

Merseyside Resilience Forum

Main Risks & Emergency Preparedness

March 2019



About us...

The **Merseyside Resilience Forum (MRF)** is a multi-agency partnership made up of all the organisations needed to prepare for and respond to any emergency in the county. We started in 2004 after the Government issued a law called the Civil Contingencies Act.

With our partners, we work to ensure that we are prepared and able to provide an effective response to emergency incidents which may affect you.

...some of the our partner organisations



Risk registers...

The Government issues a document, the National Risk Register, which lists various incidents that could occur in the UK, and provides advice and guidance on how to be prepared should such events occur. Each region has their own register—the Merseyside Community Risk Register is specifically for the Merseyside area and identifies potential risks that may affect our communities. It is published to inform the public of possible disruptive events and to provide assurance that the Merseyside Resilience Forum are ready to deal with these emergencies and to provide resilience for the communities that they serve.

Main local risks...

Although there are many emergency situations we hear of or read about in the news, such as terrorism attacks and earthquakes, the likelihood of many risks are low. There are, however, other risks that have a higher likelihood of occurring on a more local level. This document covers the top five risks for the Merseyside region and provides advice on what you can do in preparation for such events.

The MRF produce a risk assessment matrix which covers non-malicious and certain malicious events. The table overleaf shows you the risk assessments for the top five risks for Merseyside, their consequences and the measures in place should they occur, as identified by the MRF.



Type of risk	Consequences	Control measures
Pandemic influenza	<ul style="list-style-type: none"> • Fatalities and large numbers of the UK population experiencing symptoms • Disruption to essential services i.e. health and education • Economic disruption i.e. business and tourism 	<ul style="list-style-type: none"> • Warning & Informing the Public • Annual seasonal Flu Vaccination campaign aimed at 75% uptake in people aged 65yrs and over plus people of all ages in key at risk groups • Antiviral treatments as per national guidance • National Emergency Plans • International, national and local surveillance systems • National stockpile of antiviral drugs
Severe weather eg cold & snow	<ul style="list-style-type: none"> • Fatalities and casualties, particularly among vulnerable groups i.e. elderly • Evacuation of residents and employees • Damage to property and infrastructure • Disruption to essential services i.e. transport, energy and communications • Additional pressure on healthcare • Environmental damage 	<ul style="list-style-type: none"> • Warning & Informing the Public • Individual Responder Plans • National Emergency Plans • Local Authorities' Winter Preparedness Plans • Met Office National Severe Weather Warning Service • Met Office Hazard Manager Service
Surface water flooding	<ul style="list-style-type: none"> • Fatalities and casualties • Evacuation and long-term shelter of residents and employees • Widespread damage to property and infrastructure • Disruption to essential services i.e. transport and energy • Environmental damage or contamination i.e. sewage 	<ul style="list-style-type: none"> • Warning & Informing the Public • Met Office National Severe Weather Warning Service • National Emergency Plans • Met Office Hazard Manager Service • Environment Agency Regional Programme of Flooding Exercises
Loss of critical infrastructure eg electricity failure	<ul style="list-style-type: none"> • Human fatalities and casualties • Disruption or loss of essential services i.e. transport, food, water, fuel, gas, finance, communications and education • Disruption to business i.e. lost working hours • If blackouts are prolonged, potential disruption to healthcare, emergency services and emerging public disorder 	<ul style="list-style-type: none"> • Warning & Informing the Public • Individual Responder Plans • National Emergency Plans • Local and Regional Exercises
Industrial accidents	<ul style="list-style-type: none"> • Fatalities and casualties • Disruption to essential services i.e. energy, transport • Damage to property and infrastructure • Economic damage • Environmental contamination i.e. oil, radiation • Evacuation and shelter of affected people 	<ul style="list-style-type: none"> • MRF Multi - agency Plans • Warning & Informing the Public • Individual Responder Plans • National Emergency Plans • Local Exercise Programme

Being prepared...



We never know when an emergency may occur but it helps to know how to deal with them if they do.

There are many aspects to consider—type of risk, consequences, likelihood and impact, and measures to help alleviate the risks/impacts.

Apart from the obvious affects of some risks – examples being:

- Flu causing large numbers of absences from work
- Harsh winter weather disrupting transport
- Flood water damaging homes
- Cyber attacks causing system failures
- Environmental contamination from oil spills

...there are other issues we need to think about:

- Disruption to essential services – health and education
- People being stranded /unable to get to work or homes
- Evacuation of people from their homes—where to relocate them
- Hospital appointments/data lost
- Wildlife affected by contamination.



The next few pages are to advise **what you can do...**

Pandemic Influenza



Pandemic Influenza (flu) is considered to be one of our highest risks. It differs from seasonal flu and has more serious implications because significantly more people will be affected. As Pandemic Influenza is a new virus that has emerged, the entire population is susceptible as few people have immunity and so it can spread very quickly. Both vulnerable groups and healthy people can be affected

The health and social care system work to try to minimise the impact, and a wide range of organisations co-operate to provide an effective response to a pandemic. Effective pre-planning is essential as many features of a pandemic will not become apparent until after it has started.

Government guidance on Pandemic Flu can be viewed here:

<https://www.gov.uk/guidance/pandemic-flu#pandemic-flu-description-of-the-risk>

Before...

- Adopt a healthy lifestyle—a great defence against flu and other illnesses
- Check the NHS Choices website for information about the flu vaccination programme
- If affected, stay at home and drink plenty of fluids
- Keep personal stocks of ‘over the counter’ cold and flu medication
- Know the sickness and closure arrangements for your child’s school and the sickness reporting arrangements of your employer
- Look out for elderly relatives or neighbours who may need extra help

During...

Following the Catch it, Bin it, Kill it advice – cover your mouth and nose with a tissue when coughing or sneezing, dispose of tissues quickly and regularly wash your hands with soap and water or a sanitising gel

After...

Monitor your health and if any symptoms return revisit the actions above.



Severe Weather

Although Merseyside generally has a temperate maritime climate, there is a risk of heavy rainfall, snow and strong winds on occasion. The impacts of severe weather are varied— some common issues include travel disruptions, damage and disruption to basic utilities and damage to property. It also affects individuals, the community, businesses and the ability of agencies to deliver essential services to the community.

We are unable to reduce the likelihood of severe weather, however, by being prepared for such events we can reduce the impact to ourselves and our communities.

The MRF have plans in place to manage and co-ordinate the agencies responding to severe weather events.

There is a lot you can do in preparation and the following points are just a few (relating to various weather). Please read the information in full on our website.

Flooding is covered separately.



Before...

- Listen carefully to weather forecasts or visit websites
- Be prepared to alter your plans in times of severe weather
- Have adequate insurance
- Keep supplies in your home should you be unable to evacuate
- Identify neighbours who may need assistance
- Put together an Emergency Grab Bag
- When travelling in potentially bad weather pack a survival kit in case you are stranded
- Check you have de-icer/grit and tools to keep your home safe and clear of snow or ice
- Fit draught proofing to seal any gaps around windows and doors, and insulate your hot water cylinder and pipes
- Check the condition of trees/structures near to your home
- Put away/secure anything that can be blown about possibly causing damage to your home or car

During winter weather...

- Stay indoors unless absolutely necessary however if Emergency Services tell you to evacuate then do so
- If ice and snow are present, drive slowly
- Keep warm and well in winter by preparing for illness as much as you can
- If leaving your house unoccupied for an extended period when icy conditions are likely, consider setting your central heating to come on automatically for a short period in the morning and in the evening to stop internal pipes freezing
- Food is a vital source of energy and helps to keep your body warm so have plenty of hot food and drinks
- Make sure you have spare medication in case you are unable to go out
- Stock up on tinned and frozen foods so you don't have to go out too much

...and during extreme heat...

- Avoid extreme exertion and wear light, loose fitting cotton clothing
- Cool yourself down, have plenty of cold drinks, avoid excess alcohol and caffeine;
- If you have to go out in the heat, walk in the shade, apply sunscreen and wear a hat
- Where possible stay out of direct heat between 11.30am and 3.00pm

After...

- Take photos of any damage to support insurance claims
- Take care when driving or walking on compacted snow as it may have turned to ice - try to travel during the day and stay on the main roads
- Avoid walking near walls, buildings and trees that may have been weakened
- Consider any damage caused during the storm or gale—get advice on any loose cables that have been blown down – do not touch them
- Do not turn on your gas or electric if you have been flooded - wait for a qualified technician
- If you have to enter flood water, take care as there could be hidden dangers
- Monitor your health and if you have any symptoms consult your doctor for advice



Flooding

Flooding can come from a number of sources - coastal, rivers, surface water or burst water mains. Surface water flooding, after sudden and heavy rainfall, happens very quickly and can have many consequences:

- Risk to life (people and animals)
- Damage to properties, businesses, and roads
- Pollution and contamination of local environments
- Disruption to utilities, electric, gas and water supply
- Evacuation of residents and a requirement to accommodate those whose homes are flooded
- Long-term psychological and health impacts

The MRF works to identify areas that could be affected and who is at risk, produces plans to assist with the evacuation of those communities, conducts strategic area planning to protect the areas at risk.

Before...

- Find out whether you live or work within a flood risk area, and if you do— sign up to Floodline Warnings Direct (check the Environment Agency website or phone Floodline on 0345 988 1188)
- Use information on the Environment Agency's website to prepare your home to be protected during a flood
- Prepare an Emergency Grab Bag and a Household Emergency Plan— include the locations of your water, gas and electricity in case you have to turn these off
- Have adequate insurance
- Identify neighbours who may need assistance
- Have supplies in your home should you be unable to evacuate

During...

- Listen carefully to weather forecasts or visit websites, heed warning and advice
- Where possible, move valuable / irreplaceable items to upper floors
- Avoid contact with flood water it may be contaminated and regularly wash your hands
- If the Emergency Services tell you to evacuate then do so

After...

- If you have to enter flood water, take care as there could be hidden dangers
- Take photos of any damage to your house to support insurance claims
- Do not turn on your gas or electric if you have been flooded— wait for a qualified technician
- Check the United Utilities website for helpful advice



Loss of critical infrastructure

Critical Infrastructure is the name given to all of the different essential services which we rely on as part of a modern society and the economy—such as electricity, water, gas, oil/fuel, transport, telecoms, food, health and financial services.

The consequences of a wide scale incident could include:

- Disruption to essential services and activities
- Endangerment of vulnerable people
- Financial impact on businesses
- Civil unrest
- Increased demand on emergency services
- Travel disruptions
- Disruption to business and normal home life

The MRF working with the utility companies to manage supply interruptions, produce plans to manage long-term utilities outages and try to identify vulnerable people who will need special treatment in the event of utilities outage.

There is a lot of advice for the different types of infrastructure on our website however here we give advice on what to do should there be a power outage.

Before...

- Prepare an Emergency Grab Bag containing a torch and spare batteries
- Register with your utility provider if you consider yourself to be vulnerable
- Be aware of neighbours who may need assistance

During...

- Check your trip switch
- Consider making alternate arrangements to stay with family or friends
- Take care whilst using candles—never leave lit candles in unoccupied rooms or with unsupervised children or animals
- Leave one light switched on so you know when the power returns
- Limit the use of your laptop or smart phone to retain battery power
- Keep an eye on any elderly or vulnerable neighbours
- Unplug any sensitive appliances until your power comes back on



After...

Do not touch any electrical power lines and keep your family and pets away from them.

Environmental pollution

An example of this would be a shipping accident that causes oil or other hazardous cargo to be released into the sea and then washed up on the shoreline. This could result in pollution and damage to the local environment, wildlife and economy.

The consequences could include:

- Economic impact to tourism economy
- Closure of ports affecting movement of passengers and freight
- Unrecoverable damage to coastal businesses such as shellfish harvesting

The MRF maintains plans to clean up any oil spills, minimise pollution and impacts on coastal communities, safely dispose of hazardous materials, and promote high standards of safety on water.

...& industrial accidents

This is when industrial activities involving dangerous substances can cause accidents, some of which may cause serious injuries to people or damage to the environment. The Control of Major Accident Hazard Regulations (COMAH) 2015 currently regulates certain sites which have the potential to cause harm outside of their site boundaries. The Merseyside Fire and Rescue Service (MFRS), with multi-agency partners and site operators, have site specific emergency response plans to deal with such accidents at COMAH sites.

The consequences could include:

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



The MRF work directly with hazardous site operators and also support local communities to develop their own emergency plans.

In the event of an industrial accident

Before...

- Check to see if you live near a hazardous site
- Put together an Emergency Grab Bag and a Household Emergency Plan

During...

If you hear warning of an incident, go indoors, close all your doors and windows and tune into your local radio for advice (also applies to significant fire-related smoke plumes from industrial sites)

After... If necessary advice will be provided to assist you, this will include medical advice—you should consult your GP if you feel unwell.

Additional general advice

What you can do to protect...

Your home

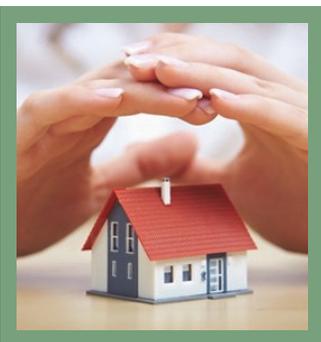
Emergencies can happen anywhere, but the chance of you being caught up in one is low. Knowing what to do during an emergency is an important part of being prepared and may make all the difference when seconds count. The following are just some of the things you can do to be prepared. Please visit the Merseyside Website for more advice.

Before...

- Prepare an Emergencies Check List / Household Emergency Plan
- Prepare an Emergency Grab Bag
- Make sure you have suitable insurance
- Practice evacuating your home, preparing your home for an emergency, checking that your emergency contacts are correct, you know who to call in different emergency situations

During...

- Bring your family and pets inside
- Lock doors, close windows and air vents
- Go into an interior room with few windows
- Watch TV, listen to the radio or check the internet for official news and instructions
- Use your Emergency Grab Bag
- Make sure a telephone is close by



After...

- Check your house externally before re-entering
- Enter and check for internal damage if there is no external structural damage
- Open windows of the property to provide some fresh air before reconnecting gas, electricity and water supplies
- Do not switch on lights or electrical equipment until you are satisfied there is no smell of gas
- Remember flooding can result in fast flowing water or hidden dangers under the water
- Be patient— your local authority, emergency services and utility providers may still be dealing with the aftermath and people and property affected so services may not be available as quickly as normal

What you can do to protect...

Your business/place of work

Emergencies can happen anywhere at any time. Risks from external sources (e.g. power outage, severe weather, flooding) or from within an organisation (e.g. system failure, loss of key staff) can result in small disruptions which can affect normal operation of a business.

Incidents at your business/in your workplace:

- Sudden and significant reduction in staff
- Unexpected loss of mains electricity/gas/water
- Disruption to transport
- Loss of telecommunications/computer systems



Before...

- Make sure you have suitable business insurance
- Think through potential disruptions to your company
- Have a business continuity plan
- Prepare an Emergency Pack containing important documents/items should you need to relocate at short notice
- Consider your preparation for cyber threats



During...

- Recognise how quickly you need to respond
- Activate your Business Continuity Plan
- Consider staff - who will be required, what will they do
- Premises - where can you relocate to
- Providers - what do you need, where can you get it from
- Services and products - what is key to your business
- Communications - public image and stakeholders

After...

- Review your Business Continuity Plan/ debrief on the disruption
- Was the business continuity plan sufficient
- Do communications need to be improved
- Should you move to another location
- Alternative suppliers
- Extra staff
- Review your insurance arrangements
- Assess the clean-up procedures

What you can do to protect...

Your community

Community resilience involves thinking about what you could do to help your community be better prepared during incidents, i.e. flooding and severe weather. This isn't doing the job of the emergency services, but about supporting your community by making sensible preparations and using the skills and knowledge that the community has. You can support work already happening in your area, or look to establish something new.



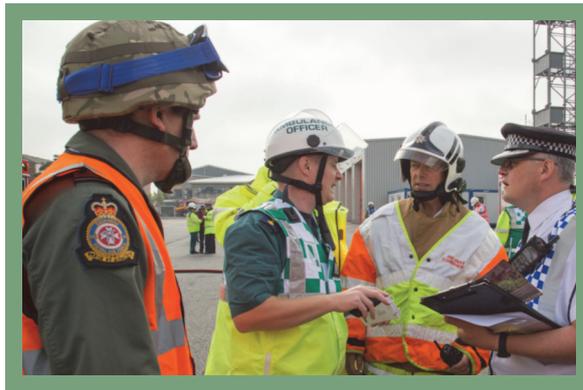
Before...

- Know any potential risks specific to your neighbourhood (e.g. flooding)
- Find out about a neighbourhood watch
- Identify who has key skills, knowledge, transport or equipment that could help
- Buildings available (e.g. village hall, church hall)
- Communication links to ensure everyone's contacted
- Vulnerable neighbours
- Look at [Preparing for Emergencies: guide for Communities](#) for advice
- Consider putting together a Community Emergency Plan



During...

- Activate your Community Emergency Plan if you have one
- Make sure 999 has been called
- Do not put yourself or others in danger
- Attend to yourself before attempting to help others
- Listen to and follow advice from the emergency services
- Try to remain calm, consider the hazards, think before acting and try to reassure others
- Consider the needs of others, especially children, the elderly and vulnerable
- Check for emergency helplines/websites for information and advice
- Speak to Emergency Services coordinating any evacuations to see how the community can assist



After...

- Check your house externally before re-entering
- Enter and check for internal damage if there is no external structural damage
- Open windows of the property to provide some fresh air before reconnecting gas, electricity and water supplies
- Do not switch on lights or electrical equipment until you are satisfied there is no smell of gas
- Remember flooding can result in fast flowing water or hidden dangers under the water
- Be patient— your local authority, emergency services and utility providers may still be dealing with the aftermath, people and property affected so services may not be available as quickly as normal
- Hold a community debrief
- Evaluate your Community Emergency Plan, considering any lessons learned



Coping after an emergency...

After a major event, those directly involved, their loved ones, witnesses and even emergency services staff may experience various feelings. You may feel dazed and numb, cut off from what is going on around you and/or unable to accept what has happened. In the following few



weeks you might experience tears and sadness, fear and anxiety, problems with your concentration, difficulty sleeping and/or wanting to avoid people, places or activities that remind you of the event. Children and young people affected may have similar experiences and can often become unsettled and more aggressive or fearful, as well as more clingy and demanding. However, people cope surprisingly well in the longer-term.

What you should do...

- Take each day at a time
- Do things that make you feel safe and secure
- Be patient with yourself
- Try to re-establish your usual routines such as going to work or school
- Spend time with family, friends and others who may be able to help you through this difficult time
- Give reassurance to children to help them to feel safe and to talk about their fears and worries
- Talk it over when you are ready



Don't...

- Bottle up your feelings
- Resort to alcohol and drugs - while they can numb your feelings, they can stop you from coming to terms with what has happened or cause more problems later.

You can get help...

Although most people do cope well and recover from incidents, there are those who are more affected even if they have not been physically injured. Coping can be difficult but there is support and information to help.



- Speak to your family doctor, call the NHS 111 Service or go to www.nhs.uk/111/
- Download the NHS leaflet 'Coping with stress following a major incident' http://www.merseysideprepared.org.uk/media/1411/nhs_trauma_leaflet.pdf
- Contact support groups and caring organisations:
The Samaritans - 24-hour helpline for those in crisis—08457 909090
Cruse Bereavement Care - counselling, advice and support throughout the UK—0844 477 9400
Assist Trauma Care - telephone counselling and support 01788 560800

Useful numbers...

For emergencies

Danger to life or risk of injury
Crime in progress
Someone acting suspiciously
People trapped in a car or house fire



For non-emergency situations or general enquiries

Merseyside Police - 101 or 0151 709 6010 or report online
Merseyside Fire & Rescue Service - 0151 296 4000
North West Ambulance Service - 0345 113 0999

For other emergencies

RSPCA

Liverpool Branch - 0151 486 1706
Halewood Animal Centre - 0151 486 1706
Southport, Ormskirk & District Branch - 01704 567624
Warrington, Halton & St Helens Branch - 01925 632944
Wirral & Chester Branch - 0151 638 6318



Anti-Terrorism Hotline - 0800 789 321
National Counter Terrorism Security Office - 0207 931 7142
Crimestoppers - 0800 555 111

Flooding - United Utilities - 0800 330 033
Blocked drains/sewerage leak - United Utilities - 0345 672 3723
Gas Leak—Cadent - 0800 111 999
Power Cut - 105
SP Energy Networks - 0800 001 5400
Electricity North West - 0800 195 4141
NHS Choices - 111



Knowsley Council - 0151 489 6000
Liverpool City Council - 0151 233 3000
Sefton Council - 0345 140 0845
St Helens Council - 01744 676789
Wirral Council - 0151 606 2000

Useful websites...

Centre for the Protection of National Infrastructure (CPNI)

<https://www.cpni.gov.uk/>

Business in the Community

<https://www.bitc.org.uk/>

Business Continuity Institute

<https://www.thebci.org/>

Fire Safety in the Workplace

<https://www.gov.uk/workplace-fire-safety-your-responsibilities>

National Counter Terrorism Security Office (NaCTSO)

<https://www.gov.uk/government/organisations/national-counter-terrorism-security-office>

National Cyber Security Centre (NCSC)

<https://www.gov.uk/government/organisations/national-cyber-security-centre>

Electricity North West <https://www.enwl.co.uk/>

Gas - National Grid <https://www.nationalgrid.com/>

SP Energy Networks <https://www.spenergynetworks.co.uk/>

Water - United Utilities <https://www.unitedutilities.com/>

Environment Agency

<https://www.gov.uk/government/organisations/environment-agency>

Met Office

<https://www.metoffice.gov.uk/>

British Red Cross

<https://www.redcross.org.uk/>

International Society for Traumatic Stress Studies

<https://www.istss.org/>

Pandemic Flu - Workplace Guidance

<http://www.hse.gov.uk/biosafety/diseases/pandflu.htm>

RAC

<https://www.rac.co.uk/>

Royal College of Psychiatrists

<https://www.rcpsych.ac.uk/>

Support for Victims of Terrorism

<https://victimsofterrorism.campaign.gov.uk/>



Further information...

National Risk Register of Civil Emergencies on the Government website

www.gov.uk/government/publications/national-risk-register-of-civil-emergencies-2017-edition

Cabinet Office Guidance for Emergency Preparedness and Emergency Response & Recovery

www.gov.uk/government/publications/emergency-preparedness

www.gov.uk/government/publications/emergency-response-and-recovery

Merseyside Prepared website

www.merseysideprepared.org.uk

On the website you can view the full **Merseyside Community Risk Register**

<http://www.merseysideprepared.org.uk/media/1448/2018-merseyside-community-risk-register-public-facing.pdf>

If you have any further queries please contact:

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