



Avon and Somerset

Community Risk Register



Introduction

The Avon and Somerset Local Resilience Forum (ASLRF) is a multi-agency partnership of different organisations including the emergency services, local authorities, health services, the Maritime and Coastguard Agency, Environment Agency, voluntary agencies, utility companies, and transport providers.

These organisations come together to assess local risks, plan, and train for emergencies, respond to incidents and to support communities with recovery after an incident.

The ASLRF aims to manage risks and support individuals, communities, and organisations in becoming more resilient to emergencies.

Community Risk Register

A community risk register identifies the potential risks in your area, with the aim of helping you and your community to be better prepared to cope during an incident or emergency, and to recover as soon as possible afterwards.

This community risk register shares information about the main risks in Avon and Somerset, how the ASLRF is managing these risks, the actions you can take and where you can find more information.

Some risks could affect anyone regardless of where they are, such as a pandemic. Other risks may be more likely to affect those living in certain areas, for example flooding.

To identify the risks, the ASLRF has looked at the national risk register and locally available risk information to consider what could happen within Avon and Somerset and the potential impacts.

You can find a copy of the [National Risk Register](#) on the UK Government website. Visit www.gov.uk and search 'National Risk Register'.



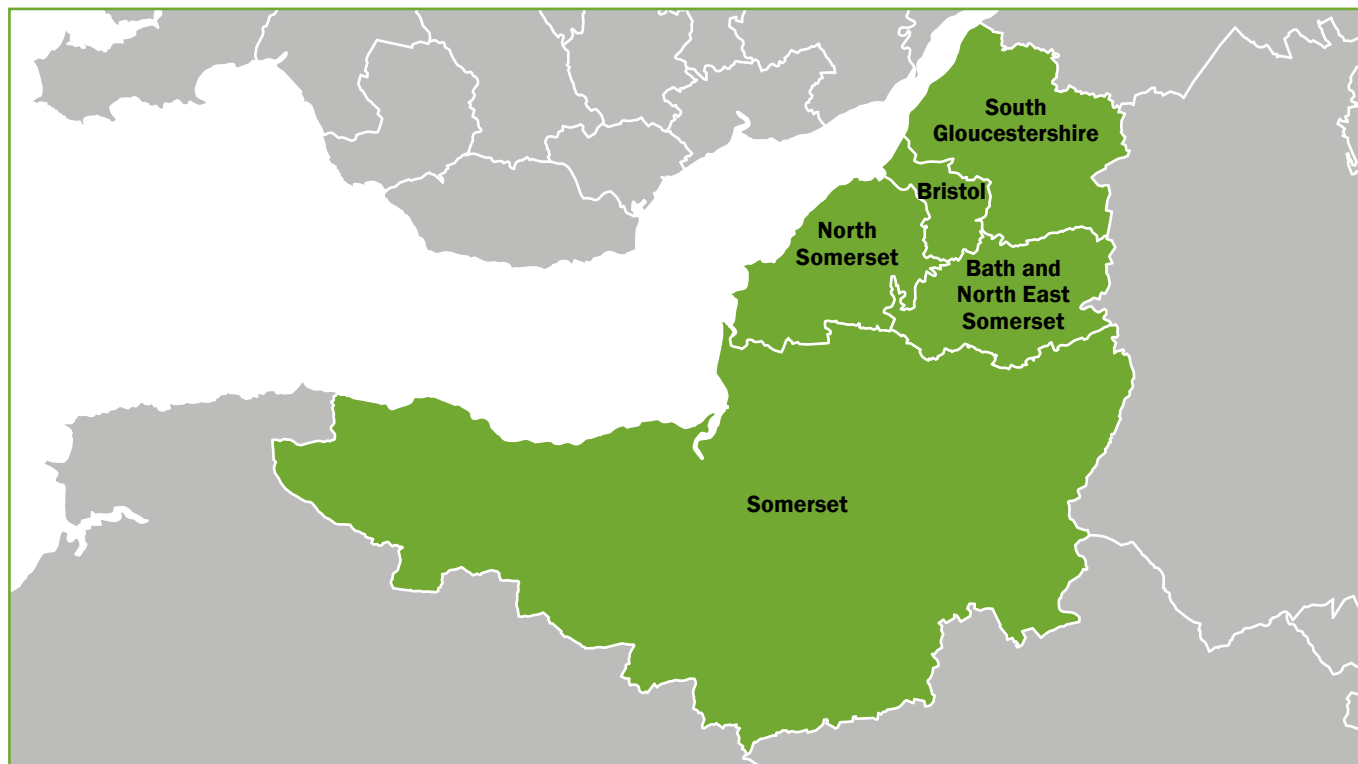


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The Avon and Somerset area

ASLRF covers one of the largest police force areas in England. The area 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.



Avon and Somerset is covered by five unitary local authorities:

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

The emergency services covering the area are:

- Avon and Somerset Police
- Avon Fire and Rescue Service
- Devon and Somerset Fire and Rescue Service
- South Western Ambulance Service Foundation Trust
- HM Coastguard

Emergency management

The agencies and organisations that form the ASLRF work together to:

Minimise risk

Seeking to identify and assess risks. Looking at causes and working to reduce the likelihood of the risk happening and the impact if it does occur.

Prepare

Preparing for an incident by:

- understanding each organisation's roles and responsibilities
- developing emergency plans and procedures
- training staff and testing procedures with exercises
- aiming to match their capabilities to the needs of each emergency
- developing longer-term recovery plans
- learning lessons from previous incidents by debriefing and then adapting plans and training
- establishing links to get help from other LRFs for lengthy or widespread incidents.

Respond

In an incident, agencies that make up the LRF will:

- initiate emergency activities which can include public safety, evacuation, and shelter to limit the spread of the incident, search and rescue
- assess the initial damage
- warn and inform the public.

Support recovery

The agencies that make up the LRF will:

- implement initial and long-term recovery efforts
- help co-ordinate the re-housing of any displaced people
- offer humanitarian assistance
- help the community to re-group and re-build.

How you can prepare for any emergency

Thinking ahead and knowing what you might do in an emergency can make all the difference.

Some emergencies require evacuation – where you need to leave your home; others may need you to stay in your home. Are you ready?

The government's 'Prepare' website has information to help you prepare for, and cope, in an emergency. Visit [Prepare](#)

What to do in an emergency

With most incidents, the safest place to be is indoors, and with preparation you should be able to stay there safely for some time. Remember, in the case of a fire or emergency in a building you are in – get out, stay out and call 999.

For most major emergencies, the immediate advice is to go inside, stay inside, and tune into local radio.

Local radio will broadcast emergency warnings and information. It is one of the most accessible means of communication as you can receive it 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.

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 they give accurate and up-to date information to keep you informed about what to do during any emergency.



In the case of fire:



Staying at home

Consider what you may need if you had to remain in your home for several days, for example food, medication, and toiletries.

Evacuation

Be prepared to leave your home quickly and calmly, if the emergency services ask you to evacuate.

Prepare in advance by:

- finding out where and how to turn off water, gas, and electricity supplies in your home
- ensuring you know the emergency procedures for your children at school and for your workplace
- agreeing how your family will stay in contact in an emergency

- finding out if any elderly or vulnerable neighbours may need your help
- making sure you know how to tune in to your local radio station, even in a power cut
- compiling a list of useful phone numbers, for example for your doctor and close relatives – keep paper and digital copies
- thinking about where you might go if you are asked to evacuate
- Make plans for pets and how to keep them safe”
- considering what you may need to take with you if evacuated - you could even prepare a ‘grab bag’ including any food or possessions you need to care for pets

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

- 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 supplies where necessary
- mobile phone and charger, and portable power bank
- cash and credit cards
- warm, waterproof clothing and blankets
- bottled water and ready to eat food, bottle and tin openers
- important documents such as personal ID, banking, and insurance documents.

Other things to consider when evacuating

- If it is safe to do so turn off electricity, gas, and water supplies, unplug appliances and lock all doors and windows.
- 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 to contact you.
- 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. Contact your insurance company or landlord for advice and assistance if you are concerned.



Avon and Somerset's top risks

The following section explains the main risks faced in the ASLRF area, gives you some information about how the LRF is managing the risk, and actions you can take to look after yourself, your family, business, and community. There are details about where you can find more information too.

The ASLRF regularly reviews the risks to identify any changes and adopts a continual process of learning to improve management of risks. For example, taking lessons from previous incidents, training, and exercises to keep improving our plans.

Only the main risks identified by the ASLRF are in this document. If you would like to see all the possible risks that we face, you can read the [National Risk Register](#).

Flooding

Flooding is the most widespread natural risk in the UK. By preparing in advance, you can minimise the impact that flooding could have. Different kinds of flooding can occur, for example from the sea, rivers, surface water flooding, ground water and reservoirs.

Fluvial flooding is when waterways (rivers and streams) overflow their banks causing water to flood into the surrounding areas. Surface water flooding or 'pluvial flooding' is when the amount of rainfall exceeds the ability of the drainage system to take the excess water away. Coastal flooding is caused by high tides, low pressure weather systems, and surge conditions triggered by strong winds blowing large waves towards the shore.

Groundwater flooding is when water under the ground (the water table) rises to the surface. Underground rooms, such as cellars and basements, are particularly at risk.

Reservoirs are areas where large volumes of water can be stored. Uncontrolled releases of this water body can cause flooding which can be catastrophic and cause extensive damage to land and properties both in the immediate and neighbouring areas.

The issues associated with flooding are widespread and can include:

- risk to life from fast flowing or deep floodwater
- damage to, or collapse of, homes, personal property, businesses, and infrastructure
- pollution of the local environment
- loss of power and other essential services such as gas, water and, mobile phone service
- the possibility of evacuation
- short, medium, and long-term homelessness
- long-term health and psychological impacts
- road closures
- delays to public transport



Who could be affected?

Anyone with homes or businesses near sources of water whether that is the sea, rivers, floodplains, or streams could be at risk of flooding.

Surface water flooding incidents are more unpredictable and could affect areas that have not flooded before. If you are unsure whether you live in an area affected by flooding, [visit gov.uk to search the long term flood risk for where you live](#). You can also call the Floodline on 0345 988 1188 or text on 0345 602 6340.

How Avon and Somerset LRF helps manage this risk

- The ASLRF have worked to develop flood response plans and procedures. These plans are in place to deal with potential damage, restoring utilities and travel routes as quickly as possible.
- The Met Office issues weather warnings for rain that may result in flooding and works

closely with the Flood Forecasting Centre to provide flood guidance statements to predict flooding events.

- Avon Fire and Rescue Service maintain swift water rescue capabilities across several of their fire stations, with the ability to respond to incidents of this nature anywhere in the service area.
- The ASLRF will provide guidance to members of the public about flooding, including flood warnings and what people can do to help themselves.
- Local authorities assess flood risk and develop flood risk management strategies to reduce the risk of flooding.
- The Environment Agency (EA) provide guidance to members of the public about flooding, including flood warnings and what people can do to help themselves.

What you can do to manage this risk

If your home or business is at risk of flooding, there are steps you can take to prepare:

- Visit the EA's website to [create a personalised flood plan](#).
- Visit the Gov.uk website to [sign up for flood warnings by text, phone or email](#).
- Visit the Gov.uk website to find out how to [prepare your property](#) – fit [appropriate flood](#) protection devices to your property.
- Identify vulnerable neighbours – who may need help or those who may be able to help you, in case of evacuation.
- Keep your home stocked with supplies in case you are unable to evacuate.

If your home or business is likely to flood, please do these things immediately:

- Turn off your gas, electricity, and water supplies but only if it is safe to do so.
- Do not touch an electrical switch if you are standing in water.
- Move important possessions and documents upstairs.
- If you are leaving home, take a bag of essentials including medicines and insurance documents.
- Bring your pets and pet supplies if you evacuate.
- On your return, do not turn on your water, gas, or electricity. Get your utilities company or a qualified engineer to check they are safe before turning them back on.

Other things to remember or consider:

- Do not drive, cycle, or walk through flood water.
- When you get advance warning of flooding, if you can, move your car to higher ground to reduce the risk of damage or the hassle of an insurance claim.
- Report instances of flooding to your local council. Especially surface water which they may not be aware of.
- If you are driving and become stuck in flood water, it is generally best to stay in the car and phone 999 for help rather than try to get out – unless the water is shallow, stationary, and you can see the ground beneath the water. If flood water has reached floor height or has got inside the vehicle it's best to phone 999 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.



Flood alert



Flood warning



Severe flood warning

For more information about flooding, visit the following websites

- [Flood alerts](#)
- [Weather Forecasts](#)
- [Independent Flood Directory](#)
- [Flooding: Health Guidance and Advice](#)

You can also find advice from your council, including how to report flooding in your area, on their website

- [BANES Council](#)
- [Bristol City Council](#)
- [North Somerset Council](#)
- [Somerset Council](#)
- [South Gloucestershire Council](#)

Extreme weather

Experience has shown, extreme weather can take a variety of forms and at times can cause significant problems and disruption to normal life. Due to climate change we are likely to see rising temperatures and sea levels over the coming years. This will mean an increase in the frequency and severity of extreme weather events in the UK.

There are many types of extreme weather that can have a serious local impact in the UK. The main types of extreme weather include high winds, heavy rainfall, snow, thunderstorms, heatwaves and extreme cold.



Impacts of severe weather

Storms and high winds

- Danger to life from large waves or beach material on coastal routes, sea fronts, and coastal communities,
- Danger from windswept objects including falling trees and structural failures.
- Damage to property, businesses, and agricultural land.
- Damage to electricity and telephone lines.
- Travel disruption.
- Disruption to food production.
- Power and water failures.
- Dangerous driving conditions (spray and standing water, wind, or fog)
- Strain on emergency responder organisations.
- Increased risk of road traffic collisions or accidents.

Extreme cold weather

- Health impacts on the elderly and vulnerable people.
- Injuries from slips and falls.
- Disruption to utilities such as electricity, gas, and water.
- Damage to property, businesses, and agricultural land.
- Risk to life for livestock.

- Travel disruption.
- Economic disruption to businesses.
- Communities and access routes becoming cut off due to heavy snow.
- Dangerous driving conditions (ice, hail, and snow)
- Strain on emergency responder organisations.
- Increased risk of road traffic collisions or accidents.
- Risk to life.

Heatwaves

- Health impacts on the elderly and vulnerable.
- Disruption to utilities such as water supplies.
- Damage to property, businesses, and agricultural land due to wildfires.
- Risk to life for livestock.
- Risk of water safety incidents with people visiting rivers, lakes, or coastal areas to cool off.
- Increased number of hospital admissions, 111 calls or GP appointments due to sunburn, heat exhaustion, respiratory problems, and other illnesses such as food poisoning.
- Increase in vehicle breakdowns including overheating engines.
- Road surfaces deteriorating as tarmac begins to melt.

Who can be affected?

You are at an increased risk in extreme weather if you are elderly or have certain vulnerabilities especially during heatwaves or cold weather.

Extreme weather could affect your travel plans.

What you can do to manage the risk

In the event of a weather warning, ask yourself: is it essential to make this journey?

Depending on the level of warning:

- ensure you can access the latest weather forecasts and follow any warnings of extreme weather
- follow instructions and advice given by your local authority, emergency services, the Met Office or the Environment Agency
- plan any journeys or activities with the weather in mind and avoid all non-essential journeys
- if you must make a journey, plan ahead and equip yourself with emergency food, clothing, blankets or medications
- check that any elderly or vulnerable relatives or neighbours are supported
- if you are aware of property damage that may get worse in the event of strong winds, try to fix it in advance, and secure loose items outside your property like trampolines and garden furniture
- encourage people with vulnerabilities, or who are elderly, to register with their utility companies, so they can be prioritised if their services are affected by extreme weather.

How Avon and Somerset LRF helps manage this risk

- The ASLRF receives advice and extreme weather warnings from the Met Office.
- The agencies within the ASLRF undertake winter planning for example salt spreading on the most heavily used roads.
- The ASLRF have worked to develop emergency response plans including a Severe Weather plan. These plans are in place to deal with potential damage, restoring utilities and travel routes as quickly as possible.
- The NHS provide health advice for dealing with both extreme hot and cold weather, which partners in the ASLRF help to share with communities.
- Utility companies provide a prioritised service for both the elderly and vulnerable people.

For more information about extreme weather, visit the following websites

- [Met Office National Severe Weather Advice](#)
- [Met Office Weather Forecast and Warnings Information](#)
- [Met Office UK Storm Centre](#)
- [NHS how to cope in hot weather](#)
- [NHS Winter Health](#)
- [Adverse Weather and Health Plan](#)
- [Hot Weather and Health: Guidance and Advice](#)
- [Keeping Warm and Well: Staying Safe in Cold Weather](#)
- [Cold Weather and Health: Supporting Vulnerable People](#)
- [Public Health Impact of Drought: Advice for the Public](#)

Animal disease

Some animal diseases may be passed to humans, these are called zoonotic diseases; others may only be passed from animal to animal.



Who can be affected?

The 2001 Foot and Mouth disease outbreak resulted in the cull of over ten million sheep and cattle across the country.

The impacts of a similar outbreak could 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, recreational sectors, and the hospitality industry.

Previous incidents had a significant impact on rural economies and communities, but the impacts can be felt in urban communities too.

How you can manage the risk

- Inform your local veterinary practice if you are concerned about the health of your farm livestock animals or domestic pets. If they suspect a notifiable disease, they will inform Animal and Plant Health Agency (APHA) who will investigate further.
- Do not feed kitchen waste to farm livestock 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.

How Avon and Somerset LRF helps manage this risk

- The ASLRF looks ahead to identify and try to prevent potential disease risks.
- Works on multi-agency emergency response plans to deal with potential outbreaks.
- Local Authorities have Animal Health Contingency Plans.
- Business continuity plans are in place.
- Undertakes ongoing work with the Department for Environment, Food and Rural Affairs (DEFRA) and ensures lessons learned from previous outbreaks have been used to review plans.
- Communication networks are in place to allow for timely notification should an outbreak occur.

For more information about animal diseases, visit the following websites

- [Notifiable diseases in animals - GOV.UK \(www.gov.uk\)](http://www.gov.uk)
- [Department for Environment, Food & Rural Affairs - GOV.UK \(www.gov.uk\)](http://www.gov.uk)
- [Animal and Plant Health Agency - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

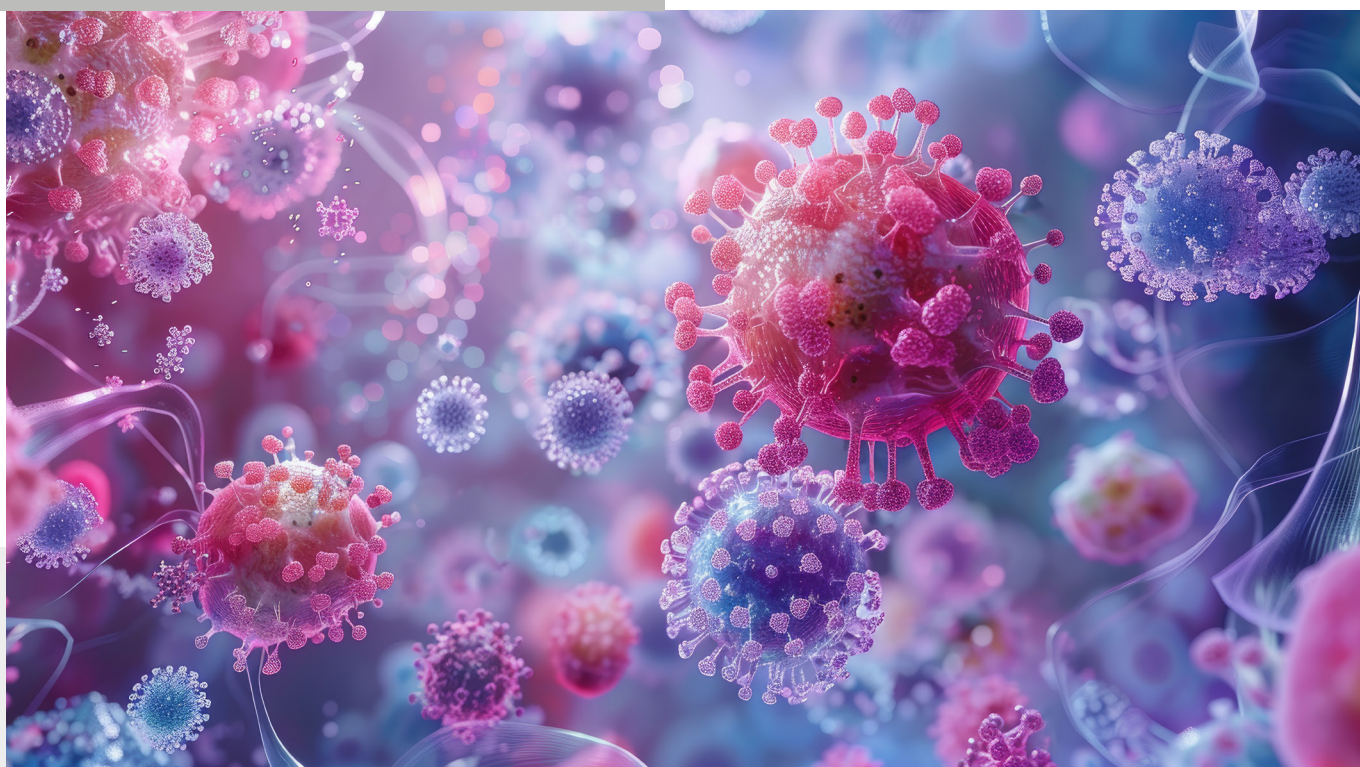
Infectious and communicable diseases

A communicable disease is an illness that spreads from:

- one person to another person
- an animal to a person
- a surface
- a food
- contact with bodily fluids such as saliva, vomit, urine, or blood.

Diseases can be transmitted during any form of travel or through:

- direct contact with a sick person
- a respiratory droplet spread from a sick person such as coughing or sneezing.



Who could be affected?

Anyone could be infected by an infectious or communicable disease, but some people may be more vulnerable. Who is most vulnerable depends on the disease, but usually includes:

- babies and children
- elderly people
- people with underlying or complex health problems.

Protect yourself and others by following these simple steps

- **Catch it** – cover your mouth and nose when coughing and sneezing, using a tissue where possible.
- **Bin it** – dispose of used tissues promptly.
- **Kill it** – maintain good basic hygiene, wash your hands regularly using soap and water for 20 seconds (or hand gel if not available) and clean hard surfaces.
- Look out for and follow NHS and government guidance, in particular advice about reducing the spread of illness.
- Identify a friend or neighbour who could collect your medication, food and other supplies allowing you to stay at home if you are ill.
- Keep small personal stocks of any ‘over the counter’ medication to help relieve your symptoms.
- Check elderly or vulnerable relatives and neighbours have the support they need.

How Avon and Somerset LRF helps manage this risk

The ASLRF:

- ensures multi-agency emergency response plans and processes are in place, for example to coordinate the distribution of medication and vaccines or manage large numbers of deaths
- rehearses Business Continuity plans to deal with different scenarios, such as staff shortages, procurement of equipment needed to support the response, review of supply chain for all industries.
- Works together to ensure lessons learned from previous outbreaks are incorporated into plans.

For more information about infectious and communicable diseases, visit the following websites

- [World Health Organisation – Information on Infectious Diseases](#)
- [UK Health Security Agency – Managing Specific Infectious Diseases](#)

Transport incident

Transport incidents may occur on the road, rail, in the air or at sea. Causes include collision, mechanical failure, or extreme weather conditions like snow, floods, or high winds. The situation can be further complicated by extremes of temperature if people are in their vehicles for lengthy periods of time.



Road

The road network in Avon and Somerset is managed by five local authority highways departments. While National Highways manage the roads which form part of the UK's strategic road network, such as the M32, M4, M49, M5, A303, A38 and A4.

These roads are all heavily used by commuters and haulage companies who move goods around the country and to and from ports.

Many roads are also used by holidaymakers including the M4 as the gateway to Wales and the A303, A37 and M5 for Dorset, Devon, and Cornwall.

Most road incidents are managed by emergency services with support from National Highways. Sometimes, support from other agencies is needed, for example, if the accident involves chemicals or hazardous materials.

Rail

An incident involving two full trains in the Avon and Somerset area could affect as many as 2,000 people.

The rail network can be affected by:

- flooding
- large scale events
- power outages
- cyber incidents
- fatalities
- extreme weather, such as snow and high winds

If part of the rail network is shut for a long period, coaches would be provided to transport passengers around the network rail area. This may lead to 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. So, 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 Welsh and Bristol Ports.

Some of the potential impacts of transport collisions are:

- lengthy delays for other transport users
- injury or fatalities on a mass scale
- people stranded in vehicles potentially in extreme weather conditions
- environmental impacts if goods are spilled
- damage to buildings or infrastructure
- impact on local businesses through delayed or failed deliveries
- delays in emergency services reaching people
- disruption to industry due to road closures

What you can do to manage the risk

- Avoid non-essential journeys in extreme weather.
- Expect, and prepare for delays, particularly in peak holiday season.
- Have an emergency kit in your vehicle and carry basic items such as bottled water, snacks, and sanitary provisions for the family. 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.
- Keep your vehicle in a roadworthy and safe condition.
- Before going on long journeys, look up your route to plan diversions around delays.
- Make sure you have a winter kit with items including ice scraper, de-icer, jump leads, shovel, blanket, sunglasses (also useful for winter glare) and torch. Prepare at the start of winter and then keep them in the car.
- All train and rail operators provide details for any journey disruptions or industrial action. They will always provide alternative transport for planned works, but this may delay you, so check before you travel.

How Avon and Somerset LRF helps manage this risk

- The agencies within the ASLRF have response plans in place to deal with major incidents, including plans to deal with stranded motorists.
- Fire services run ongoing campaigns to promote road safety to people of all ages.
- All agencies have business continuity plans.
- Great Western Railway staff and volunteers are available to help respond in an incident.

For more information about transport incidents, visit the following websites

- [National Highways travel alerts and road closures](#)
- [Great Western Railway](#)
- [Bristol Airport delays and cancellations](#)
- [National Rail Disruptions](#)

Industrial site accidents

There are several industrial sites in Avon and Somerset where an incident could affect the public or environment outside the site boundary. For example, there are nuclear power stations at Hinkley Point, Somerset and the decommissioned nuclear site at Oldbury on Severn in South Gloucestershire. These sites are regulated by the Radiation Emergency Preparedness and Public Information Regulations (REPPIR).

There are industrial sites classified as Upper Tier sites under the Control of Major Accident Hazards (COMAH) regulations located in the Avonmouth, Severnside, Portishead and Bridgwater areas.

There are also Lower Tier sites throughout the Avon and Somerset area.

The impact of an industrial site accident could include:

- injuries and fatalities
- damage to property and infrastructure.
- evacuation of the affected area and long-term accommodation needs
- contamination of the local environment and water courses.
- economic impact on local businesses.



Who could be affected?

- Those who live, work at, or visit these industrial sites, and those in the nearby areas.

What you can do to manage the risk

If there is an incident:

- Go inside – go indoors and stay there. Do not collect children from school as they will be cared for at their school. Close all windows and doors.
- Stay inside – stay indoors until advised otherwise or the ‘all clear’ sounds (a continuous note) by the ‘Sevenside Sirens’. Do not leave the area unless you urgently need help or are asked to leave by the emergency services or local authority.
- Tune in – listen to a local radio station or keep an eye on your local authority’s social media pages and follow emergency instructions.
- Turn off any gas appliances and ventilation systems and ensure there are no naked flames.
- Do not use telephones unless you urgently need help. This will keep phone lines free for emergency use.

How Avon and Somerset LRF helps manage this risk

- The UK Government write and review regulations such as the Radiation Emergency Preparedness and Public Information Regulations (REPPPIR) and Control of Major Accident Hazards (COMAH) with the aim of preventing major accidents involving dangerous substances and minimising the impact to people and the environment if any incidents occur.
- The ‘[Sevenside Sirens](#)’ activated by the police, can be used to warn people about possible incidents involving dangerous substances within the Sevenside area. The sirens will sound intermittently (a rising continuous note) for as long as battery life allows whilst the hazard persists. These sirens are tested regularly on the third day of each month at 3pm.
- Emergency evacuation and shelter plans are in place in case evacuation is necessary.”.
- Local authorities across the LRS ensure multi-agency emergency response plans are in place to manage accidents and that business continuity plans are in place to minimise the disruption.
- Lessons learned from previous incidents are used to review plans.

If you would like more information about industrial site accidents, please visit the following websites

- [Public information on establishments subject to COMAH 2015](#)
- [HSE: Control of Major Accident Hazards \(COMAH\)](#)
- [Radiation - Radiation \(Emergency Preparedness and Public Information \(hse.gov.uk\)](#)
- [Hazardous chemicals and Control of Major Accident Hazards \(COMAH\) \(bristol.gov.uk\)](#)
- [Severnside Sirens Trust](#)



Utilities and key resources: supply disruption

The UK's utilities and key resources include electricity, gas, water, telecommunications, fuel, oil, and food. They are relied upon as an essential part of modern society and the economy; significant disruption would impact the UK's critical infrastructure.

Many parts of our critical infrastructure are dependent on other services, for example electricity is required at water pumping stations, and cash machines or registers rely on telecommunications and electricity. Disruption could be caused by a localised issue, or broader factors like a global health crisis or political unrest. These services, if disrupted, could directly or indirectly impact upon other elements of regional and national infrastructure.



Electricity or gas incident

Wide-scale loss of electricity or gas could 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, which can range from the management of a local incident to a national-level disruption.

Telecommunications

A wide scale telecommunication disruption would have a direct or indirect impact on all other infrastructure sectors. Individuals and businesses are increasingly dependent on the telecommunication network either for mobile and fixed line telephony or provision of the internet.

Water

Water disruptions could include burst water mains, supply disruption and minor or major contamination. Dependent on the severity of the incident, a multi-agency emergency could be declared to ensure that everyone's basic water needs can be 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.

Some of the impacts of utilities disruption can include:

- exposure to poor sanitation and a lack of drinking water
- people being without heating and having limited ability to heat food and water
- limited ability to keep food cold or frozen
- limited ability to get fuel from filling stations
- cash machines and card payment facilities not working
- telecommunications could be limited, including mobile phone services
- potential disruption to health care, emergency services and emerging public disorder
- failure of traffic lights, street lighting and security systems that may cause transport incidents
- increase in property fires caused by candles and oil lamps
- potential casualties and excess deaths.

How you can manage the risk

- Keep an emergency kit within your house containing items such as blankets, a wind-up torch, battery powered radio, bottled water and supplies of food and drink that don't need gas or electricity to prepare them.
- Outages may come with forewarning. If this is the case, consider how you can be prepared for example filling your bath or sink with water so you can flush your toilet in case of a water outage.
- Be on the alert for fake callers posing as utility company workers.
- All utility providers must offer priority schemes to those who are of pensionable age, have a disability including hearing and or visual impairment, or are in long term ill health. However, to benefit you must personally opt in to receive priority treatment.
- Turn off electrical appliances at the plug to avoid damage from a power surge when power is restored.
- Dress warmly, layer up with cotton, wool or fleece. If it is cold inside you may want to put on outdoor clothes such as a coat, hat, and scarf.
- Leave one light on so that you know when power is restored.
- Use foods that don't require cooking, such as bread, cereal, and tinned foods.

How ASLRF helps manage the risk

- The agencies within the ASLRF have response plans in place to manage long-term disruptions.
- The ASLRF Promoting the priority registers, so utility companies know who their more vulnerable customers are.
- Water companies monitor the network twenty-four hours a day, seven days a week to try and ensure that all customers have a constant supply of safe drinking water.
- If customer supplies are interrupted water companies are required by law to provide alternative water supplies. This could be through arranging static tanks for water collection or setting up a water distribution site for the collection of bottled water for impacted customers.

If you would like more information about supply disruption to utilities and key resources, please visit the following websites

- [National Grid Electricity Distribution Priority Service Register](#)
- [Bristol Water Priority Service Register](#)
- [Wales & West Utilities Priority Services Register](#)
- [Wessex Water Priority Services Register](#)
- [Drinking Water Inspectorate](#)

Malicious threats

This group of threats includes terrorism and organised crime. More information about these threats can be found in the publicly available [National Risk Register](#).

The details of these malicious threats are sensitive, but please be reassured that the ASLRF considers malicious threats in all our risk assessment, planning, and response activities.



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 highly unlikely.
- **Moderate** – an attack is possible, but not likely.
- **Substantial** – an attack is likely.
- **Severe** – an attack is highly likely.
- **Critical** – an attack is highly likely in the near future.

The level is set by the Joint Terrorism Analysis Centre and the Security Services. Threat levels don't have an expiry date. They can change at any time, as different information becomes available.

What you can do to manage the risk

Please report any suspicious activity.

Attacks are rare but in the event of such an attack, it helps to know what to do to stay safe.

Remember the words:

RUN. HIDE. TELL.

Run

- Escape if you can.
- Consider the safest options.
- Is there a safe route? RUN, if not HIDE.
- Can you get there without exposing yourself to greater danger?
- Insist others leave with you, but don't let their indecision slow you down.
- Leave belongings behind.
- Do not attempt to film the incident. RUN

Hide

If you cannot run, HIDE:

- Find cover from gunfire.
- If you can see the attacker, they may be able to see you. Cover from view does not mean you are safe. Bullets can go through glass, brick, wood, and metal. You must still HIDE, even if you are behind a locked door.
- Find cover from gunfire behind substantial brickwork or heavy reinforced walls.
- Be aware of exits.
- Try not to get trapped.
- Be quiet, silence your phone and turn off vibrate.
- Lock, barricade, and then move away from door.

Tell

When it is safe to do so, TELL by calling 999. What do the police need to know? If you cannot speak or make a noise, listen to the instructions given to you by the call handler:

- Nature of the incident – what is happening?
- Location – where is the incident taking place? Give an address or general location.
- Suspects – where are the suspects?
- Direction – where did you last see the suspects?
- Descriptions – Describe the attacker, numbers, features, clothing, weapons.
- Further information – such as casualties, type of injury, building information, entrances, exits, hostages etc.
- Stop other people entering the building if it is safe to do so.

How Avon and Somerset LRF helps manage this risk

The government will issue a warning to the public, if that is the best way to protect a community or a place facing a specific threat. Police have various National Counter Terrorism plans to respond to a Marauding Terrorist Attack, however, these are not available to the public. As a group of local responders, the ASLRF focuses on preparing for the consequences of any emergency, regardless of cause.

If you would like more information about malicious threats, please visit the following websites:

- [MI5 Marauding Terrorist Attack Information](#)
- [Protect UK – guidance on protect and prepare against malicious threats](#)
- [Reduce your risk from terrorism while abroad](#)
- [Find the threat level information on gov.uk](#)

Cyber crime

We live in a digitally focused world where individuals, businesses, charities, and our government all rely on digital technology and online capabilities to deliver essential services. As a result, anyone who uses online networks and systems is vulnerable to cyber crime.

Cyber criminals exploit weaknesses in online systems, usually for financial gain. They use technology to commit crimes, such as hacking to steal data, and can use the same technology to increase the scale and reach of other crimes such as carrying out fraudulent transactions.

The potential impacts of cyber crime include:

- financial losses
- loss of sensitive information
- theft of personal information
- reputational damage
- disruption of computer networks
- disruption to your business.



What you can do to manage the risk

- Use strong and different passwords for your online accounts.
- Keep your passwords to yourself, do not write them down and do not share them with anyone else.
- Don't leave your devices unattended without locking them.
- Turn on 2-Factor Authentication (2FA) for all your online accounts. This gives you additional protection, as it makes it more difficult for cyber criminals to access your accounts.
- Back up your data. Make your data recoverable if your IT equipment is compromised. Regularly maintain back-ups on a separate device or in the cloud.
- Always update your devices. These regular updates contain security updates, and your accounts and data remain vulnerable without them.
- Remain vigilant for phishing scams. Be cautious when clicking on links. Do not give out personal information, such as bank details or passwords, or reply to text messages, download attachments, or click on any links in emails if you're not sure they're genuine.
- If you receive an email that seems suspicious, you can forward the email to report@phishing.gov.uk. The National Cyber Security Centre (NCSC) will investigate it.
- If you receive a suspicious text message you can forward the text to 7726. This is free and will report the message to your mobile phone provider.
- Report scams or misleading adverts to the Advertising Standards Authority. You can report online adverts, including in search engines, websites or on social media to www.asa.org.uk/make-a-complaint
- You can report a scam or misleading adverts that you find in Google search results to [Google](#). If you find them through Bing, you can report to [Microsoft](#).
- Contact Action Fraud through their website or by calling 0300 123 20240 if you think you have lost money or been hacked because of an online scam or fraud.

How the Avon and Somerset LRF helps manage this risk

The ASLRF has a multi-agency Cyber Group and Cyber Response Plan.

For more information about cyber crime, visit the following websites

- [National Crime Agency – Cyber Crime information](#)
- [National Cyber Security Centre – Advice and Guidance](#)

Community resilience

Is your local community prepared?

When 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.

Lessons learned from previous floods show communities that are prepared for emergencies are better equipped to deal with the impacts. Your local council can help your community prepare for emergencies. Get in touch by visiting your local council's website.

Why have a community emergency plan?

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. You can find information about community emergency planning on your local council's webpages.

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:

- a parish emergency team.
- community resilience wardens.
- community buildings that can be emergency evacuation facilities.
- identifying:
 - › knowledge of skills and expertise within the community
 - › special equipment or vehicles within the community
 - › vulnerable premises and people within the local area.

Make sure to share plans with your local council so a point of contact is known in the event of an emergency. Taking the time to consider your own community resilience supports local council emergency planning teams in their work to prepare your area for emergencies.

Contact your local town or parish council to find out about any local community resilience initiatives.

Business continuity

It is essential for communities that our businesses and organisations survive or return to work as soon as possible following an emergency or disruption. There are some key things to consider when preparing for emergencies.

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, such as water, gas, or electricity
- significant disruption to transport
- disruption to the availability of oil and fuel
- loss of, or disruption to, computer systems and telecommunications
- disruption affecting key suppliers or partners
- loss of customers.

Does your organisation have adequate business continuity measures in place?

The aim of business continuity planning is to ensure organisations can continue to deliver their key products and services during, and following, disruptive events.

Five steps to effective business continuity

1. Understand your business

What parts of your business are most critical and what priority would you allocate to restoring different 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

Consider:

- people
- premises
- equipment
- information
- communications
- external suppliers and contractors.

4. Document key information and always keep it accessible

Include emergency contact details such as insurance company details and policy numbers, 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 different scenarios.

