

# Gwent Community Risk Register



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# Introduction

## **Welcome to the Community Risk Register for the Gwent Local Resilience Forum area.**

The coronavirus pandemic which has had an impact on all our lives, has reinforced that it is an unfortunate fact of life that emergencies do occur. When they do happen, as we have seen, they have the potential to threaten and disrupt the lives of individuals and our communities, sometimes with serious consequences.

The Community Risk Register highlights the main risks that have the largest potential to have significant impact on residents and businesses in the Gwent area. This booklet is designed to inform you about those risks and their potential consequences.

In addition to outlining what work is taking place in the Gwent area to where possible reduce the impact of emergencies occurring, this booklet also provides information to help you think about what you can do to better prepare yourself, your family, your business, and your community to lessen the impacts of being caught up in an emergency.

## **What is the Gwent Local Resilience Forum?**

The Gwent Local Resilience Forum covers the Gwent Police area and is a partnership made up of representatives from the emergency services, local authorities, Natural Resources Wales, health agencies, Maritime and Coastguard Agency, utilities, military, and Welsh Government along with voluntary organisations and other private agencies.

Although the LRF is not a statutory body, it is a statutory process.

## Our strategic aim is to:

‘To establish and maintain effective multi-agency arrangements to respond to major emergencies, to minimise the impact of those emergencies on the public, property and environment of the Gwent Police area, and to satisfy fully the requirements of the Civil Contingencies Act 2004.’

All agencies work together to make sure that the best possible preparations and plans are in place to prevent, prepare for, respond to and recover from major emergencies which may have a significant impact on the communities in the Gwent Police Area. These are tested regularly and updated so that agencies can respond effectively and in a timely manner.

## Why We Exist

Set up as a requirement of the Civil Contingencies Act 2004, Local Resilience Forums (LRF) are the principal mechanism for multi-agency collaboration to ensure the effective delivery of the duties identified in the act.

These duties being.

- Assess the risk of emergencies occurring and use this to inform contingency planning.
- Put in place emergency plans.
- Put in place Business Continuity Management arrangements.
- Put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency.
- Share information with other local responders to enhance co-ordination.
- Co-operate with other local responders to enhance co-ordination and efficiency. and

- Provide advice and assistance to businesses and voluntary organisations about business continuity management (local authorities only).

## What Is An Emergency?

The Civil Contingencies Act (2004) defines an emergency as:

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

All responders in Gwent work to a set of common objectives, which help to:

- Save life
- Relieve suffering
- Avoid the scale of an emergency becoming more severe
- Protect infrastructure and property
- Facilitate criminal investigation and judicial process if necessary
- Restore normality as soon as possible



## A Profile of the Gwent Area

The Gwent LRF covers the area represented by the expanded preserved County of Gwent. It corresponds to the same geographical area as the Gwent Police force and is divided into five unitary authority areas – Blaenau Gwent, Caerphilly, Monmouthshire, Newport, and Torfaen.

The geography of Gwent LRF is varied and includes rural countryside areas, urban centres and the most easterly of the South Wales valleys.

The population is increased by university students and the large numbers who visit or, due to its strategic position between England and the South, West and Mid of Wales, travel through the area every year.

Some facts and figures:



The total area of Gwent is 612 square miles – approximately 7.6% of the total area of Wales.

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen
42	108	340	73	49



The estimated population of Gwent is 594,164, approximately 19% of the total population for Wales

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen
69,862	181,075	94,590	154,676	93,961



The dwelling count in Gwent is 275,882 approximately 18.2% of the total number of dwellings in Wales.

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen
33,663	81,837	44,499	72,325	43,558

**Blaenau Gwent** is defined physically by high hillsides dividing three main valleys. These valleys are home to towns and villages which give the county borough a busy, urban feel, but Blaenau Gwent is actually largely rural. In more recent times, the area has seen significant structural and environment improvement, following major levels of capital investment, and the greening of our valleys as nature recovers from the long-term scarring caused through our historical industries.

**Caerphilly** covers an area stretching from the Brecon Beacons National Park in the north, to Cardiff and Newport in the south. It is formed by the valleys of three rivers, the Rhymney, Sirhowy and Ebbw and is a mixture of urban and rural communities. Three quarters of the county borough is used for agriculture and forestry. There are five principal centres being Caerphilly, Blackwood, Risca, Bargoed and Ystrad Mynach. These are the major centres for employment, retail, provision of services.

**Monmouthshire** is predominantly rural and has a diverse landscape stretching from the coastline of the Gwent Levels in the south, and the Brecon Beacons National Park in the north. The main settlements are Abergavenny, Chepstow, Monmouth, Caldicot, Usk and Magor/Undy, with approximately half of the total population living in urban areas. Monmouthshire's distinctive settlement pattern arises from its market towns and villages and their relationship with the surrounding rural areas.

**Newport** City is the third largest urban centre in Wales. Situated around the banks of the River Usk and the Severn estuary, it is a multi-cultural city, where traditional industries sit alongside new electronics and financial service sectors. It is a largely low-lying with a few hilly areas and contains extensive rural areas surrounding the built-up core. Newport was granted city status in 2002 and hosted the Ryder Cup in 2010 and was the venue for the 2014 NATO summit.

**Torfaen** is the most easterly of the 'Gwent' urbanised valleys. The area runs from the Heads of the Valleys in the north to the M4 corridor in the south with three main settlements, Blaenavon, Pontypool and Cwmbran which is unique in being the only New Town in Wales, being designated in 1949. The north of the county borough area includes the World Heritage Site town of Blaenavon and is Europe's best preserved 18th century ironworks. Much of the southern parts of the county borough are now urbanised around Cwmbran, which has the largest population.

# Risks

**Included in this Community Risk Register are those risks considered to have the highest likelihood and potential to have significant impact on the communities of Gwent.**

The range of risks we assess is diverse and can take many forms. Some of those are current and require immediate urgent response, where others have a probability of occurring and potential to have the largest impact on residents and businesses should they do.

No risk assessment will ever be able to identify and assess every possible risk, and unforeseeable risks can emerge, or previously identified risks can materialise in different or unforeseen ways.

## **What is a Community Risk Register and how is it created?**

All Local Resilience Forums across the UK have a legal duty to produce and publish a Community Risk Register.

The Gwent LRF Community Risk Register is the result of a process carried out by the multi-agency partner Gwent LRF Risk Assessment Working Group in assessing the likelihood and impacts of a range of hazards that have the potential to cause significant disruption to the residents, communities, and environment of Gwent.

These hazards can take many forms and, as we have witnessed with the coronavirus pandemic, can originate internationally, nationally, or locally.

In addition to assessing hazards, the Gwent LRF also assess the consequences of possible threats caused by malicious incidents. However, the sensitivity of the information supporting these assessments means that specific details will not be made available in the public domain.

The results of these risk assessments are used to inform our level of preparedness for responding to the consequences of the identified hazards and threats and assist the Gwent LRF in prioritising ways of reducing the risks where possible. This can include the production of effective multi-agency plans and procedures and joint agency training and exercising.

This Community Risk Register forms just one aspect of the partnership's work in preparing for emergencies and sharing information to increase the overall resilience of the Gwent area.

## **Current Risk Overview**

As we move into a new year, we are already experiencing the impacts from several of the risks that are referenced in this document.

For example, we continue to witness significant demand across the NHS and Social Care, due to large numbers of patients presenting across primary care services, including respiratory viruses, particularly flu and Covid-19. The significant increase in respiratory viruses across our communities is also causing high levels of staff sickness, which is placing further pressures on key service delivery across all local resilience partners.

We have also witnessed the impacts across our communities and business resulting from recent severe weather events, industrial action, and the rise in the cost of living.



On their own these risks are distinctly different but when occurring at the same time can cause significant cumulative impacts and bring their own specific pressures with increased demands for services which has impacts on both our communities and service providers.

## What are we doing in Gwent?

As an LRF, all our partners are working jointly to where possible support the increased demand and challenges these risks present, so to continue critical services and minimise disruption.

Through the established LRF structures, we come together to ensure that there is up to date shared situational awareness on the risks and their impacts.

We develop and share key public messages so that our communities are kept informed on current risks and provide appropriate advice.

We continue to maintain, test, and exercise our multi agency and individual organisation plans and procedures so we are as prepared as possible to respond to and recover from incidents.

## What can you do?

As organisations, employers, and individuals we need to work together to keep our communities safe during these challenging times, and to help to protect and support our key services. There are a number of things that we can all do, including.

- Get your Flu and Covid-19 vaccines, including your booster when invited.
- Only call 999 or come to A&E when it's a serious emergency so those who need it most get seen quicker.

- The NHS 111 Wales website should be your first port of call for health advice and information, including Strep A.
- You can also speak to a pharmacist, GP or visit a Minor Injuries Unit. You can find your nearest service on the NHS 111 Wales website.
- Be aware of how to access the most appropriate NHS Service for your needs.
- Remain vigilant and keep up to date of weather forecasts and follow any warnings issued.
- Take extra care during the cold weather to avoid slips, trips and falls, and accidents on the road.
- Look out for family, friends and neighbours who are especially vulnerable.



### Further information can be found at:

- [NHS 111 Wales](#)
- [Keep Wales Safe](#)
- [Aneurin Bevan University Health Board](#)
- [Public Health Wales](#)
- [Home - Met Office](#)

Additional information and advice is included under the specific risks and 'Preparedness' section of this register.

# Human Infectious Diseases

**Infectious diseases in humans can take a number of forms, with some such as COVID-19 having the potential to cause significant impacts to public health.**

Some outbreaks of 'containable' human infectious diseases spread slowly and can be more easily delayed or stopped.

Sadly, some result in pandemics which are able to infect more people over a large geographical area very quickly and cause more severe illness and fatalities in a large proportion of the population. A pandemic is defined as an infection that hasn't been seen before and there is no natural immunity. It is an infection that affects, spreads easily and survives in humans.

As we have seen, unlike the normal flu virus, a pandemic can occur at any time in one or more waves.

## Possible consequences

- Many people affected – up to half the UK population experiencing symptoms, with the potential to result in higher than usual number of deaths
- Significant public anxiety
- Increased demand resulting in health and social care services being stretched
- Vulnerable people at a higher risk
- High levels of staff absenteeism affecting the provision of essential services

- Normal daily routines become affected
- Disruption to education
- Closure of businesses affecting the economy

## What can you do?

- Follow Public Health Wales and Government guidance
- Keep healthy – a healthy lifestyle will be a great defence against flu and other illnesses
- Identify a flu friend – somebody who would collect your medication, food and other supplies allowing you to stay at home when ill
- Know and understand you children's school arrangements for such matters
- If eligible – GET YOUR SEASONAL FLU VACCINE
- Be hygienic – cover your mouth and nose when you sneeze and always wash your hands
- Look out for advice and guidance from the NHS and make sure you follow it

## What are we doing in Gwent?

- Work together to support the increased demand on the NHS and social care
- Put in place arrangements to prevent, detect, and manage outbreaks and to implement effective health protection and control measures across Gwent
- Manage the local provision of newly developed vaccines once they become available
- Raise public awareness within our communities and promote good infection control measures
- Manage higher than normal level of fatalities
- Maintain and further develop organisations multi agency pandemic flu plans and ensure lessons are learned from current and previous incidents



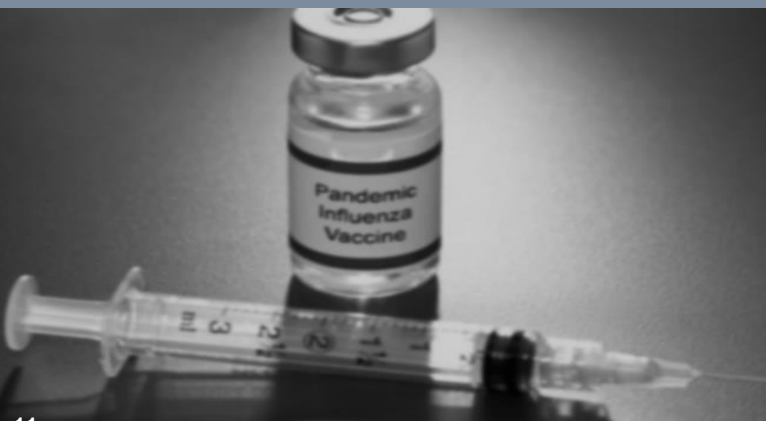
### Further information relating to pandemic flu:

Public health advice for human infectious diseases is continually reviewed by experts.

By following the advice of public health organisations, we can help to protect ourselves, our families, and our communities.

Information can be found online at:

- [Home - Public Health Wales \(nhs.wales\)](https://www.nhs.uk)



# Severe Weather

**Severe weather has always been a topic of interest and part of our daily conversations.**

It can come in various forms from gales and storms; heavy and deep snow; freezing temperatures, ice and even summer heatwaves and can last for prolonged periods.

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.

Experience has shown that severe weather can happen at any time, causing a range of problems and it doesn't take much for it to have significant impact on our everyday lives.

## Possible consequences

- Disruption to transport, utilities and communications
- Vulnerable being exposed to health threatening low temperatures
- Danger to life from windswept objects and structural failures
- School and public buildings closed
- Damage to property and infrastructure
- Businesses and services may be forced to close or suspend operations
- Impact on rural areas, livestock affected and isolated communities

## What can you do?

- Check and listen to the weather forecasts and take heed of any warnings issued
- Do not travel unless your journey is absolutely necessary, if you do need to travel, plan ahead and carry emergency food/clothing/blanket etc
- Consider and plan for how you would manage without essential utilities e.g., electricity or water
- Check on elderly or vulnerable relatives and friends
- Take action to keep warm, or hydrated during high temperatures
- Follow the advice given by agencies
- Ensure you have adequate insurance

## What are we doing in Gwent?

- Maintain multi agency and individual organisation plans for responding to severe weather events
- Work together to continue critical services and minimise disruption
- Monitoring weather forecasts all year round and provide advice and guidance
- Implement winter planning e.g., gritting, snow ploughing etc
- Engage with communities to develop community resilience
- Target assistance to the most vulnerable members of our communities



### Further information relating to severe weather:

The Met Office National Severe Weather Warning Service (NSWWS) warns of the impacts caused by severe weather. Met Office weather warnings include a level of impact that the forecast weather is expected to bring and the likelihood of those impacts occurring.

In addition to the current weather warnings, information on the NSWWS and guides to the types of impacts that could occur in severe weather can be found on the Met Office website by clicking on the picture below.

**Information can be found online at:**

- [Home - Met Office](#)





# Flooding

**Flooding events such as those we have seen over the past few years reminds us that flooding remains one of the very highest and most regularly occurring risks in the Gwent area, and there are thousands of homes and businesses across the region that could be affected.**

Flooding can originate from different sources, including rivers, coastal and surface water.

It is predicated that over the coming years, rising sea temperatures and an increase in the frequency and severity of extreme weather events are likely to raise the risk of flooding in the UK.

## Possible consequences

- Flooding of homes and businesses
- Risk to life, people, and animals
- Damage to property, businesses, agricultural land, roads, services, and infrastructure
- Evacuation and/or isolation of residents
- Disruption of utilities and transport
- Pollution and contamination of the local environment
- Long term restoration and recovery issues for those affected

## What can you do?

- Find out if you live or work within a flood risk area and where available sign up to receive free flood warnings
- Keep up to date with the weather forecast and weather warnings
- Think about how you would protect your property during a flood and have adequate insurance
- Do not enter flood water unless instructed to do so by the emergency services. Flood water can be extremely dangerous and can hide hazards
- Prepare a Home Emergency or Personal Flood Plan (see the 'Preparedness' section of this booklet)
- Identify neighbours, vulnerable relatives or friends who may need assistance, check if there is a community flood group in your area

## What are we doing in Gwent?

- Maintain, test and exercise multi agency and individual organisation plans for responding to flooding events
- Flood monitoring, forecasting, issuing of flood warnings and altering the public as early as possible when there is a risk of flooding
- Identify what areas could be affected by flood water and who is at risk
- Strategic planning to protect areas most at risk and minimise disruption
- Regular inspection and maintenance of culverts and gullies
- Provide advice and guidance to homes and businesses about flooding



### Further information relating to flooding:

There is a variety of free to use tools and information available to help you stay informed and protect yourself, family, property, and businesses. These include those provided by **Natural Resources Wales** whose website includes general flooding advice; what flood warnings are in force and how to sign up to receive flood warnings; and the **National Flood Forum** who are a charity that offers help, support and represents people at risk of flooding.

Information can be found online at:

- [Home - Natural Resources Wales](#)
- [Home - National Flood Forum](#)



# Loss of Critical Infrastructure

**Critical infrastructure describes all of the different services we rely on as part of our modern society and is essential to how we run our daily lives.**

The UK's critical infrastructure is made up of services such as electricity, water, gas, oil, fuel, transport, communications, food, health and financial services.

In the Gwent area we are no less reliant on these critical services and even localised losses can have a significant impact on our residents.

## Possible consequences

- Disruption to essential services, businesses and normal home life
- People exposed to poor sanitation and lack of drinking water
- Homes without heating and a limited ability to heat food and water
- Limited ability to keep food cold or frozen
- Increased risk to vulnerable people
- No ability to get fuel from filling stations
- People unable to get cash from cash machines or to make card purchases
- Limited telecommunications (including mobile phones)
- Civil unrest

## What can you do?

- Know where the cut off points are for your utilities and how to switch them off
- Keep a note of your utility companies' contact details and if affected advise them of any issues
- Think about how you would manage without key utilities, put together an emergency kit with items such as wind-up torch and radio, tinned food and drinking water (see the 'Preparedness' section of this booklet)
- Outages may come without warning. If this is the case, consider how you can be prepared e.g., fill the bath with drinking water
- Check on neighbours and relatives who may be vulnerable to see if there is anything they require

## What are we doing in Gwent?

- Work with utility companies to manage supply interruption where possible
- Develop multi agency plans to manage and mitigate longer term interruptions to services, including business continuity arrangements
- Identify vulnerable people who will need additional support in the event of utility outage
- Work with partners to identify lessons from previous incidents and learn from them



### Further information relating to critical infrastructure:

Each of the key utility providers serving the Gwent area offers support and advice on how to report disruption to supplies as well as what to do if supplies are interrupted and emergency contact numbers.

#### Information can be found online at:

- [Home - National Grid](#)
- [Home - Dŵr Cymru Welsh Water](#)
- [Home - Wales & West Utilities](#)





# Industrial Accidents

**There are several industries in the Gwent area that store or use potentially dangerous substances which may have impact on people and the environment should an accident happen.**

However, the potential for a large impact does not always come from accidents at large industrial sites.

For example, if a fire involves acetylene cylinders as found in many garages, workshops etc. response procedures may require the placing of a hazard zone and anyone living in this zone may be evacuated until it is safe to return.

## Possible consequences

- Danger to life
- Public health issues
- Damage to property and the local area
- Pollution of the local environment, including watercourses and wildlife
- Possible evacuation of the affected area
- Disruption to local and national utilities and supplies
- Economic losses for the industry involved and local businesses
- Possible adverse impact on farming and local agricultural produce

## What can you do?

- Be aware if you live near a hazardous site. Check to see if you live near a regulated site
- If you hear a warning of an accident, go indoors, close all your doors and windows and tune into local radio stations or follow social media for advice
- Prepare for possible evacuation by putting together an emergency grab bag of things you may need if asked to leave your home in an emergency (see the 'Preparedness' section of this booklet)
- If evacuated listen and follow the instructions of the emergency services

## What are we doing in Gwent?

- Work directly with site operators who manage COMAH sites and work in partnership to produce COMAH off-site emergency plans
- Develop and exercise multi agency plans to ensure an effective response to and manage the consequences of industrial accidents
- Carry out fire safety inspections and work with industrial sites to reduce the risk that an accident will happen
- Identify ways and means of communicating with the public and provide appropriate advice



### Further information relating to industrial accidents:

Businesses that make, store or use dangerous substances and through their operations could harm human health and the environment are regulated by various regulations and directives.

These include the Environmental Permitting (England and Wales) Regulations 2016 (EPR) which require operators to obtain permits for some facilities, to register others as exempt and provides for ongoing supervision by regulators.

Some industrial sites in Gwent are regulated by the Control of Major Accident Hazards (COMAH) Regulations and are designated as top tier establishments. These sites must produce an emergency plan including information on how they will protect people and the environment and tell people if they have been affected.

Information can be found online at:

- [Home - Natural Resources Wales \(EPR 2016\)](#)
- [Home - HSE \(COMAH\)](#)



# Animal Disease

**The types of animal disease that present most risk are those that are highly contagious and cause high fatality rates amongst livestock.**

In addition, there are animal diseases that have the potential to spread from animal to human, causing illness or fatalities.

Experience demonstrates that animal diseases can have serious consequences for the farming industry in the Gwent area. Movement and travel restrictions introduced to minimise the spread of disease can damage rural industry and also the wider economy.

## Possible consequences

- Risk to animal health
- Health risks to humans, particularly workers in the livestock industry
- Damage to the local agricultural economy
- Mass cull/disposal of animal carcasses
- Loss of livelihoods for farmers and farm workers
- Knock on effect on tourism and other service industries
- Long term psychological health impacts experienced by farmers
- Possible increase in food costs to consumers

## What can you do?

- Register any livestock which you own with Welsh Government/APHA
- All owners are responsible for the health and welfare of livestock in their care and need to understand and provide for physical and welfare needs
- Maintain good disease prevention and control practices
- As early as possible report any suspicion of animal disease with the APHA. Discuss any concerns with your veterinary surgeon
- Vaccinate livestock where possible
- If an outbreak is declared, then follow any guidance from the government at the time to protect your livestock and limit the spread of disease.

## What are we doing in Gwent?

- Local authorities and veterinary services are continuously screening and monitoring animal health and movement of livestock
- Develop procedures for local delivery of Welsh Government exotic animal disease plans and animal health frameworks
- Raise disease awareness amongst farmers and farm workers
- Receive and monitor Animal and Plant Health Agency (APHA) animal disease alerts



### Further information relating to animal disease:

The lead agency for animal health and disease is the Animal and Plant Health Agency (APHA). The APHA is an executive agency sponsored by DEFRA, Welsh Government and the Scottish Government.

#### Information can be found online at:

- [Home - Welsh Government \(Animal Health\)](#)
- [Home - Animal and Plant Health Agency](#)





# Transport Incidents

**Most of us rely on some form of transport, whether it is getting to and from work, carrying out important journeys or to receive essential services.**

Therefore, when a disruption to transport occurs the consequences are far reaching and can even endanger life.

Disruption can be the result of accidents; severe weather such as snow or flooding; structural damage to transport infrastructure such as bridges and tunnels or industrial action.

## Possible consequences

- Delayed or cancelled transport services
- People stranded, both in vehicles or at transport hubs
- Risk to life
- Serious knock-on effects on diversionary routes and local transport networks
- Unable to get to work, school or important appointments
- Businesses/services adversely affected through delayed or failed deliveries
- Environmental impacts if hazardous materials are spilled into the local environment

## What can you do?

- Before setting off on your journey, check to see if there are any disruptions and make alternative arrangements if necessary. Avoid unnecessary journeys in adverse weather
- Have an emergency kit in your car or basic items when you travel. You may not be involved directly in the incident, but the disruption could last for hours
- When driving, abide by the rules of the road, adhere to speed limits and drive safely. Make yourself familiar with public transport emergency procedures
- Make sure that your vehicle is kept in a roadworthy and safe condition

## What are we doing in Gwent?

- Develop and exercise multi agency plans to manage the consequences of transport incidents and disruption
- All relevant highways agencies work together to keep all major roads accessible during times of disruption
- Work with national, regional and local transport companies to look after people affected by transport incidents
- Provide information to the public during disruptions
- Monitor weather forecasts to make sure we are prepared to deal with potential weather-related disruptions



### Further information relating to transport incidents:

Up to date traffic and public transport information is available.

In addition, further travel advice and practical steps you can take can be found on the Met Office website.

#### Information can be found online at:

- [Home - Traffic Wales](#)
- [Home - Traveline.Cymru](#)
- [Home - Transport for Wales](#)
- [Home - Met Office \(Travel Advice\)](#)









## Preparedness - your home

**During an emergency, it's important to be prepared no matter where you are.**

**There is a lot you can do to make yourself, your family and business better prepared for emergencies of disruptive events.**

Taking some simple steps can reduce the impact of an emergency on your family and home. It doesn't need specialist knowledge—just a few moments of yours and your family's time. A good first step is to put in place a **'Home Emergency Plan'**.

Although you may never need to use it, it is an excellent way to prepare yourself should an emergency happen. In putting your plan together, involve your entire family, discuss what should be included. This will also make them aware that there is a plan and what needs to be done. There is not a right or wrong way to prepare a 'Home Emergency Plan', but here are a few points to consider:

- Think about the types of emergencies that could happen – snow, flooding, major power loss.
- Think about how an emergency could change your family routines – severe weather affecting the daily school run.
- If you had to leave your home, what arrangements would you need to look after your pets?
- Agree a number of safe alternative meeting points for your family in case you can't go home. Arrange how your family will stay in contact in the event of an emergency.

Familiarise yourself and your family on how to switch off the gas, electricity and water supplies to your home.

- If you had to stay in your home for a period of time or if you lost power, water etc, what provisions would you need?
- Make sure you have up to date and adequate home insurance.
- Have a backup of key important documents such as insurance documents, birth certificates etc. How would you access these?
- Are there vulnerable members of your family – will they need extra help in an emergency?
- Think about your neighbours – are they vulnerable or disabled? Could you help them?

As time goes by, you may make changes to your home, or your family circumstances may change. It makes sense to regularly review your Home Emergency Plan and update where necessary.

### Home 'Emergency Kit'

Some major emergencies may require you to remain in your home for a period of time and you may lose your power supply or water. Preparing a Home 'Emergency Kit' can make you and your family more prepared to deal with most emergencies.

When preparing your 'Emergency Kit' the following items should be on your list:

- A battery powered or preferably a wind-up torch and radio
- Candles and matches, a supply of spare batteries
- Fresh bottled water, tinned/long-life food (don't forget the tin opener)
- Warm clothing
- Blankets (sleeping bags are a good alternative)
- Personal and family medication; a First Aid Kit
- List of important telephone numbers, such as family and friends; children's school; GP; vets; utility supplier; insurers.

## Leaving your home in an emergency

Unfortunately, some emergencies will require the public, for health and safety reasons, to be evacuated while the emergency services deal with the incident.

Hopefully this will never happen to you, but if it should it is important that you listen to the advice given by the emergency services and leave as quickly and calmly as possible.

Also, if you have time

- Turn off electricity, gas and water supplies, unplug appliances and lock all doors and windows
- Take the items in your 'Emergency Kit' plus:
  - » keys (both home and car)
  - » money & credit cards
  - » mobile phone and charger
- If you leave by car, check and consider driving conditions before setting off as it may be too dangerous (e.g. floodwater, heavy snow). If it is safe to 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 the on-site emergency services of where you have gone and how you can be contacted.
- Inform relatives unaffected by the emergency of your whereabouts to prevent any unnecessary concern.

## Returning Home after an Emergency

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

# Preparedness - your community

**Wide-scale emergencies can and do happen.**

**Over the last number of years, we have seen events such as heavy snow, flooding, utilities failures and terrorist attacks.**

The lessons learned from these and other emergencies showed that those communities which were prepared for emergency events were better equipped to deal with the impacts.

Community resilience measures can be as little as designating a point of contact within the community to receive warnings and messages from emergency services, Natural Resources Wales and local authorities, to working together to develop a 'Community Resilience Plan'.

## Why have a Community Resilience Plan?

The purpose of community resilience is to encourage people to plan and be prepared to put in place a self-help response within a community which is affected by an emergency. Experience has shown that sometimes due to the scale and/or nature of the emergency, the normal response provided by the emergency services and the local authorities can be delayed. On these occasions anything which the local community can do to support each other will help.

## Where to get more information?

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







# Preparedness - your business

**If you own or are responsible  
for a business or  
organisation, have you**

**considered the impacts from external emergencies?  
If so, do you have a business continuity plan?**

Business continuity planning is just as important for small companies as it is for large corporations. Having a business continuity plan may make the difference between keeping and losing your business in the event of a disaster.

## **What is business continuity?**

Business continuity is about making sure your business or organisation is prepared in the event of an emergency.

- How would you continue to operate?
- Do you provide a critical service to your customers?
- Would it be 'business as usual'?

Having a tried and tested plan will help to ensure your business or organisation suffers the least possible disruption and ultimately continues to operate.

## **Why business continuity?**

Without effective business continuity planning a natural or man-made disaster could result in: -

- A complete failure of your business
- Loss of income
- Loss of reputation and/or loss of customers
- Financial, legal and regulatory penalties
- Human resources issues
- An impact on insurance

## **Some business risks you should plan for:**

If you are unable to provide contracted services, have you considered what sort of penalties might be imposed?

Could your critical services continue during:-

- A loss of power for 24 hours or even over a prolonged period?
- How would your business function without computers or telecommunications for a day, a week or a month
- Which of your critical services would be jeopardised if your building was evacuated for a week with all access denied? How about a month?
- How many staff would be needed to continue to cover critical tasks and how would you accommodate them?
- Have you an alternative building in which to work effectively? Is this sufficient? Can staff work from home?
- What would happen if a quarter of your staff were absent because of an influenza pandemic?
- How long can you manage without special software or stationery and how long would it take to replenish stocks?

Your plan should answer all the above questions, and others tailored to suit your business.

## **What is the role of the Gwent Local Resilience Forum?**

Under the Civil Contingencies Act 2004, there is duty on Local Authorities to provide advice and assistance to businesses and voluntary organisations about business continuity management. Although a local authority cannot prepare your plans for you (you know your business and critical processes best), it can offer general advice and assist by giving details of useful websites and further reading. In addition the The Welsh Local Government Association and Welsh Local Authorities Civil Contingencies Group have also produced a [Business Continuity leaflet which provides advice and guidance](#) for those that have a responsibility or role in the management of your business.

# USEFUL CONTACT INFORMATION

Below is a list of contact numbers for those agencies that make up the Gwent Local Resilience Forum and some useful websites to help you get further information.

## **Blaenau Gwent County Borough Council**

01495 311556

[www.blaenau-gwent.gov.uk](http://www.blaenau-gwent.gov.uk)

## **Caerphilly County Borough Council**

01443 815588 (Office Hours)

01443 875500 (Out of Hours)

[www.caerphilly.gov.uk](http://www.caerphilly.gov.uk)

## **Monmouthshire County Council**

01633 644644 (Office Hours)

0300 123 1055 (Out of Hours Emergencies Only)

[www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk)

## **Newport City Council**

01633 656656

[www.newport.gov.uk](http://www.newport.gov.uk)

## **Torfaen County Borough Council**

01495 762200

[www.torfaen.gov.uk](http://www.torfaen.gov.uk)

## **British Transport Police**

08000 405040 (non-emergency)

[www.btp.police.uk](http://www.btp.police.uk)

## **Gwent Police**

If you don't need urgent assistance, or if you just have a general enquiry, you should dial **101** (the non-emergency number).

If you need urgent assistance, you should always dial **999**

[www.gwent.police.uk](http://www.gwent.police.uk)

## **South Wales Fire and Rescue Service**

If you don't need urgent assistance, or if you just have a general enquiry, you should dial **101** (the non-emergency number).

If you need urgent assistance you should always dial **999**

[www.southwales-fire.gov.uk](http://www.southwales-fire.gov.uk)

## **Welsh Ambulance Services NHS Trust**

01633 626262

If you need health advice please ring NHS Direct Wales on **0845 46 47** or NHS on **111**

[www.ambulance.wales.nhs.uk](http://www.ambulance.wales.nhs.uk)

## **H M Maritime and Coastguard Agency**

For non-emergency enquiries relating to matters of maritime safety in the South Wales area, call HM Coastguard on 01646 690909.

If you need urgent assistance, you should always dial 999 and ask for 'Coastguard'.

All other enquiries should be made to the relevant office, details of which can be found on the website.

[www.gov.uk/government/organisations/maritime-and-coastguard-agency](http://www.gov.uk/government/organisations/maritime-and-coastguard-agency)

## **Aneurin Bevan University Health Board**

01633 234234

[www.aneurinbevanhb.wales.nhs.uk](http://www.aneurinbevanhb.wales.nhs.uk)

## **NHS Direct Wales**

0845 46 47

<https://111.wales.nhs.uk/>

## **Public Health Wales**

029 2022 7744

[www.publichealthwales.wales.nhs.uk](http://www.publichealthwales.wales.nhs.uk)

## **Natural Resources Wales**

03000 653000

[www.naturalresourceswales.gov.uk](http://www.naturalresourceswales.gov.uk)

**Dŵr Cymru Welsh Water**

0800 052 0130

[www.dwrcymru.com](http://www.dwrcymru.com)

**Wales and West Utilities (Gas)**

Gas Escape 0800 111 999

General Enquiries 0800 912 29 99

[www.wwutilities.co.uk](http://www.wwutilities.co.uk)

**National Grid (Electricity)**

Customers need only dial **105** to report a power cut

[www.nationalgrid.co.uk](http://www.nationalgrid.co.uk)

**OTHER USEFUL WEBSITES:****Gwent Local Resilience Forum:**

[www.gwentprepared.org.uk](http://www.gwentprepared.org.uk)

**Met Office:**

[www.metoffice.gov.uk](http://www.metoffice.gov.uk)

**Welsh Government:**

<https://gov.wales/wales-resilience-forum>

**UK Government:**

[www.gov.uk/government/publications/preparing-for-emergencies](http://www.gov.uk/government/publications/preparing-for-emergencies)

**UK Government National Risk Register 2020**

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/952959/6.6920\\_CO\\_CCS\\_s\\_National\\_Risk\\_Register\\_2020\\_11-1-21-FINAL.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/952959/6.6920_CO_CCS_s_National_Risk_Register_2020_11-1-21-FINAL.pdf)

