

# Devon Community Resilience Forum

Helping You To Help Yourselves

January 2017



## Don't let your business count the cost of a flood



Environment Agency

Winter 2015/16 saw a series of storms that devastated much of the country. The costs to businesses as a result of floods can be high; following the floods caused by storms Desmond, Eva and Frank last winter, statistics from the Associated British of Insurers (ABI) estimate emergency payments for businesses to be around £15million.



Caroline Douglass, Incident Management and Resilience Director at the Environment Agency, said:

"Flooding can cause serious disruption to people's lives. We can't prevent it, but we can help people to be more flood resilient – those who are aware of the risk and have done something about it are able to reduce damage to their businesses considerably."

Have you ever considered the impact flooding could have on your business? Are your employees, business operations, supply chain or customer base at risk?

There are simple steps you can take to help protect your business from flooding and to get ready for a changing climate.

There are around 260,000 business units employing 3.2 million people located in areas at risk of flooding. With flooding predicted to become more common as the climate changes, now is the time get ready before it happens to you.

- Use the Environment Agency's maps [www.bit.ly/EA-Maps](http://www.bit.ly/EA-Maps) to find out if you are at risk from flooding
- Check if free flood warnings [www.bit.ly/free-flood-warnings](http://www.bit.ly/free-flood-warnings) are available for your area and register

online

- Do something to be prepared. Start with a quick business flood plan from our website [www.bit.ly/prepare-business](http://www.bit.ly/prepare-business)

- Take a look at the advice on Business in the Community's website for business continuity advice [www.bit.ly/BCM-BERG](http://www.bit.ly/BCM-BERG)

Within a few minutes you'll be more prepared for flooding. Once you have the knowledge, you can then find out more about other measures you can take in case of a flooding emergency.

Whilst we can't prevent flooding, being prepared will help save you time, money and distress if a flood happens to you. Take these small steps now for free: help protect your business and your bottom line.

For more information please visit [www.GOV.UK/floodsdestroy](http://www.GOV.UK/floodsdestroy)

## Severe weather updates



Western Power Distribution will send you updates before, during and after severe weather incidents likely to impact the electricity network.

key steps that we are taking to quickly and safely restore power.

The updates will inform you of the latest weather conditions and areas affected, the number of customers off supply and

To register for this service please visit [www.bit.ly/WPD-severe-weather](http://www.bit.ly/WPD-severe-weather)



# Get ready for winter

Helping you to prepare for and cope with winter weather.



The Get Ready for Winter campaign was launched in November and aims to help raise awareness of the dangers posed by winter weather and provide tips and advice on how to minimise its impact

With winter on its way, the Met Office is urging the UK public to prepare themselves for the winter ahead. The Get Ready for Winter campaign aims to help raise awareness of the dangers posed by winter weather and provide tips and advice on how to minimise its impact.

## Colder than you think

New research by the Met Office found that a quarter of UK adults (23%) don't do anything at all to prepare for the weather changes and freezing temperatures, leaving millions of people vulnerable to accidents, and damage to their property and possessions.

Key checks and changes missed by millions include not checking that their pipes are insulated (76%), not having their boiler checked (66%), not topping up the anti-freeze in their car (62%), or not putting a blanket and warm clothes in their car (77%).

And while it happens every year, more than nine out of ten adults (91%) underestimate just how cold British winters can be with the average minimum temperature in the UK in January being a chilly one degree Celsius.

This may explain why 22% of adults confess to being inadequately dressed for the weather at least once a week during the winter months.

## Accidents can happen

And cold winters can lead to an increase in accidents. Four in ten UK adults (40%) have had a winter-related accident which has caused injury. Most of those have injured themselves falling over during the winter but some have been blown over or hit by flying objects in high winds. Over half of adults (51%) do not own winter footwear with extra grip for slippery and icy conditions or a shovel (56%) to clear snow - which may be contributing factors.

## Looking out for the elderly

As well as looking after themselves, the Met Office urges the community to help elderly or more vulnerable family and neighbours during cold spells - 26% of Brits already set a good example by checking in on older or vulnerable neighbours during winter.

Younger people are far less likely to check on elderly neighbours - just 13% of 18-24 year olds do, compared to 33% of those aged 55-64. Regionally, those in London are the least likely to - just one in five (19%) take the time to check in on the vulnerable. Those in Wales, however, are the most neighbourly, with the figure rising to 39%.

Melanie Harrowsmith, Head of Civil Contingencies at the Met Office said: "With winter looming, now is the key time to take some basic steps to ensure that you, your home, and your possessions are protected from whatever winter weather brings. A little preparation now can help your family stay safe - and avoid costly repairs or inconvenience that can result from winter-related issues and accidents."

Communities minister Andrew Percy said: "Severe winter weather can have a terrible impact on communities and wreak havoc on people's day-to-day lives. That is why we've provided almost £300million to areas that were badly affected last year.

"I would also urge everyone to visit the Met Office's new website so they can help prepare appropriately for the wintery weather ahead."

'Get Ready for Winter' is a campaign run and implemented by the Met Office on behalf of a number of Government Departments with support from charities and other community based organisation. To find out more about how to prepare for winter, including handy tips, head to the Met Office's Get Ready For Winter website [www.bit.ly/GET-READY-FW](http://www.bit.ly/GET-READY-FW).

## Public Immediate Actions - KNOW WHAT TO DO and prepare yourself with



### The citizenAID Pocket Guide

Many people across the country have prepared themselves to know what to do when someone collapses with a heart attack. But being able to act effectively after serious injury from bomb blast, gunshot and stabbing requires different knowledge and skills.

Quick actions in these situations, particularly to stop bleeding, will save lives.

The citizenAID Pocket Guide is a clear

and simple series of immediate actions. YOU can be the person to provide information to the emergency services, to help organise others at the scene and to give life-saving care while waiting for the professionals to arrive.

Be prepared. Learn the system. YOU can save lives.

### The citizenAID App

Why not start 2017 with a resolution to be prepared? Simply download The free, no ads citizenAID App from either Google

Play or the Apple App store.

The citizenAID App will reduce the anxiety from difficult decision making in an unfamiliar situation. Follow the logical steps to do the right things in the right order. Stay safe and help to save lives.

The citizenAID app is free to the UK public and is designed initially for use in the UK.

For more information see [www.citizenaid.org](http://www.citizenaid.org)

# Avian Influenza (Bird Flu) outbreak in the UK

There have been a number of Avian Influenza outbreaks in the UK and a prevention zone was declared in December that covers the whole of the UK.

The prevention zone means that all poultry keepers – whether on a commercial scale or simply a small backyard flock – are now required by law to house them (keep them under cover) or otherwise keep them separate from wild birds. This requirement (the prevention zone) has now been extended until 28 February 2017. DEFRA has also banned gatherings of poultry across the UK.

It is also important that poultry keepers must continue to keep a close watch on the health of their birds, and take steps to reduce the risk of infection via the environment, for example in wild bird droppings, by practising good biosecurity. You should do this even if your birds are inside. If you are concerned it is important that you contact your vet.

This has been necessary because the same Avian Flu strain has also been found in wild birds in England, Scotland and Wales. DEFRA has taken this action to reduce the risks and help protect poultry and captive birds from avian flu.

The Food Standards Agency advise that bird flu does not pose a food safety risk for UK consumers. Properly cooked poultry and poultry products, including eggs, are safe to eat.

## How to spot avian influenza

There are 2 types of avian influenza.

Highly pathogenic avian influenza (HPAI) is the more serious type. It is often fatal in birds. The main clinical signs of HPAI in birds are:

- swollen head
- blue discoloration of neck and throat
- loss of appetite
- respiratory distress such as gaping beak, coughing, sneezing, gurgling, rattling
- diarrhea
- fewer eggs laid
- increased mortality

Clinical signs can vary between species of bird and some species may show minimal clinical signs (ducks and geese).

Low pathogenic avian influenza (LPAI) is usually less serious. It can cause mild breathing problems, but affected birds will not always show clear signs of infection.

The severity of LPAI depends on the type of bird and whether it has any other illnesses.



For more information please download DEFRA's How to keep your birds safe from Avian Influenza (bird flu) leaflet which includes bio-security guidance here [www.bit.ly/safe-birds](http://www.bit.ly/safe-birds)

There is also more information and guidance on:

Avian flu prevention zone extended - [www.bit.ly/extended-zone](http://www.bit.ly/extended-zone)  
and Animal Disease Containment - [www.bit.ly/avian-flu-containment](http://www.bit.ly/avian-flu-containment)

## Business Continuity for Hotels and Guest Houses



Devon is a popular tourist location and it contributes millions of pounds to the local economy. However, how many of the hundreds of hotels and larger guest houses have a business continuity plan?

Reputation is important for most businesses but it is essential for hotels. Disgruntled guests do not give glowing recommendations and while a disruption of any kind is unlikely to make a guest happy, how you deal with it could help save the situation

Admittedly a major incident such as a fire or a flood are likely to be beyond

your immediate control but many other common reasons for disruption can be planned for and the impact minimised by careful planning which means the business will recover more quickly and reduce the inconvenience for guests and staff alike.

To prepare a business continuity plan you need to know and understand the business.

- What are the critical parts that must be there?
- Are there are single points of failure?

- What are the threats to the business?
- What steps can be taken to reduce the risk?
- How much risk are you willing to accept?

To help get you started we have produced a template for hotels and large guest houses and a guide to completion.

Visit <http://bit.ly/hotel-bcm> and click on 'more information.



# Recovery from Flooding

When an emergency incident occurs the blue lights (Police, Fire and Rescue and Ambulance services) generally take the lead for the response phase and set the strategy for dealing with the initial impact.

Almost as soon as the incident occurs the local authorities will be looking at the longer term recovery aspects. Of course sometimes there is little or no significant impact and there is no need for a formal recovery group.

Other times whole communities can be devastated and the recovery period may take months or even years to complete. The rebuilding, restoring and rehabilitating the community following an emergency or disaster, continues until the disruption has been rectified, demands on services have been returned to normal levels, and the

needs of those affected have been met.

One of the most distressing events is a flood where possessions may have been lost and damage to the home means residents face an extended spell in temporary accommodation while the property is dried out and repaired.

Almost as soon as an emergency incident occurs the local authorities will be looking at the longer term recovery aspects. One of the difficulties faced is getting relevant information to those affected.

To try and address that we have added some useful links on the Devon County Council website about where to obtain additional information for anyone who has suffered from flooding.

[www.bit.ly/devon-recovery](http://www.bit.ly/devon-recovery)



## Useful information:

### Further information and support

For assistance with community Emergency Planning your first point of contact is your City, District or Borough Emergency Planning Officer.

You will find them listed below for reference and remember they are all there to help you!

Don't forget, the Devon Communities Together website has lots of useful information for both individuals and communities:

- [www.devoncommunities.org.uk](http://www.devoncommunities.org.uk)
- [How can we help you](#)
- [Devon Community Resilience Forum](#)

CLEAR Plan	<a href="http://www.dcisprepared.org.uk/a-clear-plan">www.dcisprepared.org.uk/a-clear-plan</a>
Floodline	0345 988 1188
Environment Agency	<a href="http://www.gov.uk/flood">www.gov.uk/flood</a>
Consumer Council for Water	<a href="http://www.ccwater.org.uk">www.ccwater.org.uk</a>
National Flood Forum	<a href="http://www.floodforum.org.uk">www.floodforum.org.uk</a>
Blue Pages Directory	<a href="http://www.bluepages.org.uk">www.bluepages.org.uk</a>
Association of British Insurers	<a href="http://www.abi.org.uk">www.abi.org.uk</a> or 020 7600 3333
British Insurance Brokers Association	<a href="http://www.biba.org.uk">www.biba.org.uk</a> or 0870 950 1790
Royal Institute of Chartered Surveyors	<a href="http://www.rics.org/flooding">www.rics.org/flooding</a>
Know Your Flood Risk campaign	<a href="http://www.knowyourfloodrisk.co.uk">www.knowyourfloodrisk.co.uk</a>

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