LLR Resilience Forum
Leicester, Leicestershire and Rutland

Leicester, Leicestershire and Rutland
Local Resilience Forum

Community Risk Register



Created by the Leicester, Leicestershire and Rutland
Local Resilience Forum Risk Assessment Working Group

September 2026

Introduction from Callum Faint, Chief Fire & Rescue Officer



The Community Risk Register is a vital tool for identifying, assessing, and managing risks that could impact the safety, well-being, and resilience of our community. It serves as a comprehensive record of potential hazards, vulnerabilities, and the measures in place to mitigate them. By systematically documenting these risks, we aim to enhance our preparedness, facilitate effective response strategies, and foster a culture of proactive risk management.

The register was developed through collaboration with emergency services, local authorities, local health agencies, central government agencies and many others. This collective effort ensures that the register reflects a wide range of perspectives and expertise, making it a robust and reliable resource on which to base our planning and preparation.

To improve our efficiency and effectiveness in planning for all risks, our risk management process aligns all assessed risks into seven key areas. This structured approach ensures that we can systematically address each category, prioritise resources, and develop targeted strategies for mitigation. The seven key areas are:

1. Flooding
2. Severe weather
3. Loss of utilities
4. Disease outbreaks
5. Cyber attacks
6. Major transport incidents
7. Terrorism

Regular updates and reviews are conducted to keep the register current and relevant, adapting to new challenges and changes within the community.

Ultimately, the Community Risk Register is more than just a document; it is a commitment to safeguarding our community and ensuring that we are equipped to handle any emergency that may arise. By working together, we can build a safer, more resilient Leicester, Leicestershire and Rutland.

Callum Faint,
Chief Fire & Rescue Officer and LRF Chair

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Leicester, Leicestershire and Rutland profile

Leicester, Leicestershire and Rutland covers an area of more than 979 square miles. It has a network of major motorways, an international airport, large scale businesses, buildings of historical importance and protected wildlife sites. It's made up of urban, semi-rural and rural locations.

The population is growing and ageing. At present, it stands at just over 1.1 million people living in over 430,000 domestic properties. There are over 45,000 business premises.

Leicester, Leicestershire and Rutland is diverse and multicultural, with varying degrees of affluence and social deprivation. About 25% of the population is from minority ethnic communities, with Leicester City having the highest proportion of Black, Asian and mixed-race communities at 55%.

Population of just over 1.1 million which is growing and ageing

More than 430,000 domestic properties

45,000 business premises



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LRF overview

The Local Resilience Forum (LRF) for Leicester, Leicestershire and Rutland (LLR) is a partnership of organisations that works together to protect the lives, property and wellbeing of people, communities and businesses.

By doing this, it aims to reduce the impact of emergencies.
Partners include the emergency services, government organisations and the voluntary sector, as well as utility companies, transport operators and more.

Under the Civil Contingencies Act 2004, the LRF has a statutory duty to produce a Community Risk Register - enabling people and communities to act faster and recover quicker in an emergency.

The role of the LRF also includes planning for emergencies, delivering an effective emergency response, and helping to prepare, protect and empower people and communities for whatever lies ahead.

The LRF helps to prepare, protect and empower people and communities for whatever lies ahead.



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LLR overview of risk assessment process

The Community Risk Register outlines key local risks, how likely they are to lead to an emergency, and what their impact might be.

The register is based on risk assessments and is used by the LRF to plan to prepare for possible emergencies.

The potential for national emergencies is outlined in the UK Government's National Risk Register. The LRF refers to this to consider national issues alongside key local risks across Leicester, Leicestershire and Rutland. These risks can arise from a number of factors - including natural events like weather, human disease, animal disease and accidents, to deliberate acts like terrorism. This risk assessment can help identify new issues or highlight situations where risk may be changing.

Each identified risk is then analysed and given a rating according to how likely the risk is to lead to an emergency, and its potential impact on criteria such as safety and security, health, economy, environment and society.

The LRF uses the likelihood and impact to determine whether to include it in the Community Risk Register and continues to regularly monitor the risks. This is to check whether they are still relevant and that there are no newly emerging issues to consider.

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Flooding

Flooding is a priority risk in Leicester, Leicestershire and Rutland, highlighting the need to plan and prepare.

There are two types of flooding risk to be aware of:

1. **River (fluvial) flooding** - rising river levels causes water to spill out of channels
2. **Surface water (pluvial) flooding**- surface water caused by the sudden heavy downpours that are now more prevalent in our changing climate

Leicester City is currently one of the top 10 flood risk areas in the country, due to the combination of fluvial and pluvial flood risk.

How you could be affected

A flooding incident could:

- cause significant damage to property, businesses and the economy
- affect daily life if residents need to be evacuated
- impact mental health
- cause injury and death
- disrupt power supplies and transport networks
- impact the environment causing pollution, harm to livestock, wildlife and habitats

Be prepared

- **Know your flood risk** - check the long term flood risk in your area or call the Environment Agency's Floodline on 0345 988 1188
- **Stay informed** - sign up for free flood alerts and warnings
- **Pack an emergency kit** - stock up on essentials and keep it handy, in case you need to stay indoors or leave home in a hurry
- **Learn about flood products and services** - visit the Blue Pages for information to help reduce the risk of flooding to your home or business
- **Create flood plans for your household, business and community** - visit the Flood Hub if your home or business is located in a flood risk area



Prepare an emergency pack - stock up on essentials and keep them within reach







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Flooding

During the incident

- **Ensure you and your family are safe** - if there is an immediate risk to life or you are trapped by flood water, call 999
- **Stay away from the water** - move people, pets and valuables to a higher level in your property
- **Move furniture and switch off electrical equipment** -raise furniture off the floor, if it can't be moved upstairs
- **Turn off gas, electricity, and water supplies** - do not touch any electrical appliances or cables when standing in flood water
- **Avoid non-essential travel** - if you must travel, do not drive through flood water
- **Check on older people and those who are most vulnerable in an emergency** - make sure family members and neighbours are safe
- **Follow instructions** - the emergency services and local authorities will guide you in the case of a flood incident

After the incident

- **Report the flooding incident** - if you are affected by flooding, report it to your Lead Local Flood Authority (LLFA)
- **Contact your insurer** - take photos or videos and make a list of everything that has been damaged
- **Dispose of flood damaged items** - don't dispose of items until the loss adjustor has seen it. Check with your insurer before contacting the council that provides your normal domestic waste collection
- **Avoid contact with flood water** - wear protective clothing and footwear when cleaning up as water could be contaminated
- **Seek assistance** - visit the Flood Hub for further advice about recovering from a flood

Further advice and information

National Flood Forum- a charity helping, supporting and representing people at risk of flooding

Association of British Insurers - helping households which are struggling to obtain flood cover

Flooding and Health - advice for the public on flood recovery and mental health impacts

Lead Local Flood Authorities responsible for developing, maintaining and applying a strategy for local flood risk management:

Leicester City Council
Leicestershire County Council
Rutland County Council



Never enter flood water, whether in a vehicle or on foot - just two inches of fast-moving water can knock an adult off their feet







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Severe weather

Extreme weather is becoming increasingly common so it's a good idea to be prepared and plan ahead to stay safe.

Severe weather includes:

- Heatwaves and drought
- Extreme cold, snow and ice
- Storms and strong winds
- Heavy rainfall

How you could be affected

Severe weather can take a variety of forms and at times can cause significant problems and disruption to normal life. Over the coming years, we're likely to see temperatures continue to rise and an increase in the number of extreme weather events.

Heatwave impacts include:

- risk to life
- an increase in hospital admissions and GP consultations due to sunburn, heat exhaustion, respiratory problems or other illnesses
- an increase in vehicle breakdowns due to overheating engines
- a deterioration of road surfaces as tarmac begins to melt

Extreme cold weather impacts include:

- risk to life
- casualties
- health impacts such as hypothermia, frostbite and increased risk of heart attacks and strokes
- disruption to gas, electricity and water
- transport disruption
- dangerous driving conditions
- communities being cut off and inaccessible

Storm and gale impacts include:

- danger to life from windswept objects including falling trees and structural failures
- damage to property
- damage to electricity and telephone lines
- travel disruption
- disruption to food production
- health risks due to low temperatures
- power and water failures
- school and public building closures

Stay informed about severe weather by following weather warnings, forecasts and advice



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Severe weather



Stock up on essentials so you don't have to go out in severe weather

Be prepared

- **Stay informed** - call the 24/7 Met Office Weather Desk on 0370 900 0100 for more information prior to or during extreme weather
- **Prepare for extreme weather** - visit the Met Office and WeatherReady to find weather warnings, forecasts and general advice
- **Plan any journeys or activities** - check the latest weather forecast and temperature warnings and take emergency supplies in your vehicle
- **Stock up on essentials** - ensure you have enough drinking water, food and medicine to avoid having to go out

During the incident

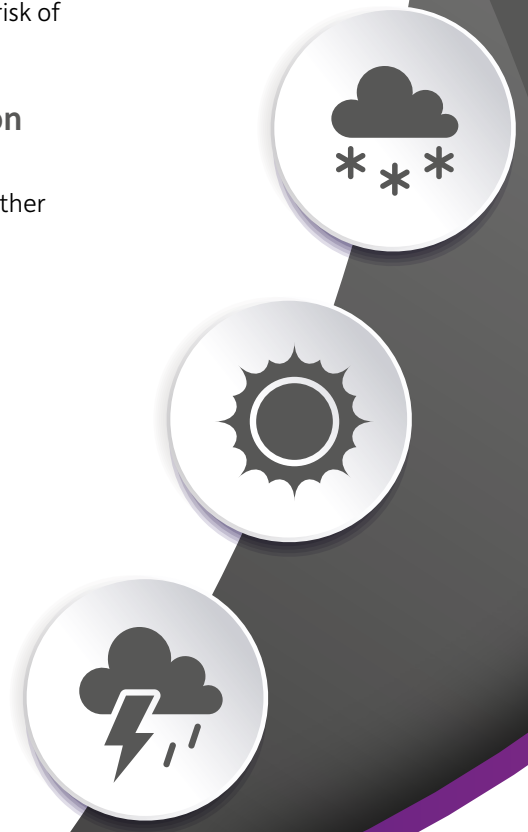
- **Avoid non-essential travel** - if you must travel, allow extra time
- **Stay safe** - remain indoors as much as possible
- **Check in on older neighbours or relatives** or anyone who may struggle to cope during severe weather
- **Follow instructions** - the emergency services will guide you in the case of a severe weather incident
- **Tell somebody about your journey** - if you must travel, make sure you inform somebody about where you are going and your estimated time of arrival and have a fully charged mobile phone with you

After the incident

- **Storms and gales** - do not to touch any damaged electrical or telephone cables and report them to the emergency services or your utility supplier
- **Heatwave** - if you experience any heat-related illness, even after the heatwave has passed, seek medical attention
- **Extreme cold weather** - check for any damage to your property and be aware of the risk of flooding after snow melts

Further advice and information

The Met Office - stay safe in a storm
NHS Heatwave - how to cope in hot weather



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Loss of utilities

Gas, electricity and water are an essential part of our daily lives. Although our national and local infrastructure is robust, these essential services can be lost because of faults, deliberate attacks or industrial action..

The two key risks are:

- localised or temporary loss of electrical, gas, or water (including sewerage) services
- widespread electrical power outage

How you could be affected

A loss of utilities could **cause disruption to domestic and business supplies and may also affect:**

- telecommunications
- banking services (ATMs and card payments)
- fuel stations
- other utilities supplies

impact a wider range of facilities, including:

- traffic control
- mobile and internet (regardless of whether a local power supply is available)
- the ability of emergency and health services to respond and maintain services

Gas / Electricity

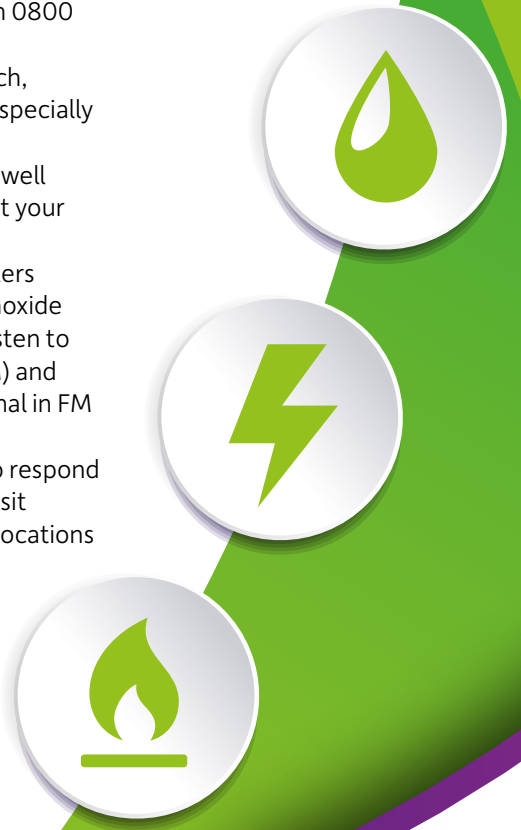
Be prepared

- Vulnerable customers can sign up to the Priority Services Register to get extra support in an outage
- It is useful to have an emergency kit with essential supplies

During the incident:

- Report power loss by calling Freephone 105
- If you smell gas, you should immediately call the National Gas Emergency Service on 0800 111 999
- Use a battery-powered or wind-up torch, where possible - avoid using candles, especially during a gas leak
- Ensure your family and neighbours are well
- Keep fridge and freezers closed, so that your supplies stay cold for longer
- Do not use generators or outdoor heaters inside as they can produce carbon monoxide
- Where possible, remain at home and listen to the radio – only BBC Radio 2 (88-91 FM) and Radio 4 (92-95 FM) will remain functional in FM mode (not DAB radio)
- Emergency services may not be able to respond in the usual way during a power cut - visit emergency services, health or council locations for assistance

Vulnerable customers can get extra support by signing up to the Priority Services Register



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After the incident:

- Check in on older people and others who may find it harder to cope in an emergency
- You may need to reprogramme your devices
- There may be a graduated or sporadic return to normal, so prioritise your personal recovery and listen for updates

National Grid - power cuts
Cadent Gas - gas supply problems

Water / Sewage

Be prepared

- Report an issue and/or follow advice from your water company:
- Severn Trent or call 0800 783 4444
- Anglian Water or call 03457 145 145
- Vulnerabie customers can sign up to the Priority Services Register through their water company to get extra support
- Keep a supply of bottled water

During the incident:

- Visit the website of your water supplier for information and updates
- Follow the instructions of the emergency services and your local authority

After the incident:

- Follow the advice from your water supplier on next steps and getting your supply back to normal

Internet / Banking

Be prepared

- Make sure you have several means of contact (internet, telephone and mobile phone)
- Keep some cash handy in case ATMs are not working

During the incident:

- Check in on others - make sure your family and neighbours are safe and well

After the incident:

- Make sure you can access your funds and contact your bank if you experience any problems
- Check your connectivity and contact your personal mobile, telephone or broadband providers if you uncover any issues

Fuel

Be prepared

- Maintain your vehicle's engine, tyre pressure and follow fuel-saving driving habits
- Stay informed by following national and local guidance on fuel supply disruptions
- Businesses can develop a plan to minimise fuel shortage disruptions by reducing services, allowing working from home and prioritising essential journeys

During the incident:

- Avoid non-essential travel
- Do not panic buy fuel you do not need
- Do not use inappropriate storage containers
- Consider car sharing, walking or cycling
- Check in on vulnerable neighbours, friends and relatives
- Check which stations you can use and how much fuel you can purchase

After the incident:

- Return to normal supply might differ depending on location - restocking in rural locations might take longer than urban areas



Check in on older people or others who may find it harder to cope in an emergency



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Disease outbreak

Infectious diseases can cause significant health issues due to the large number of people that could be affected in a short space of time, including those with the possibility of severe symptoms.

Scenarios could range from significant outbreaks which spread slowly and can be more easily contained (e.g. in a hospital, care home or school) or a pandemic, such as Covid-19, which could cause large numbers of fatalities and put the population at risk.

How you could be affected

A pandemic occurs when a new virus / strain emerges and could:

- infect people rapidly
- spread from person to person
- cause illness in a high proportion of the people infected
- spread widely because most people will have little or no immunity to the new virus / strain
- cause significant numbers of deaths
- cause disruption to all sectors of society (schools, healthcare and businesses)

Be prepared

- Ensure you have the vaccinations you're eligible for (flu, COVID etc.)
- Keep a stock of over-the-counter medications for cold and flu
- Call 111 if you suspect you have been infected
- Practise good hygiene such as frequent cleaning and hand washing
- Think about who can support you if you are too ill to leave your home (pharmacy delivery service, online food shopping etc.)
- Plan for childcare provisions if your children's school had to close

During the incident

- If you are not already immunised, try and get an appointment
- Follow instructions from local health services / UKHSA
- If you are infected, limit movement to help stop the spread
- Keep your environment clean
- If you are able, offer support to neighbours / family
- Consider working from home to limit the spread of disease

After the incident

- Maintain immunisations after the outbreak
- Ease back into normal activities; it may take time for your body to recover
- Continue to wear a face mask if you fall into a vulnerable group
- Continue to observe good hygiene
- Consider using the NHS app to order prescription medication and arrange for the pharmacy to deliver it
- Consider flexible and working from home options if available

NHS website

NHS 111 – Get help for your symptoms (24/7 NHS non-emergency service)(link is external)

NHS 111 – British Sign Language (BSL) Service

Individuals with hearing loss can also call 18001 111 on a text phone.



Ensure you have the vaccinations you're eligible for flu, COVID etc.





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Cyber attack

The range of malicious activity and cyber dangers continues to expand, presenting a significant risk to individuals, businesses and communities.

Cyber security is everyone's responsibility. It is vital that all individuals and organisations embrace and embed cyber security in their online practices.

How you could be affected

A cyber attack could result in:

- disruption to daily life
- financial loss
- stolen sensitive / personal information
- damage to personal / business reputation

Be prepared

- **Be cautious when sharing personal information** - always verify the credentials of organisations or people first before giving your personal details (name, address, bank details, email address or phone number)
- **Protect your devices** - make sure your computer and phone have up-to-date anti-virus software and a firewall installed
- **Spot the signs of scams** - many fraudulent activities begin with phishing. Visit the National Cyber Security Centre for advice and guidance on spotting and reporting scam emails, texts, websites and calls
- **Sign up for alerts** - visit Action Fraud Alert and register to receive free, direct, accurate information about scams and fraud in your area

During the incident

- **Report a cybercrime** - if you think you've been a victim of an online scam or fraud, you should report it to:

  Action Fraud or call 0300 123 2040
  Leicestershire Police or call 101
  Crimestoppers or call 0800 555 111

After the incident

- **Back up your data** - make your data recoverable in the event that your IT equipment is compromised. Ensure backups are regularly maintained on a separate device or in the cloud
- **Remain vigilant against phishing scams** - always question emails, texts or calls that you didn't expect. Scams usually put pressure to act urgently and want to trick you into providing personal information, downloading infected attachments or clicking malicious links
- **Keep maintaining updates** - your devices will usually inform you that your system needs to be updated, but you can also manually check whether a new version is available



Protect your devices - make sure your computer and phone have up-to-date anti-virus software and a firewall installed



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Major transport incidents

Leicester, Leicestershire and Rutland is home to significant road, rail and air transport routes. Our emergency services and other organisations are prepared for major accidents - but there are things we can all do to minimise the impact.



Keep an emergency kit in your car - you never know when you might need it

Road network:

Over 250,000 vehicles use our major roads every day – including over 100,000 on the M1. This and other key roads play a vital part in our local and national economy.

Breaking down on a major road can be stressful and safety must come first.

Here are some tips:

- **Move to safety** – try to move your vehicle to the hard shoulder or an emergency refuge area, out of the flow of traffic
- **Turn on hazard warning lights** – and use a hazard warning triangle placed no less than 20m away from the rear of your vehicle
- **Exit safely** – if you can, exit from the passenger side and stand well away from the road, preferably behind a barrier
- **Don't attempt repairs** – never attempt to fix your car on a busy road
- **Call for help** – call your breakdown provider or the emergency services. If you don't have a mobile phone, walk to an emergency phone



It is also good to have an emergency kit in your car that includes hi-vis jackets, a warning triangle and a first aid kit. During winter, keep a blanket and warm coat in your car; in summer, carry drinking water.

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Rail network:

Several busy rail services run from stations across our area. Our emergency services regularly engage with rail service providers and others to plan and prepare for any emergencies.

In the unlikely event of a rail incident:

- **Remain in the carriage** – if safe to do so, remain where you are and follow instructions
- **Move to safety** – if instructed by a member of train staff, move to safety either within another carriage or outside and away from the tracks. Be aware of other trains on nearby tracks and take care when leaving a carriage
- **Call for help** – speak to the train crew, call the British Transport Police on **61016** or call **999**. Using apps such as Google Maps and What3Words will help the emergency services locate the incident

Air transport network:

East Midlands Airport serves around four million passengers and 50,000 to 60,000 aircraft movements a year. Our emergency services regularly liaise with the airport authorities to plan, train and exercise for major incidents.

In the unlikely event of an air transport incident:

- **Familiarise yourself with the safety information provided by the flight provider**
- **Take note of the aircrew safety presentation**
- **Follow instruction** – The flight crew will provide instructions in the event of an emergency

Further advice and information

One Network – real-time information of traffic disruptions
National Rail – information for National Rail passenger services in England, Scotland and Wales
National Highways - information about road safety



Over 4 million passengers
a year served by East Midlands Aiport

Over 50,000
aircraft movements



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Terrorism

Everyone can help to keep Leicester, Leicestershire and Rutland safe and prevent terrorism by reporting anything suspicious that might potentially put the public in danger.

We need your help to stop terrorists being able to plan, prepare and carry out attacks, groom or recruit people or encourage others to carry out attacks. You may have seen or heard something that could be a vital piece of information that will help to stop a terrorist attack.

How you could be affected

Terrorist attacks have a devastating impact that could cause:

- physical harm / loss of life
- psychological trauma / social instability
- property damage / economic disruption
- increased security measures affecting daily life

Be prepared

While the chances of being caught up in a terrorist incident remain rare, it is important to be prepared and know how to protect yourself if the need arises.

- **Be alert** - if you see something that doesn't look or feel right, you should report it:
- **Report an emergency** – dial 999
- **Report a non-emergency** – call Leicestershire Police on 101
- **Contact the anti-terrorist hotline** – call 0800 789 321 or visit Action Counters Terrorism
- **Contact Crimestoppers** – call 0800 555 111
- **Access training** - the Home Office provides e-learning on how to support people susceptible to radicalisation

During the incident

If you witness a terrorist attack, it is important to stay safe.

- **Run to a place of safety** – this is a better option than to surrender or negotiate
- **Hide** – turn your phone to silent and turn off vibration; barricade yourself, if you can
- **Tell the police** – call 999 when it is safe to do so

After the incident

- **Describe what you have witnessed** – provide any information that you have regarding the incident to the police
- **Seek assistance** – visit Victims of Terrorism for help and support

Further advice and information

Leicestershire Police - staying safe from terrorism
ProtectUK - security advice and guidance
ProtectUK e-learning - free online courses on counter terrorism and security
ACT Early - prevent radicalisation and extremism
Counter Terrorism Policing - safety advice for individuals, communities and businesses
MI5 Security Service - terrorism threat levels
CitizenAID - educational materials to stay safe and give effective treatment before emergency services arrive
Violence Reduction Network - statistics for our region



- Run to a place of safety
- Hide
- Tell the Police







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The below risks have also been assessed but have been found to have a low to medium impact for people in our region.

Natural and Environmental Hazards
Earthquake
Coastal flooding
Wildfire
Storms
Low temperatures and snow
Drought
Poor air quality
Surface water flooding

Accidents and Systems Failures
Water infrastructure failure or loss of drinking water
Radiation exposure from transported, stolen or lost goods
Rail accident
Major fire
Reservoir/dam collapse
Major Adult Social Care provider failure
Simultaneous loss of all fixed and mobile forms of communication
Accidental fire or explosion at an onshore major hazard (COMAH) site
Accidental fire or explosion at an onshore fuel pipeline
Accidental fire or explosion at an onshore major accident hazard pipeline
Accident involving high consequence dangerous goods
Food supply contamination
Regional failure of the electricity network
Failure of gas supply infrastructure
Malicious drone incident

Human, Animal and Plant Disease
Major outbreak of plant pest - Xylella fastidiosa
Major outbreak of plant pest - Agrilus planipennis
Major outbreak of African horse sickness
Major outbreak of foot and mouth disease
Major outbreak of highly pathogenic avian influenza
Major outbreak of African swine fever

Societal
Industrial action - prison staff
Reception and integration of British Nationals arriving from overseas
Industrial action – firefighters
Industrial action - public transport
Industrial action - fuel supply

Cyber Attack
Government data breach (citizen data)
Health and social care system
Transport sector
Government critical systems loss (public)
Government data breach (sensitive information)
UK retail bank
Gas infrastructure
Home Office managed critical information system
Fuel supply infrastructure
Government critical systems loss (government)

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Are you Risk Ready?

RISK READY COMMUNITIES
Prepare Protect Empower

There are simple actions we can all take to prepare for the key risks we face – both at home and in our communities.

Risk Ready Communities is a part of a community resilience programme that supports people and communities to:

- identify key local risks, such as flooding, extreme weather and utility outages
- prepare for the unexpected and reduce the impact of emergencies
- create or develop a Community Response Plan so communities can respond quicker in an emergency
- shape a society that works together and is better-prepared for future risks

Free help and support is available on the Risk Ready Communities website, including a template and toolkit to help communities start (or refresh) their own Community Response Plan.

People can also watch back webinar recordings on topics requested by local communities – and get in touch to request tailored support from the Risk Ready Communities team to help strengthen their community resilience.

You can also follow Risk Ready Communities on social media for the latest updates on events and support:

www.facebook.com/LLRLocalResilienceForum

www.instagram.com/riskreadycommunities/

www.linkedin.com/company/llr-local-resilience-forum/

Risk Ready Communities is led by the LRF in partnership with Communities Prepared and Groundwork Five Counties.



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Pack a bag and make a plan!

RISK READY COMMUNITIES
Prepare Protect Empower



One of the easiest ways to be prepared for risks is to pack an emergency 'grab bag' of essential items.

Having an emergency bag helps you to keep everything you need in one place – whether you need to leave home in a hurry or stay put until the emergency is over.

Your emergency kit should include:

- bottled water
- non-perishable food (like tinned meat, fruits and vegetables)
- baby supplies (if needed)
- pet food (if needed)
- bin bags
- battery or wind-up radio
- battery or wind-up torch
- spare batteries
- portable power bank
- prescription medications
- first aid kit
- hygiene supplies (like hand sanitiser, wet wipes and toilet paper)
- cash

It's also a good idea to:

- Check in on friends, relatives and neighbours, particularly anyone who may find it more difficult to cope in an emergency
- Draw up a Household Emergency Plan using our free template

Further advice and information

The Government Prepare Campaign - advice for disabled persons and carers, alerts and warnings, transport disruption and delay risks in your local area and how to sign up to a Priority Services Register if you are eligible.

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How to prepare your business

RISK READY BUSINESSES
Prepare Protect Empower



If you manage a business in Leicester, Leicestershire and Rutland, it's important to be aware of the local risks that could disrupt your services.

Our 'Risk Ready Businesses' project supports businesses to prepare for, and respond to, disruptions like loss of staff, premises, IT or suppliers.

Planning for emergencies

Without careful planning, many businesses find it difficult to manage the impact of disruption. Having a Business Continuity Plan will help you to plan for the worst case scenario, enabling you to act faster and recover quicker in an emergency – and reducing the risk of financial or reputational damage. Our Business Continuity Plan template will help you get started.

Be prepared

- Identify your key local risks and how you can reduce their impact
- Create, review and maintain your Business Continuity Plan
- Test your Business Continuity Plan

During an incident

- If there's immediate danger, call 999
- Follow your Business Continuity Plan
- Update customers and check in on staff
- Stay up-to-date with emergency services by following social media

After the incident

- Reflect on the incident
- Review and update your Business Continuity Plan

Further advice and information

The Cyber Resilience Centre for the East Midlands - collaboration between police, business and academia. Supporting and protecting micro, small and medium-sized businesses against online crime

The Business Continuity Institute - empowering organisations to advocate for business continuity and resilience. Providing education, training, membership, thought leadership and events to help drive impactful change.

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Fire prevention and safety

The emergency services are trained to cope with a wide range of emergency situations, but there is a lot that you can do to help them and yourself:

- Fit one smoke alarm per floor of your home and check it weekly (introduce Test it Tuesday!)
- Make an action plan so that everyone in your household knows how to escape in the event of a fire
- Take care when cooking with hot oil - use a temperature-controlled deep fat fryer
- Never leave lit candles unattended
- Ensure cigarettes are stubbed out and disposed of carefully
- Never smoke in bed
- Keep matches and lighters out of reach of children
- Have your chimney swept regularly
- Take extra care in the kitchen - cooking accidents account for 59% of fires in the home
- Take care when you're tired or when you've been drinking - half of all deaths in domestic fires happen between 10pm and 8am

If you are unlucky enough to have a fire at home, don't tackle the fire yourself, however small it is.



If there is a fire, get out, stay out and call 999

For more safety and advice information from Leicestershire Fire and Rescue Service visit:

https://leics-fire.gov.uk/

For home and business fire safety advice from Leicestershire Fire & Rescue Service visit:

https://leics-fire.gov.uk/business-safety







Telephone: 0116 210 5555 **Email:** info@leics-fire.gov.uk
Emergency SMS (Deaf and hard of hearing): 07860 063686

@ LeicsFireandRescue

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National Emergency Alerts



Emergency Alerts is a UK government service that will warn you if there's a danger to life nearby. In an emergency, your mobile phone or tablet will receive an alert with advice about how to stay safe. The government does not need to know your phone number or location to send you an alert.

Reasons you might get an alert

You may get alerts about:

- severe flooding
- fires
- extreme weather

Emergency alerts will only be sent by:

- the emergency services
- government departments, agencies and public bodies that deal with emergencies

What happens when you get an emergency alert

Your mobile phone or tablet may:

- make a loud siren-like sound, even if it's set on silent
- vibrate
- read out the alert

The sound and vibration will last for about 10 seconds.

An alert will include a phone number or a link to the GOV.UK website for more information.

You'll get alerts based on your current location - not where you live or work. You do not need to turn on location services to receive alerts.

What you need to do

When you get an alert, stop what you're doing and follow the instructions in the alert.

If you're driving or riding when you get an alert

- Do not read or respond to an emergency alert while driving or riding
- Find somewhere safe and legal to stop before reading the message. If there's nowhere safe and legal to stop, and nobody else is in the vehicle to read the alert, you can listen to news on live radio to find out about the emergency
- It's illegal to use a hand-held device while driving or riding

If you cannot receive emergency alerts

If you do not have a compatible device, you'll still be informed about an emergency. The emergency services have other ways to warn you when there is a threat to life.

Emergency alerts will not replace local news, radio, television or social media.

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Risk Ready checklist

By taking action now, we can all make sure we're better prepared for the risks in this register, helping people and communities to respond and recover more quickly.

Tick off as many of these actions as you can to protect the people and places you love:

- ◯ Know your local risks and where to get trusted information about them
- ◯ Keep a supply of essential items, like bottled water and tinned food
- ◯ Get to know your neighbours and who might need extra support in an emergency
- ◯ Sign up for free weather alerts and warnings
- ◯ Pack an emergency bag – include a torch and batteries, medication etc
- ◯ Make a list of emergency numbers and keep it handy
- ◯ Create (or refresh) your own Community Response Plan
- ◯ Sign up vulnerable people to the Priority Services Register (PSR)



For more information about how to prepare for local risks, visit the LRF website or follow the LRF on social media:

@LLRLocalResilienceForum

@LLR-Local-Resilience-Forum

@RiskReadyCommunities

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