



London Borough
of Hounslow

Community Resilience

April 2016





Introduction

The purpose of the Hounslow Community Resilience document is to educate people about the risks that could occur where they live, so they can think about what they are able to do to be better prepared for emergencies.

The document starts with a list of risks that Hounslow is most susceptible to. In the same page, there is a map of the borough including flood zones, specific risks, and available infrastructure. Each next page corresponds to a specific risk. These pages start with a short description of the risk, followed by 4 boxes. The boxes explain what to do in case an emergency occurs, the consequences and impacts that emergency will create, and what is being done in Hounslow to assist the population.

Who we are

The London Borough of Hounslow Resilience Forum carries out work to ensure that the Borough is prepared to deal with an emergency that might affect large numbers of people. The team works with other multi-agency organisations to ensure that plans and processes align cross-agency.

The Hounslow team also works with other Local Authorities across London and feeds into the wider London arrangements.



Risks

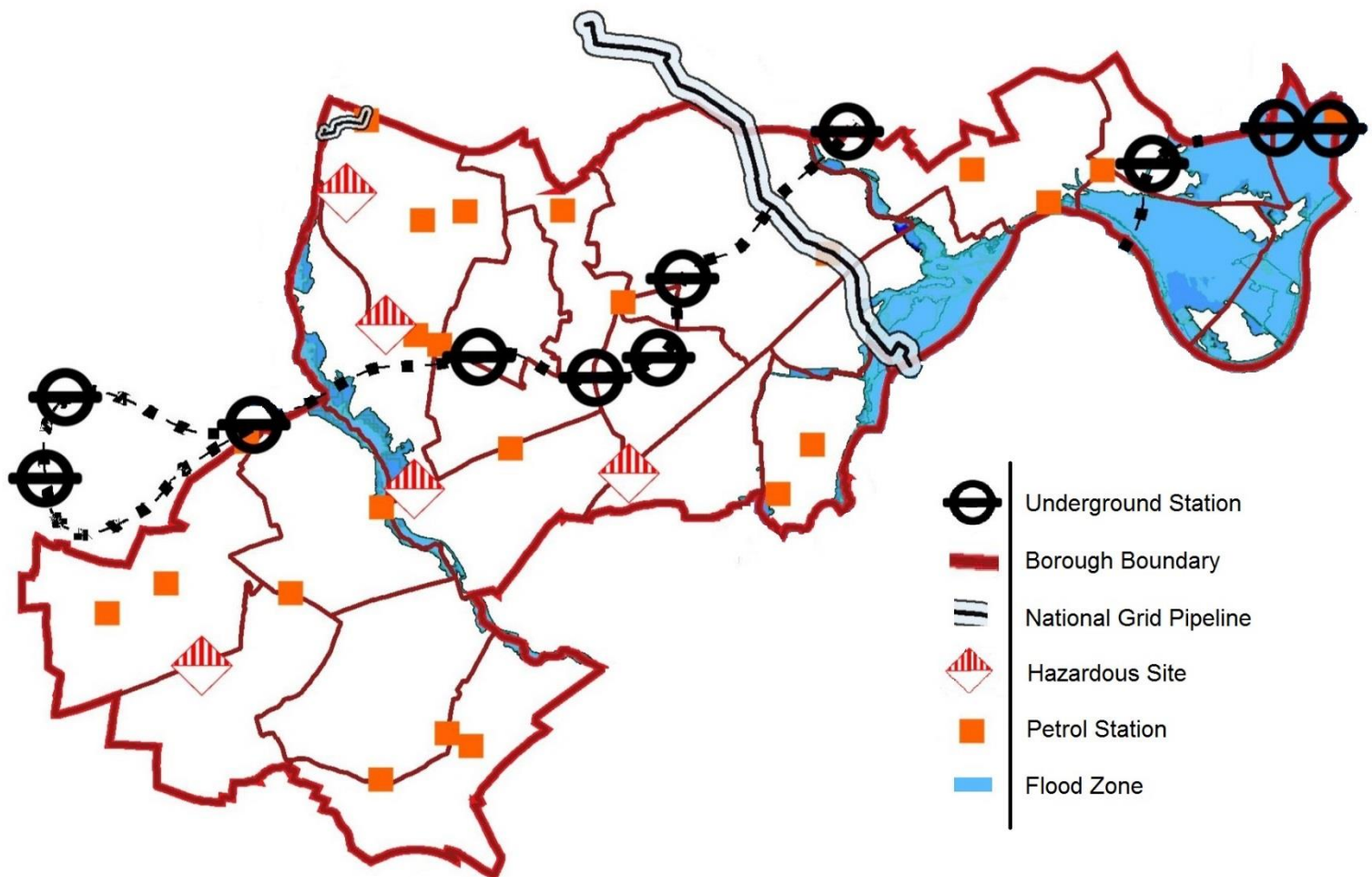
Fires

Fluvial Flooding

Influenza Type Disease (Pandemic)

Loss of Utilities

Map of Risk and Infrastructure





Fires

It is important to be vigilant and to act responsibly to protect you and those around you from the risk of fire.

Always remember, if fire breaks out:

GET OUT, STAY OUT and CALL 999 – don't try and fight a fire yourself.



What do you need to do?

- Alert everyone in the property.
- Have an escape route planned. Plan for secondary escape routes, in the case the main one is obstructed.
- Do not delay your escape to look for valuables.
- If there is smoke, crawl on the floor.
- Close any doors, or windows you can, to slow the spread of the fire.
- Once out and safe, call 999.
- Do not go back inside to save valuables or people, inform the rescue teams of people left inside. They will be able to find them quicker.
- Do not use the lift.

Consequences

- Explosions would cause primarily burns, crush, cuts and bruise-type injuries.
- Smoke may cause respiratory injuries.

Risk Impacts

- Loss of property.
- Air, soil, and water contamination.

What are we doing in Hounslow?

- Control of Major Accident Hazards (COMAH) 1999 – authorities detail the procedures that will take place if an incident were to happen.
- Building design and fire protection systems to prevent or limit the spread of fire.
- Hounslow Hazardous Sites Working Group – Hounslow Resilience Forum members work to identify potential hazardous sites in the Borough which have the potential to be a fire safety hazard.



Fluvial Flooding

Fluvial flooding is caused by an increase in river levels either due to extensive rain or due to the effects of upstream rivers and the tide from the English Channel.



What do you need to do?

- Find out if your property is within the flood risk area by logging on to the Environment Agency (EA) website or calling Floodline on 0845 988 1188.
- Plan where you will go if you have to evacuate and how you will get there.
- Identify neighbours who may need assistance or who may be able to provide assistance to you, in case of evacuation.
- Prepare an emergency grab bag with bottled water and non-perishable food, warm waterproof clothing and blankets, a torch with spare batteries, a wind-up or battery radio, first aid kit and prescription medication, baby food and baby care items, copies of your insurance documents and important contact numbers.
- Where possible, move irreplaceable items to upper floors during times of flood risk.

Risk Impacts

- Risk to life (people and animals).
- Damage to property, businesses, agricultural land, roads, structures and infrastructure.
- Pollution and contamination of local environments.
- Long-term damage to tourism, businesses and agriculture.

Consequences

- Disruption to utilities, electricity and water supplies.
- Evacuation of residents.
- Short, medium and long-term accommodation of those whose homes are flooded.
- Long-term psychological and health impacts.
- Long-term restoration and recovery issues for homes and businesses.

What are we doing in Hounslow?

- EA Flood Warnings – the EA publishes flood warnings to notify the public about any potential flooding.
- Met Office National Severe Weather Warning Service – this warning service publishes alerts for a range of severe weather.
- Preparedness – most HRF agencies will receive relevant weather updates. If they are aware that a severe weather event is likely to happen, they will put certain resources in place.



Influenza Type Disease

A flu (influenza) pandemic is possible when a new type of influenza virus emerges and almost all the population are potentially susceptible. This differs greatly from seasonal flu as few, if any, people will have immunity against the virus allowing it to spread more easily and cause more serious



What do you need to do?

- Identify a flu friend – somebody who would collect your medication, food and other supplies allowing you to be isolated from the Public.
- Keep personal stocks of “over the counter” cold and flu medication to help relieve your symptoms.
- Know the arrangements for your child’s school.
- Look out for and observe advice and guidance from the NHS.

Consequences

- Vulnerable people exposed to lower levels of care.
- Longer and more frequent disruptions to essential utilities.
- Reduced levels of emergency services cover.
- Disruptions to businesses and organisations through staff shortages and supply chain interruptions.
- Impacts on the national and local economy.

Risk Impacts

- Many millions of people around the world will become infected causing global disruption and a potential humanitarian crisis.
- Up to half the UK population may become infected and between 50,000 and 750,000 additional deaths may have occurred by the end of a pandemic.
- Health care and local authority social care systems become overloaded.
- Normal life is likely to face wide disruption, particularly due to staff shortages affecting the provision of essential services, including production and transport of goods.

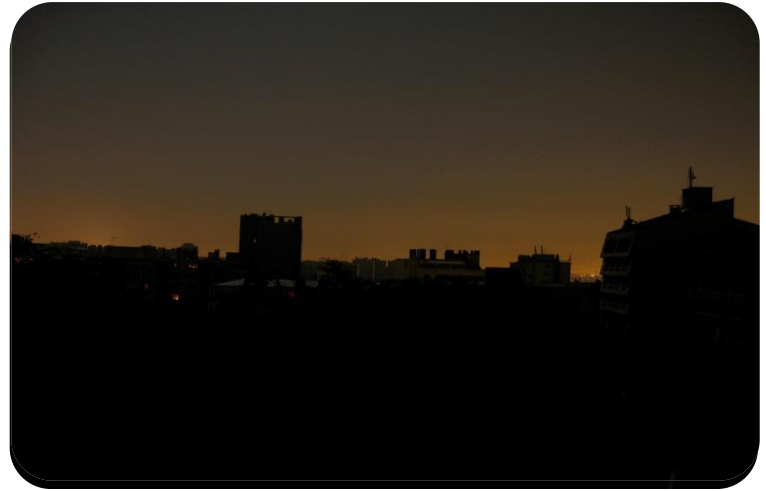
What are we doing in Hounslow?

- The Hounslow Resilience Forum has a Pandemic Influenza plan detailing the roles and responsibilities of agencies during a pan-flu event.
- Health agencies have communications procedures in place to ensure they would be able to get relevant Public Health information pushed out through the right channels to help educate people during a pandemic.
- All agencies have Business Continuity Plans in place to outline what they would do in the event of a reduction of staffing levels.



Loss of Utilities

This hazard involves the smaller scale loss of utilities including gas, water and electricity for a period of more than 24 hours. With aging infrastructure, utility failure is becoming more common across London. Incidents can range from small power cuts, which inconvenience a small amount of people to large failures, which affect thousands of people.



What do you need to do?

- Unplug all electrical equipment.
- Turn off light switches.
- Do not use any candles or any type of flame for lighting.
- Shut off the gas.
- Shut off water outlets.
- Have a torch, and bottled water available at home.

Risk Impacts

- Production at companies halted.
- Potential loss of life support machines.
- Failure of telecommunication networks and water supply systems.
- Shutdown of rail transport.
- Civil unrest.

Consequences

- Loss of revenue.
- People in the affected areas unable to establish communication links with the outside world.
- People in the affected areas unable to travel to other places.

What are we doing in Hounslow?

- The London Resilience Forum has produced a Water Supply Disruption Plan.
- Work has been recently ongoing between Local Authorities in London and utility suppliers to ensure that there is adequate collaboration between local authorities and suppliers during utility incidents.
- Many utility companies offer Priority Services for those particular vulnerabilities – this means that certain customers can receive extra assistance during utility failure incidents.



More Information

In addition to the Community Resilience document, the Hounslow Resilience Forum produces the Hounslow Multi-Agency Community Risk Register, which is the complete risk assessment document for the London Borough of Hounslow. For further information please follow the contact details below.

Web links and further information

This document is a guide based on the Hounslow CRR. To see the entirety of the Hounslow CRR, please follow the link below.

http://www.hounslow.gov.uk/resilience_forum

Contact us:

For any enquiries regarding risks, or any aspects of the work of Hounslow's Resilience Forum please contact us on

Contingency.planning@hounslow.gov.uk

020 8583 5111



Emergency Directory

Please use this page to enter important contact information to quickly access in case of an emergency.

Electricity distributor

Gas supplier

Water provider

Telephone line provider

Schools

Pharmacies

GP

Other useful contacts

London Borough of Hounslow
Civic Centre, Lampton Road
Hounslow TW3 4DN.
Telephone: 020 8583 2180

Email: communications@hounslow.gov.uk.