom</b>	<p><b>Including You - BT's guide to help you communicate</b></p> <p><b>To get a printed booklet and application form, call 0800 800 150</b>  <a href="http://www.bt.com">www.bt.com</a></p>
<b>Gas</b>	<p><b>Priority Service Register (PSR)</b></p> <p>Maintain a priority services register and to offer special help to customers who are of pensionable age, disabled (including customers who are blind or partially sighted, or deaf or hard of hearing) or chronically sick.</p> <p><b>Sign up to individual schemes through individual gas supplier – i.e. British Gas</b></p>
<b>Wessex Water</b>	<p><b>Priority Services</b></p> <p>If you have particular requirements due to your age, ill health, a disability, mental illness or additional needs, register for Priority Services so that we can take this into account.</p> <p><a href="http://www.wessexwater.co.uk">www.wessexwater.co.uk</a></p>

## 2.10 Malicious Threats

**This group of threats includes actions such as terrorism and organised crime.**

The background to the inclusion of these threats in the Community Risk Register is contained in the publically available **National Risk Register**. The details of these malicious threats are sensitive, but you may be reassured that we consider malicious threats in all our risk assessment, planning and response.

The malicious threats are themselves collected into themes, if you would like more information on these, the National Risk Register contains further detail, and links to other sources of information.

Attacks are rare but the issue of terrorist attacks is regularly in the news and remind us all of the terrorist threat we face. But it's been on our agenda for much longer. The police and security service have been working constantly to foil terrorist attacks for years, not months.

### Terrorism threat levels

The threat level indicates the likelihood of a terrorist attack in the UK.

**There are five levels of threat:**

- **low** - an attack is unlikely.
- **moderate** - an attack is possible but not likely.
- **substantial** - an attack is a strong possibility.
- **severe** - an attack is highly likely.
- **critical** - an attack is expected imminently.

The level is set by the Joint Terrorism Analysis Centre and the Security Service (MI5).

Threat levels don't have an expiry date. They can change at any time as different information becomes available to security agents.

## What are we doing ?

The government will issue a warning to the public if that's the best way to protect a community or a place facing a specific threat. Police and security agencies are working tirelessly to protect the public. As a group of local responders, the LRF is focussed on preparing for the consequences of any emergency, regardless of cause, and our plans try and set out generic capabilities that can be used in any emergency situation.

Security is built into development designs.



*The police and security service have been working constantly to foil terrorist attacks for years, not months.*



## What you can do

We are not complacent about keeping you safe and people are understandably concerned about a firearms or weapons attack. These attacks are very rare but in the event of such an attack, it helps to be prepared.

National counter terrorism policing provides advice to the public on the steps they can take to keep themselves safe in the rare event of a firearms or weapons attack.

The police service has released the short public information film called 'Stay Safe: Firearms and Weapons Attack' which sets out the key options for keeping safe should the worst happen. The film is now freely available online via the National Police Chiefs' Council YouTube account.

Remember, attacks of this nature are still very rare in the UK.

### So stay safe, and just remember the words:

RUN. HIDE. TELL.

**Run.** To a place of safety, this is a far better option than to surrender or negotiate, if there's nowhere else 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's safe to do so:-

**Tell.** The police by calling 999.

Everyone is asked to remain vigilant and report any suspicious behaviour or activity to the confidential Anti-Terrorist Hotline on 0800 789 321 or in an emergency, 999.



### Get more information about terrorism threat levels in the UK:

- MI5 website
- Security guidance

### You can also check the government's travel advice for different countries:

- Terrorism, business advice
- Terrorism

### Is your community affected?

#### Click on link:

- Bath and North East Somerset
- Bristol
- North Somerset
- Somerset
- South Gloucestershire

## Section 3.

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

This section covers the steps you can take to prepare yourself and your family to mitigate the impacts of an emergency and how you can recover more quickly and more effectively from an incident.



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

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

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

We use local radio to broadcast emergency warnings and information. It is one of the most accessible means of communication as it can be received in homes, businesses and cars.

Radio is very reliable as it can still broadcast and be received during a power cut by using a wind-up or battery powered radio. With most incidents the safest place to be is indoors, and with correct preparation you should be able to stay there safely for some time. Remember, in the case of a fire in a building you are in – get out, stay out and call the fire brigade out.

Agencies such as the Police, Fire and Rescue service, Met Office, Environment Agency and Health agencies work together with BBC Radio Bristol (and other media outlets) to make sure that they give out accurate and up-to date information to keep people fully informed on what to do during any emergency.

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

### Personal emergency management steps - planning for an emergency

**To prepare for an emergency, you should take time to find out:**

- 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 will need your help.
- How to tune in to your local radio station.
- A list of useful phone numbers, e.g. for your doctor and close relatives.
- Where you would go if you were asked to evacuate.



## Make sure that you have prepared a 'grab bag' of items that you may need in the event of an emergency (see the list of items below)

If you are at home and an emergency happens, try to gather together:

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

“Listen to advice from emergency services or local authorities about specific actions you should follow.”

## Be prepared to leave quickly, in certain situations, emergency services may ask you to leave your home

If this happens, leave as quickly and calmly as possible. If you have time and it is relevant to do so:

- Turn off electricity, gas and water supplies, unplug appliances and lock all doors and windows and take the items identified previously.
- If you leave by car, take bottled water and blankets.
- Take your pets (with suitable carriers or leads).
- Tune in to local radio for emergency advice and instructions.
- Inform emergency services of where you have gone and how you can be contacted.
- Ensure you take all health aids, including glasses, hearing aids, ability aids and any prescribed medication.

## Returning home after an emergency

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

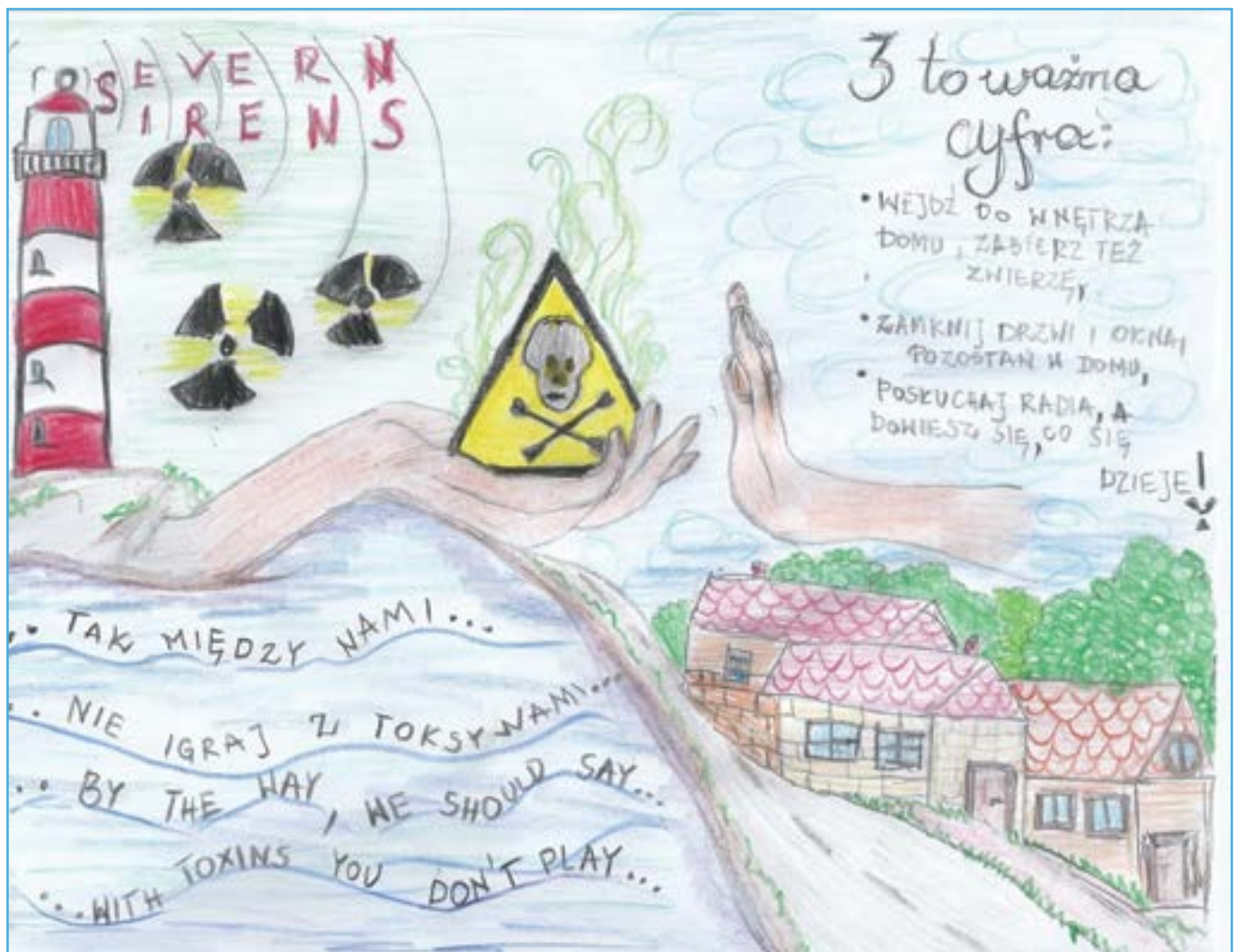
Be wary of anyone who knocks on your door offering to carry out building or repair work, check their credentials first.



## Section 4.

### How can your local community be prepared?

It is proven that if communities are prepared for emergencies they not only mitigate the effects of the incident but respond quicker and more effectively. This section explains how you can join or start a community resilience scheme in your area.



This design features Polish instructions, translated into English this reads:

Go in and bring your animals in, Go in, close the windows and doors and stay inside, listen to the local radio station so you know what to do.

Anastazja Mierzynska,  
St Bernard's Primary School.  
Shirehampton.

Severside Emergency  
Planning Forums school  
Calendar poster winner 2015.

## 4. How can your local community be prepared?

**Wide-scale emergencies can and do happen. In recent years the UK has seen events such as heavy snow, flooding, chemical incidents, drought, riots, terrorist attacks, utility failures and fuel shortages.**

The lessons learnt from the 2007, 2013, 2015 floods showed that communities which were prepared for emergencies were better equipped to deal with the impacts.

Avon and Somerset's LRF encourages and assists communities to develop emergency plans in order to prepare for the realistic risks they face.

### Why have community emergency plans?

Community resilience encourages people to plan for local risks and be prepared to help themselves as a community if affected by an emergency.

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



## How to get started

Community resilience measures can be as little as designating a point of contact within the community to receive warnings and messages from emergency services and local authorities. The plan can grow over time to include areas such as:



- A parish emergency team.
- Community resilience wardens.
- Community buildings which can be used as emergency evacuation facilities.
- Knowledge of skills and expertise within the community.
- Knowledge of special equipment or vehicles within the community.
- Identification of vulnerable premises and people within the local area specific actions based on specific risks.

“

*Avon and Somerset's LRF encourages and assists communities to develop emergency plans in order to prepare for the realistic risks they face.*

”

i

**Take a look at community resilience schemes that exist in your area and how you can join in. If none exist why not help start your own scheme?**

**To find advice on how to develop a Community plan for your area:**

## Community resilience

### Click on link:

- [Bath and North East Somerset](#)
- [Bristol](#)
- [North Somerset](#)
- [Somerset](#)
- [South Gloucestershire](#)

## Section 5.

### Business continuity

It is essential for us and our communities that our businesses survive or return to work as soon as possible following an emergency. This last section provides five simple steps that can be used by businesses to prepare for emergencies.



## 5. Business continuity

### 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 utilities i.e. water, gas, electricity.
- Significant disruption to transport.
- Disruption to the availability of oil and fuel.
- A loss of or disruption to computer systems and telecommunications.
- A disruption which affects your key suppliers or partners which can result in a loss of customers.
- A loss of customers.

### Does your organisation have adequate business continuity measures in place?

Business Continuity Management (BCM) is the process through which organisations aim to continue the delivery of their key products and services during and following disruptive events. Effective BC is the first line of defence for any organisation to ensure they are able to maintain the delivery of their core services and, in the long-run, assure their survival. Prepare now or risk being caught out.

### The five steps to effective business continuity:

#### 1. Understand your business

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

#### 2. Assess your risks

What risks does your business face? What can you do now to reduce the likelihood or the impact of them?

#### 3. Identify the resources you need to keep your business running

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

Consider what your options are if any of these things aren't available.

#### 4. Document key information and keep it accessible at all times

Include insurance company emergency contact details and policy numbers and staff, supplier and customer contact numbers, as well as any other key information about the risks and business critical activities you have identified. Consider creating action plans for your staff for the high risk scenarios you have identified.

#### 5. Train your staff in responding to emergencies and disruptions

Use team meetings to discuss how they should respond to particular scenarios.



### For further information

#### Click on link:

- [Bath and North East Somerset](#)
- [Bristol](#)
- [North Somerset](#)
- [Somerset](#)
- [South Gloucestershire](#)

## FAQs

### **What is the Community Risk Register (CRR)?**

At its most basic the CRR is a list of those emergencies that might happen in the Avon and Somerset LRF Area, ranked in order of how likely they are to happen and how badly they could affect the community.

### **Why produce a risk register?**

It is a legal requirement under The Civil Contingencies Act (2004) and it is a tool to both ensure communities have an awareness of the risks in their area and that responding organisations resources are being targeted to have the most benefit.

### **What science is the CRR based on?**

The CRR is based on a National Risk Register produced by the Government. This is centred on a range of data including historic, scientific and expert analysis to assess the risks to the UK as a whole. Using this information we can identify which are relevant locally and add any additional risks. Again this process involves looking at a range of data, including incidents that have occurred, local knowledge and expert guidance.

### **What has it got to do with me?**

By producing this information and sharing it with you we hope that you will be in a better position to cope in the event of an incident. But it goes beyond you; if your place of work is at risk, for example of flooding, raising the issue with managers may ensure that in the event of a flood the business survives. Checking that an elderly relation is okay in the event of severe weather may save their life.

### **Isn't this all just common sense?**

Yes, a lot of the information contained in this document is common sense but by combining all the common sense from a large number of agencies into one document, we hope to provide a useful checklist and source of information.

### **Isn't this all a bit extreme?**

Unfortunately not – whilst rare, major incidents do happen both locally and nationally. If we plan and prepare for such incidents they will have less of an impact. It is much better to plan ahead and be prepared now than regret being unprepared later.

### **If you want me to prepare for emergencies – why do I pay council tax for the emergency services to respond?**

In the event of a large scale incident the Emergency Services, the Local Authorities and all the other agencies will be forced to prioritise their response to those who need it most. The community can reduce the strain on the Emergency Services and others by taking some simple actions before, during, and after an event. Some of these are outlined in this document.

## **Documents available in other formats**

If you would like this information in another language, braille, large type or audio on CD, please contact Bristol City Council or email: [emergency.planning@Bristol.gov.uk](mailto:emergency.planning@Bristol.gov.uk)