

London Borough of Havering **EMERGENCY PLANNING HANDBOOK**



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Preface

As we have all witnessed through the media, emergency situations can and do occur – and they can happen to you. These can range from natural disasters such as the Asian Tsunami, the flooding as was seen in Gloucestershire and South Yorkshire in 2007 the terrorist attacks in New York 2001 and London 2005, and to transport accidents such as the Lockerbie air disaster (1989) and Potters Bar rail crash (2002). They can affect anyone at any time and we can all appreciate their devastating consequences, but fortunately they are very rare.

As a result of such incidents, the Government introduced the Civil Contingencies Act 2004 and its associated regulation and guidance. The Act placed a duty of responsibility on all Local Authorities, as well as other agencies such as the emergency services and health authorities, to plan and prepare for, respond to and recover from these types of incidents and to ensure we act together in a co-ordinated way in response to any emergency.

The London Borough of Havering has a responsibility to support the emergency services, staff and public, if and when an emergency occurs in or around the borough. While doing this we must also co-ordinate what assistance the voluntary sector will give to the emergency response.

In addition to responding to an emergency, we must also keep the main council services running. This is

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called Business Continuity Management which means that the council, private companies and other organisations are encouraged to have specific business continuity plans in place which they will implement if a disruption to their operations occurs. In short, Business Continuity is the bridge between a disruption occurring and the restoration to normality.

The London Borough of Havering has plans and procedures in place to prepare for, respond to and recover from a wide range of emergencies or disruptions to normal business: however, there are things you can do to help yourself and others. If you have never experienced an emergency, or thought about the impact one could have on you, your family or property, this handbook provides basic information and some practical steps you can take to help you be better prepared for such an event.

This Emergency Planning Handbook will help you:

- Plan to protect yourself and your family.
- Prepare an Emergency Grab Bag.
- Take some simple steps to reduce the impact of an emergency on you and your family.

It does not require any specialist skills, only a few minutes of your time

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1. What is an emergency?

An emergency can be described simply as anything that deters from normality. It is defined by the Civil Contingencies Act 2004 as “an event or situation that threatens serious damage to human welfare or the environment, war or terrorism which threatens serious damage to security”.

As previously mentioned, an emergency can arise from natural, such as severe weather, flooding, earthquakes, epidemics or a heatwave, and man made, such as transport accidents, release of dangerous chemicals, explosions, terrorist acts, crowd-related incidents, fire or building collapse.

2. How the Council helps

The London Borough of Havering Emergency Planning & Business Continuity Unit has staff that focus on the authority’s response to a major incident.

Within the London Borough of Havering there is a Major Emergency Plan & Business Continuity Plan along with the Emergency Plans for other organisations. The Emergency Planning & BC team co-ordinate the council’s response, and ensures that our response integrates with that of all other relevant agencies, such as the emergency services, neighbouring local authorities, the NHS, public utilities and voluntary organisations. This is achieved by putting plans and procedures in place, identifying key

officers who have key roles in an emergency, training volunteers to help in the response and regular exercises aimed at testing our arrangements.

The council has a fully-equipped Emergency Control Centre that in the event of an incident will be staffed by trained officers. This room controls and co-ordinates the entire council's response through links with various directorates and Services. The Council's response could include the provision of equipment, machinery, materials, facilities or specific specialist skills of staff.

The Council's emergency planning team is available during office hours, and there is a Local Authority Liaison Officer (LALO) on call evenings & weekends throughout the year. Calls are received by the switchboard or the Out of Hours Service and passed on to the relevant duty officer, who will attend the scene, liaise with the Police, Fire & Ambulance Services on behalf of the Council.

In brief, when a major incident occurs the council will:

- Support the emergency services in preserving life and property
- Provide support and care for the community
- Help minimise the effects of the incident
- Continue to deliver our critical services
- Take the lead role on the restoration of the community and environment

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The Emergency Planning & BC Unit work closely with their partners in raising awareness of emergency issues. In addition the Council chair the Havering Borough Resilience Forum and are members of the North East London Emergency Planning Group.

3. Preparing for an emergency

During a major incident, the emergency services may not be able to reach you immediately, so it is important to consider what you and your family might do. Bear in mind that a situation could arise where:

- You are separated from each other
- Communication may be difficult
- You or others may be injured
- There may be fires or other dangers nearby
- Gas, water and electricity supplies may not be available
- You may have to evacuate your home at short notice

Talk to your family and neighbours about things you could do in the event of an emergency. The response to a major incident is made much easier if everyone is prepared.

Here are a few helpful steps you can take beforehand:

- Familiarise yourself with emergency procedures both at work and if applicable for children at school
- Make a list of important contact details – you may find the list at the back of this handbook useful in preparing this
- Know how to turn off your gas, electricity and water supplies
- Know how to tune your radio to local station Time FM 107.5
- Organise how your family will stay in contact in the event of an emergency this could be by contacting someone that does not live in the area
- Learn some basic first-aid skills
- Determine if any elderly or vulnerable neighbours would need your help
- Store important documents such as passports, driving licences, wills, birth or marriage certificates, insurance policies and photos in a secure fire and waterproof container where they are easily accessible in case you need to evacuate your home quickly
- Put together an Emergency Grab Bag – suggestions on what to include are given in this handbook
- Think about what arrangements you will need for pets or other animals

4. What to do in an emergency

If you find yourself involved in an emergency, you will tend to act on your instincts and use your common sense. However, you should:

- Make sure the emergency services on 999 have been called – don't assume someone else will have done this
- Ensure you do not put yourself or others in danger
- Try to remain calm
- Check if there is anyone injured around you, including neighbours, especially if they are vulnerable.
- Follow the advice of the emergency services
- Listen to the local radio station for information about what is happening and what to do

5. Keeping an Emergency Grab Bag

Be prepared for the different types of hazards you could face and as part of that preparation consider having an Emergency Grab Bag on hand at home, in the car and at work.

Try using plastic boxes or backpacks to keep items together and make sure all members of the household know where the pack is kept. The contents of this pack may be a matter of preference, but suggested items should include:

5.1 At home

- Lighting such as torches and candles, a spare source of power, such as batteries, matches or a wind up torch
- Basic Cooking equipment – including tin opener, utensils and cutlery
- Bottled water and/or cans of juice
- Long-life milk and food you can readily consume, such as ready-to-eat meals, canned fruit, crackers, cereal bars or biscuits – remember to check the use by date and replace when necessary;
- Portable battery-operated radio, including some spare batteries or wind-up radios and torches;
- First-aid kit (including items such as bandages, cleansing agents, pain-relief tablets, anti-diarrhoea medicine)
- Baby food and pet food if applicable
- A list of important contact details
- Waterproof clothing, warm and dry clothing, sturdy footwear, and blankets
- Personal hygiene products, such as soap, toothbrushes, toothpaste and feminine hygiene supplies
- Entertainment items such as board games or books
- Copies of important documents (birth certificates, passports, insurance documents etc)
- A copy of this handbook

5.2 In the car

These could vary depending on the time of the year, but could include items such as:

- First-aid kit
- Bottled water
- Torch with spare batteries / or wind up torch
- In-car mobile phone charger
- Sweets or long-life snacks
- Blankets or warm clothing, spare socks, gloves and hat, waterproof clothing and suitable footwear such as Wellington boots
- Shovel
- Tow rope and jump leads

5.3 At work

It is important that you know emergency procedures for your workplace. Depending on the situation, you may have to remain there for safety, and that could mean overnight. Consider what you would need if this happened and plan accordingly.

6. Evacuation or Shelter

An evacuation may occur for a number of reasons, for example a gas leak, flooding or chemical incident. Depending on the type of incident you may be able to return to your property after a few hours, but you may have to wait longer.

Prepare an evacuation checklist of items you might need if you had to leave your home quickly, such as your Emergency Grab Bag, medication or special foods, cages or leads for pets and personal items such as glasses, valuables, baby items, mobile telephone and charger, keys and cash or credit cards.

You will be advised by either the emergency services or a local authority representative that evacuation is necessary. Please follow all instructions given, remain calm and leave as quickly as possible, gathering family and pets together so that you can be taken to an Emergency Rest Centre provided by the council. You could use transport made available, or provided by your own means. The Emergency Rest Centre will provide you with immediate short term temporary accommodation where you will be looked after.

In the event of being evacuated, remember to:

- Collect the items you will need
- Make sure fires are out and turn off the gas, water and electricity at the mains.
- Protect external water pipes(if time allows (if freezing conditions are expected)
- Secure your property
- Report to the allocated Emergency Rest Centre
- Inform the police or a local authority officer if you decide to stay with relatives or friends for the duration – this will save someone searching for you if they think that you are missing

In the event of an emergency you may be advised by the emergency services that taking shelter is the most appropriate action to take to protect you and your family.

If you are advised to take shelter you should:

Go inside a safe building, close all windows, doors (unless told otherwise) and air vents, **stay in** until you are advised to do otherwise and **tune in** to your local TV or radio for situation updates.

7. Dealing with specific emergencies

There are a vast number of different emergency situations that can and will occur; the following information outlines some handy hints and steps you may need to take in preparation and response to specific emergencies.

Flooding

For more information on flooding where you live or to find out if your house is at risk and information on how to obtain flood warnings, contact the Environment Agency – details are given at the back of this handbook.

Preparing for a flood

Over the last few years the risk of flooding has increased significantly. The River Rom is monitored continually, last causing a problem in July 2007 where minor flooding occurred.

No-one can stop flooding altogether, but we can be prepared by taking a few precautions:

- Make sure you know how to turn off your electricity, gas and water
- Keep your emergency pack available
- Think about how you would cook, or prepare meals, without gas or electricity supplies

- When choosing furniture, floor coverings etc, keep in mind how they may be affected by water and the need to be able to move them easily
- Consider the most appropriate insurance cover for your home and contents – it's too late after a flood

In the event of flooding

If flooding affects you or your property, there are a few simple practical tips you can follow to reduce the risk and damage floodwater can cause.

Do.....

- Stay calm
- Check that neighbours know about any flood warnings that may have been issued. If you know that you live in a flood risk area, you may be able to subscribe to the free Environment Agency automated flood-warning system
- Switch off gas, water and electricity
- Try to reduce, floodwater coming into your home without taking unnecessary risks. If possible, try to cover doors, windows and airbricks
- Move people and animals to a place of safety. Remember to provide a litter tray for pets and have pet carriers available if possible
- Unplug electrical items and store them upstairs if possible. For larger appliances such as fridges and freezers, it may be necessary to raise them on bricks.
- If you can, move furniture, rugs, valuables and sentimental items upstairs
- Have a supply of drinking water in clean bottles or similar containers
- Fill the bath and buckets with water for washing etc.
- Listen to the local media for up-to-date news on the flood
- Have your emergency grab bag to hand
- If you need to be evacuated because of severe flooding or damage, contact the emergency services on 999

- If flooding traps you, stay by a window and try to attract attention
- REMEMBER TO LOCK UP if you leave your property
- Avoid moving water

Don't.....

- Throw rubbish into watercourses or leave debris on the banks – it can add to the flooding problem
- Try to walk or drive through floodwater – there may be hazards you can't see, such as raised manhole covers
- Drink domestic water supply until you are advised it is safe
- Use the floodwater for drinking, food preparation, washing or bathing, the water will be contaminated with sewage and other pollution
- Use any foodstuffs that have been in contact with floodwater

After a flooding incident

When flood water recedes, it may leave a muddy deposit. As well as the distress of clearing up there may be structural damage to your property. So:

- Remember that while sandbags help to keep water out, they will also keep it in as the level goes down

- Refer to the Yellow Pages, under “flood protection” which gives details of qualified assistance such as plumbers and electricians as well as suppliers of cleaning materials and equipment
- It may be necessary to contact utility suppliers to reconnect supplies
- Don’t use electrical circuits or equipment exposed to floodwater until they are checked by a qualified electrician
- Contact your insurance company immediately. Don’t dispose of damaged goods until your insurers have had a chance to inspect them and remember to keep records of flood damage (photos etc)

Cleaning up after a flood

Do not re-enter your house until all floodwater has been removed. The local fire service may be able to help you with pumping floodwater out, but others may also need this help so you may have to wait your turn. Remember – there is no point pumping out rising water as it will come straight back in!

If traffic is causing waves and further flooding to your property, contact the police. Alternatively, if flooding is being caused by a public sewer, contact Thames or Anglia Water depending upon your address.

It is also recommended the following measures are taken

- Ventilate your building after flooding – less damp is less damage; it takes a house brick about one month per inch to dry out
- Put on protective clothing such as rubber gloves and wellington boots before starting any clean-up – the water will have been contaminated with sewage and other pollution
- Remove all soft furnishings and fittings that are damaged beyond repair (Unless insurance states otherwise)
- Remove dirty water and silt from the property, including the space under the ground if you have wooden floors. This space may need pumping out
- Wash down all hard surfaces with hot soapy water
- Use a domestic disinfectant (following manufacturers' directions as to concentrations) to wash all hard surfaces after cleaning
- Launder clothing, bedding and other soft or fabric articles, including children's toys, etc, at the highest temperature as indicated on manufacturers' instructions
- Arrange professional cleaning for other soft furnishings that have been contaminated and cannot be put in a washing machine or, if this is not possible, dispose of them
- Seek advice from the council on cleaning up if you have any doubts

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- Seek professional advice if your property is damaged

If floodwater has damaged your property

If you are the property owner and insured, your insurers will most probably appoint a structural engineer or loss adjuster to carry out an assessment of your property and arrange repairs. If you are uninsured you may have to arrange this yourself. If you are a tenant, you may be responsible for the repairs, depending on your property owner. If in doubt contact your local Citizens Advice Bureau for further advice.

If your home is uninhabitable, and you are insured, your insurers may help you arrange emergency accommodation. If you are uninsured or a tenant and are made homeless; you should contact the Councils' Public Advice and Service Centre.

Reducing the risk of infection

Experience from previous flooding has shown that any risk to health is small and you will not need any booster immunisations or antibiotics, however, the following practical tips can help protect you and your family's health following flooding and sewage contamination:

- Wash your hands after any contact with flood water or sludge and particularly before eating or preparing food

- Do not use food which has been in contact with floodwater – it may be contaminated
- Clean and boil (in fresh water) any utensils that have been in contact with floodwater before use
- Floodwater and sewage often leave a muddy deposit that may contain bacteria and other micro-organisms. Most will be harmless but some of these germs may cause gastroenteritis (tummy upset) if swallowed. If anyone in your family does become ill you should deal with it in the way you normally would
- To minimise the risk of infection during the clean up, cover any cuts with a waterproof plaster. Use protective clothing such as wellington boots and household rubber gloves

Severe weather

The Meteorological Office provides a Severe Weather Warning service, which is designed to advise on probable locations and duration of severe weather.

Severe weather can strike at any time and without warning. A few handy hints for travelling in extreme weather and making your home safe are suggested below.

Be prepared:

- Have a supply of torches and/or camping lanterns for emergency lighting
- Have a camping gas cooker or other means of cooking if you rely entirely on electricity
- Have a battery-powered radio (make sure you have replacement batteries) or wind-up appliances in order to receive regular local radio information bulletins
- The internet & Teletext both display the Met office Severe Weather Warnings
- Have adequate insurance to cover your property

When severe weather is forecast:

- Do not travel unless your journey is absolutely necessary. Allow extra time for your journey, ensure your vehicle is in good working order and carry your Emergency Pack in your car
- Stow away garden furniture and remove loose articles from outside the house; these might cause damage if blown around
- Store a few containers filled with fresh water for drinking purposes
- Check your neighbours to see if they need help
- Have items such as rock salt to melt ice, sand to improve traction, and other snow removal equipment available

When severe weather strikes:

- Listen to advice given and do not travel unless your journey is unavoidable
- Keep warm and eat regularly – even cold food will give you energy
- If you are stuck whilst in your vehicle, remain there unless you can take shelter nearby, gently exercise and huddle with other passengers to maintain body heat, and remember to keep hydrated
- If you are in your home, remain indoors, close windows and draw your curtains to protect against breaking glass
- Have your Emergency Grab Bag at hand
- Listen to the local media for regular updates, help and advice
- If power is lost, never open deep freezers until electricity is fully restored, cover with newspaper and blankets for extra insulation. If food thaws out do not refreeze – use it straight away, if insured contact your insurance company, or dispose of it.
- If your electricity supply fails, turn off all major appliances, particularly electric fires and cookers, until power is restored
- Check on vulnerable/elderly neighbours

Heatwave

In the event of a heat wave, the department of Health will issue advice through the media to those areas affected.

Many heat disorders occur because of over-exposure to heat or excess physical activity. The elderly, young, sick or overweight are most likely to succumb to the extremes of heat; the following tips will help you to counter the effect of this:

- Stay indoors as much as possible
- Drink plenty of water at regular intervals, even if you do not feel thirsty
- Limit the intake of alcohol, as alcohol causes dehydration
- Dress in loose fitting clothes that cover as much skin as possible
- Protect your face and head by wearing a suitable hat
- NEVER leave children or pets in vehicles
- Avoid too much sun exposure, but if you are exposed use a high Sun Protection Factor cream
- If you do not have air-conditioning, stay on the lowest floor possible. Remember that electric fans do not cool the air, they just circulate it
- Regularly check on family, friends and any vulnerable neighbours
- Avoid over-exertion or strenuous work during extreme heat

Drought

Every water company must have in place plans for responding to drought conditions. These plans should set out how the company plans to meet its duties and continue to supply adequate quantities of water during periods of drought. The Environment Agency offers advice on conserving water in the home. This includes:

- Think carefully how you use your water
- Wash fruit and vegetables in a bowl rather than under running water
- Use the minimum amount of water required for things like bathing and boiling the kettle
- Don't leave the tap running while brushing teeth

Fire

Fire is one of the biggest risks in your home. Contact the Fire Service for further information on fire safety in your home. The following useful tips will help keep you and your family safe:

- Have smoke alarms fitted – preferably one per level – and check batteries at least once a year
- Reduce hazards that may cause a fire in your home – for example storage of newspapers
- Try to identify at least two escape routes out of each room, Walk through these routes with your family, keeping them clear of obstructions

- Know where keys are kept for windows and doors
- Don't smoke in bed
- Do not leave burning candles unattended
- Shut doors at night – this helps stop fire spreading
- Don't leave your TV or similar items on standby

In the event of a fire

If a fire strikes, the following guidance should be followed:

- If there is a lot of smoke, crawl along the floor – the air is clearer at that level
- If a door feels hot, (feel with back of hand) do not open it, as it probably means there is a fire on the other side
- Cover your nose and mouth and any exposed skin
- Stay out and call the Emergency Services on 999
- If you cannot get out stay together in one room near an open window to alert rescuers. Push a blanket or something similar along the bottom of the door to help keep smoke out
- If you are in a public building follow specific fire evacuation advice, such as not using lifts

7.6 Think about terrorism

All terrorists have to plan and prepare for an attack. They need to live somewhere and have money and equipment. You can help by being observant and report any suspicions to the police. If you become affected by terrorist activities the following practical hints will help with the response and recovery.

Bomb explosion

It is advisable to familiarise yourself with any plans or procedures that are in place at your workplace in connection with bomb warnings and evacuation procedures.

Attacks generally occur in open and public places. You can help by being vigilant, looking out for suspicious behaviour, packages or vehicles and if you suspect anything do not hesitate to tell the police.

If a bomb goes off in a building that you are in, evacuate quickly and calmly by the safest route possible and follow the advice of those in charge.

General advice on actions to be taken if you are involved in a bomb incident and trapped in debris includes:

- If possible shelter under a sturdy table or desk
- Ensure your own safety before trying to help others

- Stay close to a wall and tap on pipes so that rescuers can hear you
- Do not use lighters or matches, in case there is a gas leak
- Cover your mouth to reduce your intake of smoke or other pollutants

Suspect Packages

You know your place of work, your home and its surroundings. If you see a suspect package that you cannot account for the following guidelines should keep you safe:

- a) DO NOT TOUCH
- b) Advise your supervisor or Manager (if at work)
- c) See if anyone around you can account for the package
- d) Leave the room and leave the door unlocked and open (this will assist the Explosive Officer)
- e) Evacuate the building and advise the Police
- f) DO NOT RETURN until advised it is safe to do so by the emergency services;

Chemical, Biological, Radiological or Nuclear (CBRN) incidents

Hazardous materials form part of our everyday lives. CBRN agents can be released either by accident or by a deliberate criminal act. They can range from household detergents to industrial chemicals, highly

infectious toxins or radioactive materials, and exposure could be fatal.

If you witness an accident or incident involving CBRN material, call the Emergency Services on 999 immediately. If you are very near the site of a CBRN incident and you may have been contaminated, wait for the emergency services to arrive. They will identify the hazard and tell you what to do. This may include decontamination and/or evacuation. For your own safety you should always listen to the advice of the emergency and health authority professionals.

It may be necessary for you to be decontaminated. This will involve showering in a decontamination unit supplied by the emergency services and dressing in temporary clothing, which will be given to you. It is important this takes place near to where the incident happens so that contamination is not spread to other areas.

General advice on actions to be taken if you are directly involved in a CBRN incident include:

- Move away from the immediate area of danger – but wait for the emergency services to examine you and, if necessary, decontaminate you
- Do not go home untreated – you could contaminate others and make the incident worse

If you are not directly affected by the incident, general advice on action to be taken includes:

- Move away quickly
- Stay indoors and bring pets indoors unless you are advised to leave the scene by the emergency services
- Do not collect children from school: they will be looked after
- Close all doors and windows and block obvious vents (remember to unblock before switching equipment on again)
- Extinguish all naked flames
- Switch off air-conditioning, ventilation units and fans – whether inside buildings or your car
- Tune in to local radio and television and listen for announcements
- If there is a power cut, turn off all appliances. When the power comes back, if all appliances turn on at the same time the surge in demand may overload the system
- Be prepared for the possibility of evacuation – get your Emergency Pack and an overnight bag ready and follow the advice of the emergency services
- Keep telephone calls to a minimum to avoid overloading the system

8. Coping emotionally

In an emergency, it is natural to react in a number of different ways; these could include anxiety, fear, shock, disbelief, horror, anger, depression and grief. Try to remain calm so that you can better control your emotions – remember, someone else may need your help. If you feel particularly anxious or frightened it is advisable to follow the simple steps below:

- Stop what you are doing and take a few deep breaths
- Try to keep family and friends together wherever possible
- Focus on what you are feeling and talk through your thoughts calmly with family or friends
- Focus on the practical tasks you and your family can do together
- Explain to children or those more vulnerable than you what is happening, and try to reassure them

Comfort each other keep yourself up to date with what is happening by listening to radio or television, but do not watch disturbing images constantly. Take turns listening to the updates with other suitable adults around you.

Following an incident, you may experience a range of emotional and physical feelings. Again these are completely normal, but should they continue seek professional advice from people such as your GP, social workers and police family liaison officers.

Helping children and vulnerable adults

After an incident, children or vulnerable adults may feel confused or insecure. They may, for example, be afraid that either the incident will happen again or they will be separated from family.

Try to help by:

- Providing comfort and reassurance
- Keeping them near to you
- Explaining what has happened or may still be going on
- Encouraging them to talk about their experiences
- Letting them help you
- Try to continue to carry out normal activities as much as possible, such as going to school
- Try to avoid exposure to excessive television replays of events

9. Information and communication during an emergency

Accurate and reliable information is essential. A number of sources of information will be available, including the local authority, the emergency services and news reports on television and radio.

What's happening?

During a Major Incident the London Borough of Havering will supply information via local radio stations

and our emergency web site to provide maximum information and offer advice relating to the specific emergency. This information may include:

- General information about the incident
- Details of school closures
- Details of road closures and diversions
- Location(s) of Emergency Rest Centre(s) where friends and family have been taken to
- Hospitals that are being used to treat casualties
- Special arrangements that have been put in place during the incident
- Locations of Humanitarian Assistance Centres where guidance, information and assistance can be provided for people involved in the incident
- Other important information

Local radio stations:

Time FM	107.5 FM
Essex FM	102.6/96.3 FM
BBC Essex	103.5/95.3 FM and 1530 MW

Don't forget to ensure your radio has batteries with replacements to hand. Tune in to the station of your choice; if you have difficulty in doing so, ask a friend or family member.

The council website is www.havering.gov.uk

Your local TV stations will also issue information about the incident.

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10. Business Continuity Management

The London Borough of Havering carries out Business Continuity Management to ensure that the functions and services can still be operated during a crisis that hits not only the community but the Council itself. Part of this management process is in the form of their Business Impact Analysis Database which identifies critical and priority functions that will be provided in order of priority. It may be that some of those functions are not as you would expect them to be but they have been prioritised in order of criticality and in accordance with the British Standard 25999

11. Recovering from an emergency

Once the immediate danger is over, the recovery phase will begin. You will probably want to return to normal as soon as possible and with minimum disruption. Any recovery effort required within the community will be co-ordinated by the London Borough of Havering, but you will be responsible for some aspects, such as your own health and property.

The council will deal with any major site clearance and will ensure, in conjunction with the Environment Agency that any contamination caused by an incident has been cleared and you are safe to return to your home if you have been evacuated.

The council will also ensure that buildings are safe to return to. Environmental Health will provide advice on

food safety, such as whether it is safe to eat your home-grown vegetables.

If your home has been damaged by the incident contact your insurance company immediately.

Section 8 deals with coping emotionally which is always an important part of recovering from an incident. Ensure you:

- Talk to friends or people who shared your experience which often helps
- Get involved in helping your community to recover; this could be by:-
 - Attending public meetings to discuss new projects to replace damaged buildings
 - Attending memorial services
 - Take part in collection and administration of any disaster funds

12 Useful telephone numbers

In an emergency, you may find the following numbers useful:

British Telecom	150
National Electric 24 hr Control	0800 0404090
E-On	08001831515
	0800 7838838
UK Power Networks	0800 0280247
Emergency Services	999
Environment Agency Floodline	08459881188
LB Havering	
Main Switchboard Office hrs	01708 434343
(Out of Hours Service)	01708 433999
National Grid - Gas leaks	0800 111999
NHS Direct	0845 4647
Queens Hospital	01708 435000
Police Switchboard	01708 751212
HSE	0845345005

Take a few minutes to complete your personal contact details:

My GP _____

Work _____

School _____

Family _____

Friends _____

Veterinary Surgery _____

Insurance Company _____

13. Useful websites

You may find it useful to visit the following websites for more information regarding Emergency Planning and Business Continuity.

British Red Cross
www.redcross.org.uk

Business Continuity Institute
www.thebci.org

Cabinet Office
www.gov.uk/government/organisations/cabinet-office

Emergency Planning College
www.epcollege.com

Environment Agency
www.gov.uk/government/organisations/environment-agency

Floodline (Environment Agency)
www.gov.uk/government/organisations/environment-agency

NHS Direct
www.nhs.uk

London Borough of Havering

www.havering.gov.uk

LBH - Emergency Planning

& Business Continuity Unit

emergencyplans@havering.gov.uk

14. Where can I find more information?

For further information regarding any aspect of Emergency Planning or Business Continuity, please contact the Emergency Planning & Business Continuity Team at the London Borough of Havering.

By Phone 01708 434343 - Switchboard

By email emergencyplans@havering.gov.uk

By Post Emergency Planning & Business Continuity
Service
3rd Floor, Mercury House
Mercury Gardens
Romford
RM1 3SL

Or visit our website

www.havering.gov.uk/emergencyplanning

Public and Staff Handbook

AMENDMENTS PAGES

This page can be used for changes or additional telephone numbers:

Public and Staff Handbook