

Resilience Matters

Issue 26, Winter 2015

The newsletter of the Herts Local Authority Resilience Partnership

Are you Ready for Winter?

The Met Office has recently launched its 'Get Ready for Winter' Campaign which serves as a timely reminder of the simple steps that can be taken to keep warm, healthy and safe this winter.



The Met Office will once again host the 'Get Ready for Winter' web pages, on behalf of a range of Government Departments and voluntary organisations, to help individuals, families and communities to prepare for winter and offer advice on what to do during severe weather.

The campaign provides helpful tips in the following areas;

- Help Communities
- Keep warm, keep well
- Protect my Home; and
- Travel

The initiative provides a useful one-stop shop for all winter weather related information for the public.

<http://www.metoffice.gov.uk/learning/get-ready-for-winter>

So how can you be more prepared for severe weather?

- Prepare your property and vehicle ahead of winter, and take responsibility for your own safety.
- Be aware of the latest weather forecasts and warnings from the Met Office.
- Be prepared to alter your plans in times of severe weather.
- Look after the elderly and more vulnerable in your community.

Further information on winter preparedness is also available on the Met Office's community resilience webpage:

<http://www.metoffice.gov.uk/publicsector/resilience/community-resilience>

National Severe Weather Warning Service (NSWWS)

Another source of useful weather related information is available through the Met Office National Severe Weather Warning Service (NSWWS). This service provides warnings to the public and emergency responders of severe or hazardous weather which has the potential to cause damage,

widespread disruption and/or danger to life. This includes warnings about rain, snow, wind, fog and ice.

Severe weather warnings are available to the public in a number of ways, meaning you can always access the latest information wherever you are. This includes on radio, TV, the Met Office website, social media, smart phone apps, RSS and via email alerts.

The Met Office suggest that you can help by passing these warnings on to family and friends, or by sharing them on Facebook, Twitter and other social media with you friends and followers. For further information, visit the Met Office website at:

<http://www.metoffice.gov.uk/public/weather/warnings/>

So, plan ahead now and make sure you are prepared for the winter months ahead by utilising the information that is available to you and stay informed of any severe weather. Forearmed is forewarned!



HM Government

Get ready for winter

Understand how the changing weather can affect you and the ones you care about. Look at the website for practical advice to see you through the winter months.



For dozens of tips on how to stay safe and warm this winter, please visit:
www.metoffice.gov.uk/getreadyforwinter



WINTER BITES...

I'm ready

- Check weather forecast
- Plan around the weather
- Carry a winter kit
- Clear all windows and lights before setting off
- Drive according to the conditions
- Give yourself time



facebook.com/winterhighways



metoffice.gov.uk/winterhighways



Latest traffic and weather
@winterhighways



highways.gov.uk/traffic



0300 123 5000

If you get stuck

Use an emergency phone on the motorway if you can.

From your mobile: dial 999

My breakdown service

Membership number

Telephone number

Driving in severe weather

Always adjust your driving according to the conditions and plan your journey by checking the latest weather conditions.

Make sure you can see clearly and that you can be seen. Clear ice and snow off all windows and lights before you set off.

Use at least dipped headlights in poor visibility – and don't just rely on daytime running lights if you have them.

Pay extra attention to planning your journey in severe weather.

Before you travel, ask yourself these questions:

- Is my car ready for the journey?
- Have I packed an emergency kit?
- Should I plan an alternative route for my journey?
- Have I checked my route for delays and poor weather conditions?
- Do I really need to travel now or can my journey wait until the weather improves?
- Will I need to change my driving style to suit the conditions?

During your journey remember this critical question:

If I had to brake suddenly in an emergency, could I stop safely within the distance I can clearly see ahead of me?



Your winter kit

Put these in your vehicle at the start of the winter season, you never know when you might need them!

- Ice scraper and de-icer
- Warm clothes and blankets - for you and all passengers
- Torch and spare batteries - or a wind-up torch
- Boots
- First aid kit
- Jump leads
- A shovel
- Road atlas
- Sunglasses (the low sun and glare off snow can be dazzling).

In addition, when setting out on winter journeys remember to take with you:

Food, a warm drink in a flask and any medication you or your passengers need to take regularly



Check list ✓



Cut this out and keep it in your wallet as a handy reminder
- It folds to credit card size



POWDERY

Checklist before you set off

Petrol — (or diesel). Enough for your journey

Oil — Check levels regularly

Water — Radiator and screen-wash

Damage — Check wipers etc for signs of wear and tear

Electrics — Lights, indicators and controls all working properly?

Rubber — Tyres should be well-inflated, legal, with good tread.

You — Are you fit to drive? Have you slept well? Are you taking any medication that could make it unsafe for you to drive?

Buncefield - Ten Year's On

The events of the 11th December 2005 at the Buncefield Oil Depot were on an unprecedented scale, such that it served to put Hemel Hempstead firmly on the map. Like so many high profile emergencies, thinking back to 9/11 and the London bombings, many of us remember exactly where we were when it happened. Yet, it's hard to believe that ten years has passed since Hertfordshire dealt with the largest fire in peacetime Europe.

Buncefield also served to further endorse the exceptional work of those agencies that are part of the Hertfordshire Resilience partnership, with well-deserved praise going to all those involved at the time. The incident also illustrated the importance of strong community links, with the local authority working closely alongside the business and local community. The ensuing media frenzy kept the world well informed of the emergency response to the incident, as it occurred. The following facts and figures remind us of the contribution made by organisations involved in the multi-agency emergency response.

Hertfordshire Fire and Rescue Service

- 180 firefighters were on scene at its peak
- 25 fire engines were used and firefighters from 30 other services assisted – over 10000 firefighters in total.
- 600,000 litres of foam concentrate used
- 40 million litres of water
- 32,000 litres of water and 1200 litres of foam concentrate used every minute.
- 30 kms of hose used
- 51 buildings searched

Dacorum Borough Council

- 300 people came to rest centres
- Organised temporary accommodation for 30 families unable to return home on the first night
- Undertook risk assessments of damaged properties and 300 homes were made secure
- 13 burnt out cars were removed
- An emergency call centre was established to answer queries from the public and businesses
- Kept residents and businesses informed through 24hour website updates and media releases

Hertfordshire County Council

- HCC Resilience Team set up their Incident Control Centre at County Hall
- Assisted with traffic management around the area
- Provided support and welfare for on-site responders
- Supported closed and damaged schools
- Visited elderly and vulnerable people living around the site
- Chaired and supported the Multi-Agency Recovery Group, which was set up just two days into the incident



Hertfordshire Constabulary

- 2000 people were evacuated from nearby homes and business
- 200 officers / staff were working on the incident at its peak
- Established and controlled exclusion zones around the site
- Received 3 times the normal number of calls during the first 48 hours
- Dealt with 142 missing persons reports

Hertfordshire Chamber of Commerce

- 600+ businesses unable to enter their premises
- 25000 staff unable to get to work
- Chamber helpline on website within 3 hours of explosion and, working with Business Link, a full support service in place within 24 hours

There were many, many other agencies involved in the response and recovery to the Buncefield incident, including the Primary Care Trust, Public Health England, Voluntary Agencies, such as the Red Cross, Salvation Army, Royal Voluntary Service, and Private Organisations, to name just a few.

Although there is always a firm focus on the response to such incidents, the recovery phase of an emergency often stands outside of the public eye. Yet, this is where the local authority takes the lead and dedicates so much time, effort and funding into rebuilding the community structure, for months and years after the event, seeking to ensure physical,

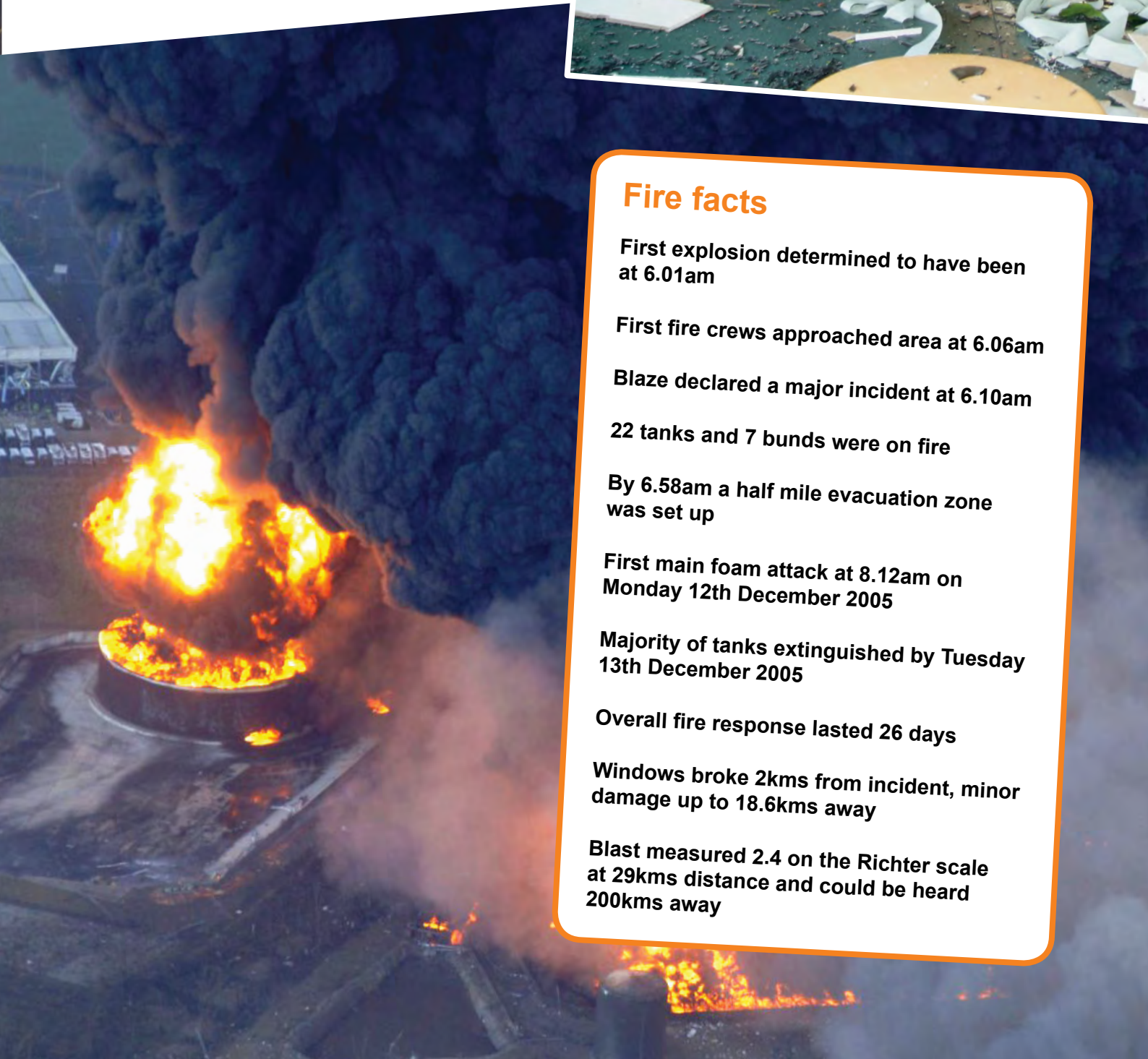
social, economic, and environmental issues are regenerated and often improved.

The Mayor's Recovery Fund, which was set up promptly following the incident, provided support to those affected financially by Buncefield, and was run by Dacorum Community Trust. A helpline was put in place and systems established for collecting donations, for receiving and assessing applications for assistance, and for making payments to individuals. The first payment was made within a week of the explosion.

About 75 per cent of applications related to loss of work and earnings, but grants were given for a variety of reasons including help with uninsured losses, heating bills, counselling costs and replacement of treasured items to help people over trauma. In terms of the business community, Dacorum Borough Council in partnership with other business support organisations, principally the East of England Development Agency (EEDA), Herts County Council, Business Link, Chamber of Commerce, Invest East of England, Job Centre, Learning and Skills Council, Careers Service, Herts Response to Redundancy, Herts Prosperity, and Herts Futures, all worked tirelessly to provide a highly responsive and effective service to keep companies in the town and to boost confidence.

With regard to the longer term social impacts, anxiety and stress were unsurprisingly some of the main health concerns either linked to the incident itself or to the stresses caused by employment or debt problems and disruption to family life afterwards. A number of positive community initiatives were put in place, including community forums, young people's forums, youth action groups, and work with local schools to provide information and reassurance to children.

Finally, the Major Incident Investigation Board (MIIB) set up to investigate the Buncefield explosion and fire, completed its work in 2008 and published its final report. The recommendations enabled everyone in major hazard industries – not just those involved in fuel storage – to learn from the incident, understand what went wrong, and take away lessons relevant to themselves.



Fire facts

First explosion determined to have been at 6.01am

First fire crews approached area at 6.06am

Blaze declared a major incident at 6.10am

22 tanks and 7 bunds were on fire

By 6.58am a half mile evacuation zone was set up

First main foam attack at 8.12am on Monday 12th December 2005

Majority of tanks extinguished by Tuesday 13th December 2005

Overall fire response lasted 26 days

Windows broke 2kms from incident, minor damage up to 18.6kms away

Blast measured 2.4 on the Richter scale at 29kms distance and could be heard 200kms away

Stansted Airport Emergency Exercise



Recently, two officers from the Hertfordshire County Council (HCC) Resilience Team took part in a live emergency exercise at Stansted Airport, on a Thursday evening in mid-November.

The scenario for the exercise was an aircraft accident off airport and one of the key objectives was to practice a full emergency response. The exercise involved a myriad of multi-agency partners from both on and off the airport, including all the emergency services, airport employees, British Red Cross, Uttlesford District Council, and Hertfordshire County Council.

As a neighbouring authority, it was a great opportunity for Hertfordshire to be involved in the exercise, which we were aware of through our involvement in the Stansted Airport Emergency Planning Group meetings.

A comprehensive briefing took place prior to the exercise by the Airport Fire & Rescue Service, Head of Health and Safety. After the briefing, players were security screened before boarding the 737-800 aircraft.

On commencement of the exercise scenario, players evacuated the aircraft, following the safety directions of the crew.

Playing the role of uninjured evacuees on the flight, those involved were chaperoned through the airport reception centre process. This involved initial registration with British Red Cross volunteers to ensure all passengers were accounted for, and welcome support from the Essex Crisis Support Teams. At the reception centre, everyone was provided with basic welfare needs such as food and refreshments, and ongoing support, until 'exercise end'.

As Resilience Officers, we write emergency plans and procedures for things we hope will never happen, train staff, and practice or 'exercise' our response arrangements, as defined by our duties under the Civil Contingencies Act and other legislation.

The Stansted Airport exercise was very well organised and it was a great opportunity for the HCC Resilience Team to see the process 'from the other side' as someone involved in the 'incident'.

‘Recovering from a Major Incident - sharing our lessons learnt’

Paula Busby, HCC Resilience Officer, shares some of the key learning from the conference below.

Background

South Oxfordshire District Council (SODC) and Vale of White Horse District Council (VWHDC) deliver and manage services such as waste collection, planning and building control, housing, food safety and health inspections, leisure, and local and general elections. The councils have been delivering joint services to approximately 256,000 residents since 2008.

In the early hours of 15th January 2015, the main Council offices of SODC and VWHDC, in Crowmarsh Gifford, were effectively razed to the ground in an arson attack. The ferocity of the blaze was such that the building and its contents were almost completely destroyed, including the onsite data centre and desktop computers, leaving staff unable to maintain communication with the public. The planning department's entire office was decimated by the fire.

Ironically, when the fire hit, the Councils were half-way through a major overhaul of their IT infrastructure, which included hosting servers in Surrey. Had the fire come along four months later, the computer systems would have been significantly less disrupted.

Since the fire all but destroyed their shared headquarters, the two councils quickly relocated around two thirds of their staff to work out of temporary offices in Abingdon. The remainder of staff worked from home, with many of them only getting short amounts of time in the office on rotas and shifts. Despite this disruption to working patterns, just three weeks on from the fire and the two councils were nearly back to business as usual.

The main public front line services such as waste collections and leisure centres weren't affected by the fire, and other emergency council services, like homelessness prevention were immediately up and running the morning after the fire from the councils' temporary offices in Abingdon.

One of the council's immediate priorities was finding more permanent accommodation and a suitable site was found in Milton Park. By the end of May, the process started of setting up the new offices and making sure they were ready for staff to use.

By the summer, staff were at their desks in the new offices at Eastern Avenue, Milton Park, which features a brand new reception that opened to the

public on the 1st July. The site was leased for four years, until the long term future of the Crowmarsh site is decided.

‘Sharing our Lessons Learnt’ Conference

On the 12th October 2015, two members of the HCC Resilience Team, alongside multi-agency organisations from other sectors, emergency services, local authorities, health, and voluntary to name a few, descended on Didcot in Oxfordshire to attend the ‘Recovering from a Major Incident - sharing our lessons learnt’ conference organised by SODC/VWHDC.

The opening welcome and presentation of the day set the scene as to what had happened on that fateful morning, when a disgruntled member of the public had driven a vehicle into main reception at 02.30am filled with propane cylinders. The Council's Chief Executive and senior Police and Fire officers shared their experiences on how they dealt with the unfolding incident.

The Council fire itself was compounded by the fact the emergency responders were actually dealing with four scenes,

not only the fire at the Councils building but the offender had also set fire to his neighbour's cottage, booby trapped his own home, and set fire to the local funeral parlour. With all incidents happening simultaneously, it was a real challenge for all responders involved!

Following lunch and networking opportunities, the afternoon of the conference saw the delivery of a number of different workshops, covering areas such as building control and facilities management, business continuity management, communications, finance and insurance, IT disaster recovery, and strategic response. During each session delegates had the opportunity to hear first-hand how each area dealt with their own response and lessons learnt were openly shared. There was plenty of time for questions and answers, and an update on where the Council is now.

Below is a summary of some of the key learning points shared at the event:

Business Continuity Management

- Ensure you have an effective call cascade process
- Ensure you have up to date plans identifying critical activities, resource requirements, critical documents, and printed floorplans
- Rotate desk allocation within teams at any recovery site
- Consider storage capabilities following an incident
- It's not in the plan, it's in the planning!
- Manage expectations

Communications

- Can you access your plans at home?
- Make sure you have back up personal contact details for

everybody you may need to contact

- Hosting your website in two secure sites
- Know what communication channels will work for you

Building Control & Facilities Management

- Use of in-house expertise
- Proper out of hours procedure for building control
- Dealing with staff emotions
- Manage expectations with regard to salvage operations
- Decide who is on overall charge and what the lines of communication are
- What are your emergency procurement rules?

IT Disaster Recovery

- Test your plans regularly and make sure everyone understands their roles
- Be prepared to make decisions and change plans as necessary
- Never assume anything – only one key to safe?

Strategic Response

- Ensure all members to the Crisis Management Team are contactable at all times to prevent delays in responding to an incident
- Ensure that all contact details are up to date (home and mobile numbers) for all staff, and agency staff and tenants - readily accessible in an e-place
- Consider implementing a stand alone text alert system
- Hold all essential disaster recovery equipment off-site
- Have clearly defined roles and responsibilities for senior staff



and adhere to these during an incident response

- Ensure immediate consideration and implementation of site security and safety issues
- Have a clear policy about home-working during an incident in place, including access to IT systems
- Proactively consider all health and safety requirements during an incident response
- Ask your salvage contractors and insurers to brief you on what to expect during a salvage process
- Manage officer, councillor, and customer expectations consistently during the initial response and throughout the recovery process

In conclusion

In summary, the 'Recovering from a Major Incident' conference was a very well organised event and a worthwhile opportunity to hear from first-hand experience how a local authority recovered and restored its services to a full scale business continuity challenge. The full debrief report and recommendations are due to be published in the New Year.

New Officer joins the HCC Resilience Team

In September 2015, Sophie Donoghue joined the HCC Resilience Team as a Resilience Officer. She replaces Jenny Watson who has started a Graduate Management Scheme in HCC.



As well as taking over Jenny's responsibilities for HCC's role in the Community Protection Directorate, Sophie will be working with St. Albans and Dacorum district councils as part of HCC's district traded services agreement.

Sophie completed a Masters in Risk, Disaster and Resilience in University College London this year. Her specialisation and thesis topic is the employment of a behavioural science method called 'nudging' in the field of disaster risk reduction and resilience. Previously, Sophie worked as a journalist in different publications, reporting on issues such as the telecoms sector as well as EU security and defence issues.

As her last name would suggest, Sophie is originally from Ireland, but she has been living in London for the last few years. While football and the Premiership leave her cold, discussions regarding Ireland's recent success in the Rugby World Cup will be received very warmly indeed (information correct at time of print)!

Emergency Response Roles - new 'cluster' arrangements



Local Authorities have a duty to maintain a cadre of staff trained to respond to civil emergencies. Over the years we have relied on volunteers to fill the various roles and have trained and exercised them to be confident and competent in fulfilling their duties should the call come in.

Budget cuts, outsourcing and the consolidation of the services directly provided by local authorities has resulted in a reduction in the number of staff employed – with more responsibility for their day job and less time to devote to emergency response roles.

Volunteers were being expected to take on more and more response roles, which sometimes caused confusion when called out as they could get 2 (or more) calls to respond for 2 different roles.

Watford and Three Rivers looked at the way staff were deployed to emergencies and found there were 4 main response areas:

- Attending the scene;
- Incident Management and Multi Agency Liaison;
- Incident Control Centre;
- Reception Centre.



The original roles relating to these 4 areas were clustered together and staff were put into one of the clusters, consistent with their training and skills. Staff were expected to be able to respond and perform any of the roles (with a few exceptions) in their cluster.

Following a skills and training audit, staff were then approached and trained in their new 'cluster' role. The contact directory was changed to reflect the new clusters, assisting call out arrangements – for example, if you need 6 staff for an Incident Control centre, instead of calling out individual roles, you now call out 6 staff from the cluster and allocate the individual role / function you want them to perform when they arrive. Thus simplifying the call out procedure and eliminating (almost!) staff getting duplicate calls for the same incident.



Don't forget to follow us on Twitter ...

To keep up to date and find out what is going on in the world of emergency planning and business continuity, do look at the HCC Resilience Team's Twitter account.

The team tweets regularly about work that it is undertaking, such as events, training and exercising, and community resilience projects. We also share information from other resilience partner agencies, along with photographs and weblinks.

The account can also be utilised for keeping updated during an incident.

To see what the team has been tweeting, or to follow the account, look at www.twitter.com/hccresilience

Older Persons Activity Learning & Safety (OPALS)

The HCC Resilience Team has been continuing to spread emergency 'warning & informing' messages to the young and old alike across the county.

Along with Community Protection Directorate colleagues from Herts Fire & Rescue Service and Trading Standards, the team attended OPALS (Older Persons Activity Learning & Safety) events in Letchworth, Ware, and Welwyn Garden City recently.

At these events, the attendees were asked about what items they might need should they have to evacuate their homes due to an emergency and what it would also be useful to have at home as preparation.

The team also participated in a series of Crucial Crew sessions at Bowes Lyon House in Stevenage, working with year six pupils from local schools. These sessions involve teaching the children about the dangers of flood water using an interactive 'Hook-a-Duck' activity. The Resilience Team participated in further crucial crew events at schools in the Broxbourne district in November.

More information about Warning & Informing is available at: <http://www.hertsdirect.org/readyforanything>



Flood Expo 2015: Lessons Learnt

As well as showcasing some impressive new flood management technology, the Flood Expo, held 14-15 October 2015 in London, ran seminars and live debates highlighting important lessons and approaches to preventing and managing floods.

Sophie Donoghue, HCC Resilience Officer, who attended the Expo shares some of the key learning from the event below:



Environment Agency

Although Hertfordshire experiences only minor flood events, as in the rest of the UK, the risk of flooding is predicted to increase in the future. The work we put into planning and preparedness is vital to reducing the impacts of future flooding. "It is about the things we do when the sun is shining," Member of Parliament for the Wells Constituency, James Heappey argued on the day.

Flood prevention does not have to be expensive

A common thread running through most of the discussions at the exhibition was that flood prevention does

not have to be expensive. MP James Heappey, reflected on his constituent's experiences of tackling flooding (in particular the 2014 floods in Somerset) and argued that it is important to do the little things correctly such as clearing culverts and improving drainage. These solutions are simple and cheap but they make a big difference, Heappey argued.

Technology is not the only solution

Many speakers during the day highlighted that having

a flood protection product is not enough. Duncan Jackson, representing SPP Pumps Limited for example stated that "technology is only effective if deployed in the right time, at the right place, in the right way". He argued that longer term solutions are the answer and that we can't rely on pumps and other structural solutions alone.

Emergency services need to be supported by trained local volunteers

It was stated several times throughout the day that

community resilience is vital in the face of increasingly frequent and severe floods. If the 1953 tidal surge were to happen again, the UK's emergency services would be very quickly overrun argued Paul Chamberlain from Lowland Rescue (a volunteer association that provides search and rescue support to the emergency services). Chamberlain underlined that the number of emergency responders available is limited and finite. As flooding becomes more and more common, there is a growing need to train local volunteers to respond to local events to help alleviate the strain on emergency services.

Water safety training

Damian Hall, Senior Consultant for the Royal Lifesaving Society UK, pointed out that there are many more people other than first responders who are working around flooding in highly hazardous conditions. Individuals such as local authority workers, transport workers or members of local resilience groups who are engaged in flood incidents are exposed to large risks during flood events. These individuals do not have the high tech

equipment or training on flood water dangers and safe procedures. This risk is highlighted by the tragic death of a man's death during a flood event in Hessle in 2007. The victim's foot caught in a drain cover and tragically died of hyperthermia, surrounded by doctors and first responders who were unable to free him. The victim had been trying to clear the drain and help reduce the threat of flooding. "There is a lack of individual awareness of risk around flooding. We need stronger messages of how people can be affected and how they can keep themselves safe," Hall concluded.

The conclusions drawn from the debates and talks during the Flood Expo can be applied to all types of crises and emergencies. Community resilience is essential to reducing the impacts of emergencies. If local communities are aware and prepared for common hazards in their area, their local knowledge can enhance and support the emergency services.

For more information on flood preparedness, please visit the Environment Agency website www.gov.uk/floodsdestroy



Do you know what to do in a flood?



There is a tendency for us all to think that “**flooding will never happen to me**”. The fact is - it could.

Almost 5 million people in England are at risk of flooding and this is only going to increase with a changing climate.

Have you ever checked to see if you are at risk from flooding? Would you know what to do in a flood? What could you do now to save you time, money and worry if it happened tomorrow?

Visit www.gov.uk/floodsdestroy to take the following simple steps to help protect you, your family and home from flooding.

- Use the Environment Agency's maps to find out if you are at risk from flooding
- Check if free flood warnings are available for your area
- Prepare a personal flood plan

Take these small steps now and help save you time, money and distress in a flood.

Animal Welfare Award - Contingency Planning Footprint for 2015

In September Hertfordshire Resilience, the county's local resilience forum, were pleased to again be awarded the RSPCA Community Animal Welfare Footprints (CAWF) Award. The CAWF Award covers four areas of work, or Footprints, that impact on animal welfare and it is here that we continue to retain our 'Bronze' award, under the Contingency Planning category.



Back in 2013, Hertfordshire Resilience commissioned a new task and finish group to look at the care of pets in an emergency. The aim of the Animal Welfare Task and Finish Group was 'to review and improve multi-agency arrangements to care for pets in an emergency through the identification of gaps in current capability and the sharing of good practice.'

The group was Chaired and supported by the HCC Resilience Team and had multi-agency membership, with appropriate specialists from resilience planning and animal welfare.

One of the key objectives of the project was to provide pet owners with useful information to encourage them to be better prepared in caring for their pets in an emergency. To this end, a pet guidance leaflet was produced and now forms part of the Hertfordshire 'Ready for Anything' campaign.

The continual use of this leaflet and other arrangements, such as improved planning arrangements for district council emergency rest centre plans, has contributed to us retaining the award for 2015.

The RSPCA said,

“Receiving a CAWF is a major achievement for an organisation or local authority and the various Footprints are the only awards that recognise the hard work of local authorities, social housing providers and contingency planners.”

The guidance 'How to Care for your Pets in an Emergency' is shown on the following pages. It can be printed off and folded into a useful leaflet, with space to add information relevant to your pet. The guidance is also available at:

<http://www.hertsdirect.org/services/commsafe/commprotect/emeresilience/ready/prepnow/>



Useful Information

You can find more information and tips online at www.hertsdirect.org/readyforanything

Useful information can also be found at:

- www.redcross.org.uk/prepare
- www.environment-agency.gov.uk/floodsoutheast or call Floodline on 0845 988 1188
- www.herts.police.uk or telephone 101
- www.rspca.org.uk or call RSPCA 24-hour cruelty line 0300 1234 999



Hertfordshire is a safe county but it can still experience situations that disrupt our daily lives. The good news is that there are simple things you can do to make sure you and your pets are ready to deal with an emergency, particularly if you think ahead and make some plans.

Checklist

- Prepare your pet plan and ensure your family is aware of it.
- Make sure your animal is identifiable.
- Keep a record of your pet's regular medication.
- Check with the Environment Agency to see if your area is at risk from flooding and consider registering for the Flood Alert service.

Add here any contact numbers, addresses or details relevant to your pet.

Vet's Contact Number:

Microchip Number:

Medication:

Local kennels or catteries:

Other:

Keep your plan updated and in a safe place.

Are you...
Ready?
for
Anything?

HERTFORDSHIRE RESILIENCE



How to care for
your pets in an
emergency

Make a pet plan now...

Things to think about:

1 Safer at home

If it is safe to do so, your pets may be happier left at home in a familiar environment.

Food, water and litter facilities for several days should be left accessible for your pet.

If your home or garden is at risk of flooding, consider moving your pets to higher ground.

Owners are responsible for ensuring that their pets are left in a safe and secure place.

2 Preparing your pet for evacuation

In some emergencies it may be necessary for the emergency services to evacuate you from your home for safety, with little or no notice.

The more you can do in advance to be prepared, the better the experience will be for you and your pets.

Plan ahead where you might go and consider alternative accommodation for your pets. Ideally this could be a relative or friend, local kennels or catteries, or a pet friendly hotel or bed and breakfast.

3 Pet Emergency Kit

What does your pet need in an emergency?
Consider putting together an emergency kit:

- Collar and lead.
- Secure and labelled pet carrier.
- Proof of ownership and vaccination documents.
- Microchip details.
- Emergency contact list, to include details for your vet.
- Pet first aid kit.
- A record of any regular pet medication.
- Familiar items e.g. toy or blanket.
- Pet food.
- Sanitation – pet litter, litter box and poop bags.

- For dogs, consider including a basket muzzle that fits your dog, as even the gentlest of animals can become aggressive when distressed by an emergency situation.

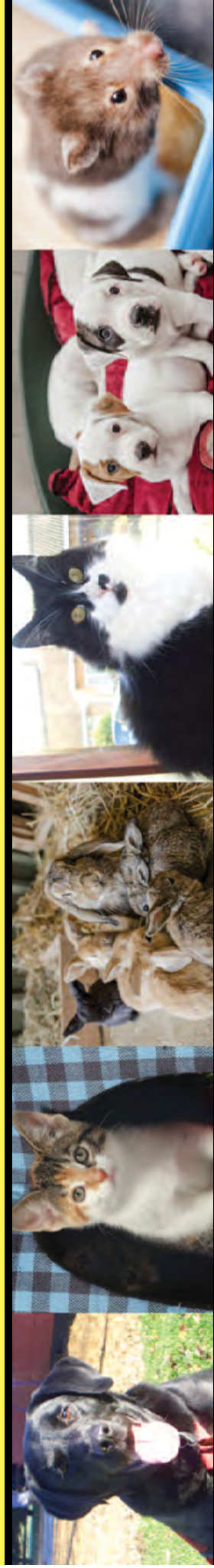
4 Identification and proof of ownership

Make sure your pet is micro-chipped for easy identification. This can be undertaken by any vet or animal welfare organisation.

Keep a note of the microchip number in your pet emergency kit and ensure your contact details are kept up to date. Other forms of identification should include collar tags.

With these simple preparations, you can be ready for the unexpected. If you take the time to prepare, your pets will likely encounter less difficulty, stress and worry.

Take the time now to get yourself and your pets ready.



Hertfordshire County Council (HCC) Resilience Team



- Provides professional support and response arrangements across HCC departments so that the Authority meets its statutory duties as set out in the Civil Contingencies Act.
- Provides a traded service to partner District and Borough Councils to assist them in the preparation and maintenance of emergency plans.
- Ensures that HCC can fully play its part in a multi-agency, major incident response as well as continuing to deliver critical services during times of disruption.
- Direct work with communities is done under the "Hertfordshire Resilience" banner - the County's Local Resilience Forum. The Resilience team provide the secretariat function which also drives forward multi-agency, major incident response plans, co-ordinates and develops training and exercising arrangements and facilitates the strong partnerships which have stood the county well in responding to a number of high profile major incidents over the years.

The Resilience Team is part of the HCC department of Community Protection. The Chief Fire Officer, Roy Wilsher is the Director of Community Protection.

The Community Protection Directorate has four areas;

- Hertfordshire Fire and Rescue Service (HFRS)
- Trading Standards
- County Community Safety Unit (CCSU)
- Resilience

**For more information on
Community Protection, please visit**

**[http://www.hertsdirect.org/
services/commsafe/commprotect/](http://www.hertsdirect.org/services/commsafe/commprotect/)**

Contact Us:

HCC Resilience Team

Community Protection, County Hall , Pegs Lane , Hertford SG13 8DE

Tel: **01992 555961**

Email: **resilience.team@hertfordshire.gov.uk**

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**Hertfordshire
Resilience**
Emergency Planning in Partnership

