

Brent Resilience Forum Community Resilience Guide Book 2019

Maintained by Brent Emergency Planning

Introduction

This Community Resilience Guide Book contains information about the main risks that could affect residents, business and visitors in the borough of Brent. This information has been published by the Brent Resilience Forum, a multi-agency group made up of the emergency services, local authority, health agencies and other critical support organisations. It offers advice about what the risks are in Brent and what we, the Brent Resilience Forum, are doing to minimise the threat of these risks to you.

We have also added information on what you can do to keep yourselves [safe before, during and after emergency](#).



Purpose

The overall aim of this document is to inform the local community about potential risks in Brent and the actions they can take to be better prepared to protect their families, homes and businesses.

This document is based on the Borough Risk Register, a constantly reviewed and updated document which guides the Brent Resilience Forum to make intelligent and informed decisions about planning for emergencies in Brent.



Scope of the Guide

This Community Resilience Guide Book does not aim to assess every single risk in Brent. Instead, we have selected the 7 risks most likely to occur.

The Community Resilience Guide Book only includes non-malicious events i.e. hazards, rather than threats such as terrorism. The guide contains advice on Staying Safe in the City, Severe Weather, Evacuations, Human Health Risks, Loss of Critical Infrastructure, Fire Safety and Business Resilience.

Response and Resilience in Brent

Emergency response and resilience activities in Brent are governed by the Civil Contingencies Act (2004).

This places a duty on emergency responders to plan and exercise together to enhance co-operation and effectively share information during emergencies.

The Act ensures that the organisations best placed to manage emergency response and recovery, are at the heart of local civil protection.

It achieves this by:

- Ensuring a clear set of roles and responsibilities for emergency response and recovery
- Establishing a set structure and uniformity for local emergency response and recovery activities
- Establishing an agreed platform for critically assessing the effectiveness of emergency planning at a local level

This duty is discharged within Brent individually by organisations and collectively through the Brent Resilience Forum.

The Brent Resilience Forum (BRF)

brings together representatives from the Emergency Services, Local Authority, Health Bodies, Environment Agency, Voluntary and Transport Organisations to facilitate a multi-agency approach to;

**Planning for,
Responding to, and
Recovering from;**

emergencies in Brent.

The Brent Resilience Forum provides an excellent opportunity to share knowledge, experience and best practice across the emergency planning and resilience sector.

Organisations that form the Brent Resilience Forum

- Brent Council
- London Ambulance Service
- London Fire Brigade
- Metropolitan Police Service
- NHS England (London)
- London North West Healthcare
- Central & North West London NHS Foundation Trust
- North West London Clinical Commissioning Group
- Public Health England
- Environment Agency
- British Red Cross
- British Transport Police
- Military

Brent Borough Profile

To understand why some threats present higher risks than others do in Brent, we need to first analyse the profile of the borough. Social, economic and geographical factors all can influence how we prepare and manage incidents in the borough.



The borough of Brent is situated in the North West of London and is home to approximately 328,567 people. The borough spans two distinct areas; a densely populated inner city and leafy outer London suburbia.



Demographics

Brent is one of the most ethnically and culturally diverse areas in the UK.

According to the 2016 Brent Joint Strategic Needs Assessment (Brent JSNA) the ethnic breakdown of the borough's population is as follows 33.6 % white heritage, 18.7% Indian, 13.4 % other Asian, Chinese &

Bangladeshi, 4.8% Pakistani, 7.9% Black African, 6.6% Black Caribbean heritage, 6.6% Black other, and other ethnic groups making up the remaining 8.5%.

Less than half of the borough's residents were born in the UK the smallest percentage of any local authority. Over one in ten residents were born in the EU, and just slightly less in Africa, one in five were born in the Middle East and Asia (including 9% born in India).

According to the Brent JSNA 149 languages are spoken in Brent and just 63% of residents speak English as their main language. 8 % of the population speak Gujarati, 3% Polish, 3% Arabic, 2% Portuguese, 2% Tamil, 2% Somali, 2% Romanian and 2% Urdu, and 13% other languages as their main language. In 20% of households no one speaks English as their main language.

The percentage of residents who described themselves as Christian fell from 48% in 2001 to 41% in 2011, although this was still the largest faith group. Muslims make up 19%; Hindus 18% and 11% stated that they had 'no religion'. The percentage of Hindus is the second highest in England and Wales, while the percentage of those stating no religion is the third lowest.

Brent is a young and fast growing borough. Since 2001 the population has grown by 25% and by 2026 it is projected to grow to 359,700. The median age of a Brent resident is 32 years, 7 years younger than that for England and Wales.

Infrastructure

Brent is served by some of the best road and rail links in London. The borough is well-connected by the Jubilee, Metropolitan and Bakerloo tube lines. In addition, Brent has extensive over ground and national rail services.

The borough is bisected by both the A406 and A40 and its eastern edge approximately follows the M1. This allows excellent transport links across the borough and to other parts of London and the UK.

The borough is also home to some iconic buildings such as; Wembley Stadium, Wembley Arena and the spectacular Swaminarayan Hindu Temple. These sites provide a stage for cultural, sporting and religious events of national and international importance.



Environment

The London Borough of Brent has approximately 100 parks and open spaces within its boundaries.

These include recreation and sports grounds, an extensive country park, and a large reservoir.

Brent Reservoir or the Welsh Harp or 170 hectares of open water, marshes, trees and grassland 10 less than 10 miles from the centre of London. It has been designated a Site of Special Scientific Interest.

The reservoir is fed by the Silk Stream and the River Brent and it flows only into the River Brent.

Welsh Harp is said to contain enough water to fill 3 million baths. In 1994, when the reservoir was last drained, more than 3,000kg of fish were captured. Fishing is however, prohibited.

The reservoir provides a valuable habitat for wildlife and an attractive recreational centre for residents and visitors.

The main other areas of open space are:

- Barham Park; a formal Victorian park
- Fryent Country Park; Local Nature Reserve and community orchard
- Gladstone Park; opened in May 1901 and named after William Ewart Gladstone
- Roundwood Park; opened in May 1895 as a formal Victorian park
- Queen's Park Kilburn; a classic Victorian park
- Roe Green Park; first opened circa 1920

Economy

The 2011 census classed the Borough of Brent as the fourth-worst in London for levels of child poverty. It has an above average percentage residents working within the public sector, however, the 2011 census showed a marked rise in the percentage of business surviving over 2 years.



Risk Management Process

The Borough Risk Register, on which this document is based, follows the standard risk management cycle. Each risk is placed into a local context and the impact of it happening evaluated against;

- Economic, geographical and demographical factors
- Whether the risk has occurred previously
- What controls are in place to minimise the risk

What is a Risk - Establishing Context?

To establish what is a risk, a range of incidents and scenarios are considered.

We then see if there is a likelihood of these incidents occurring in Brent and what impact they would pose for our residents, businesses and environment.

Analysing the risk of these incidents does not mean that the BRF believes the risks will materialise. The incident scenarios are simply reasonable assumptions upon which we have based our risk assessment process.

The main stages of the risk cycle are outlined below:

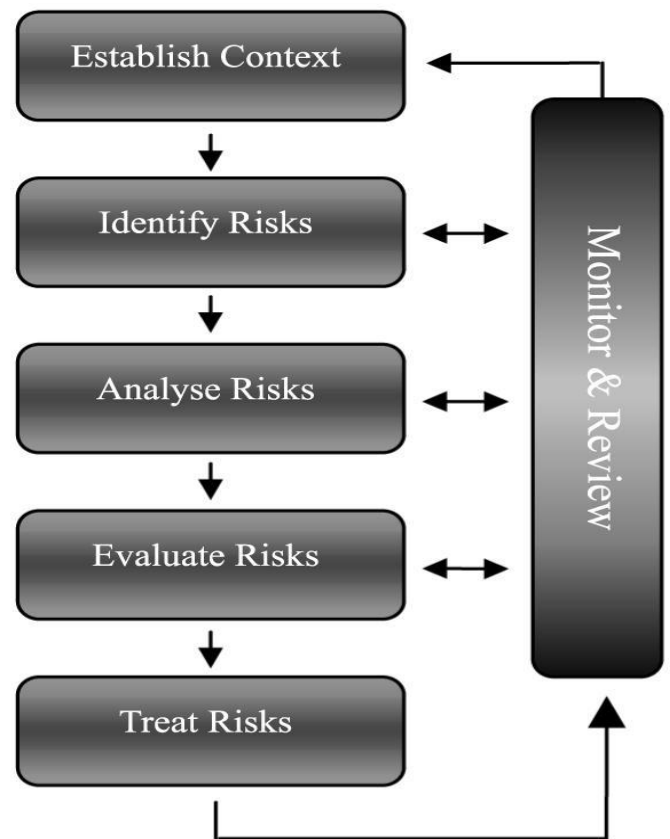
Risk Identification

Most risks we analyse are taken from the [London Risk Register](#) which is maintained centrally by London Resilience.

In addition to these, the Brent Resilience Forum has identified a number of local risks found within Brent.

Risk Analysis

We then analyse and assess each risk against the probability of it happening and its impact if it did happen.



Probability is the likelihood of an incident relating to the risk happening over the next year. This is based upon historic occurrences of the risk.

Impact is a measure of severity. It looks at the potential impacts of this incident on health, the economy, environment and our communities.

Risk Evaluation

Each risk is evaluated against any existing plans, procedures or measures which have been introduced to minimise or reduce the risk.

Risk Treatment

Based on the overall score of the risk, we then decide on a way to reduce the risk to an acceptable level.

Monitoring and Review

All risks in the Borough Risk Register are reviewed annually or dynamically as changes occur.

The Management Process



Emergency response and resilience planning in Brent is a continuous cycle.

All the agencies which make up the Brent Resilience Forum (BRF) plan, test and exercise individually to ensure they are in the best place to respond to a wide range of emergencies in Brent.

In addition, as single agencies and collectively as the BRF we undertake combined planning, training and exercising as part of the larger London wide resilience community.

Our activities follow the outline of the emergency management cycle, a continuous process with clear actions and responsibilities at each stage. Once we have responded and recovered from an incident all involved agencies review both their individual and combined actions and feed any changes and suggestions for development into our on-going planning and preparedness activities.

Mitigate

- Assess and understand the risks; how are they caused? What impact do they have on our local communities, economy and environment?
- Can we work in partnership with other organisations to reduce the likelihood of the risks occurring or lessen the impact?

Prepare

- Develop appropriate incident response and recovery plans
- Establish multi-agency links with partners
- Conduct multi-agency training and exercising

Response

- Adopt multi-agency Command & Control procedures
- Produce public communications for Warning & Informing

Recovery

- Re-house displaced persons
- Coordinate humanitarian assistance
- Facilitate the economic, environmental and social redevelopment of the areas affected



Staying Safe in the City

London is one of the most interesting and cosmopolitan capital cities in the world, attracting millions of visitors each year. It's also one of the safest.

However, as in any large and busy city, crime can sometimes be a problem so you do need to take care of your personal safety and look after your belongings.

Knowing how and where criminals who commit these crimes operate will help you avoid falling victim to them.

In an emergency always dial 999 if a crime or incident is happening now and/or anyone is in immediate danger

If you are deaf, deafened, hard of hearing or have a speech impairment, a text phone is available on **18000**.

Use our 101 non-emergency number if;

- A crime or incident has already happened, or**
- You want to make us aware of any policing issues in your local area**

If you are deaf, deafened, hard of hearing or have a speech impairment, a text phone is available on **18001 101**.

When calling the Police, the most important thing to know is your **LOCATION**.

No matter what the emergency is, if we know where you are then we can get officers to you quickly.

It is not possible to prevent all crimes taking place, but it is possible to reduce the fear of crime and its impact.

After experiencing a crime, the most important thing to do is notify the Police.

By sharing information you have about a crime that has been or may be committed, you can help the police solve crimes and prevent future crimes from taking place.

We at the Police understand that it may be difficult to report an incident. However, we encourage you to do so as soon as possible. Our officers will listen, give guidance and offer assistance whilst treating you with dignity and respect.

If you have been involved in a serious or sensitive crime, we have specially trained staff who will understand your needs and look after any of your concerns.

Crime prevention or reduction has usually been seen as the sole responsibility of the police. Now a whole range of other agencies are involved, which could include the Local Authority, Health Service, Fire Service and community groups.

In Brent

We place great importance in partnerships and neighbourhood policing. We are proud of our solid relationships with the local authority, health organisations and other key support agencies.

Brent Police and by extension the BRF are continually looking at what we do to improve the service that we offer to our communities.



Impacts of this risk

- Crime undermines the social fabric of the community
- Crime imposes economic costs on local residents
- Erosion of the community can create fear and increased vulnerability to crime
- Crime affects people in different ways and for many can be a traumatic experience causing significant disruption to personal life

What this means for the Brent Community

Crime reduction involves a range of activities, including improving the physical security of vulnerable targets, the environment of the local area and working to provide a better quality of life.

Effective crime reduction doesn't have to be large scale or expensive. There are a number of things that can be done locally on a small scale that have a significant impact on reducing crime. The key to successful crime prevention is that the initiative should be personalised and site specific.

What can you do to stay safe?

- Keep your bag or camera where you can see them by wearing them in front of you, not over your shoulder. This is especially important if you are in a crowded area
- Only use taxis that have been licensed. These are easily recognised by a licence on display
- Don't walk and text at the same time, you will be less aware of what is happening around you
- Plan your journey in advance. Think about how you are going to return home

What are we doing in Brent?

Our Safer Neighbourhoods teams spend most of their time out on patrol in the heart of the community.

Identifying and dealing with crimes and issues which have been reported to us by members of the public.

We have increased the hours of coverage and the number of Police officers working within the community to focus on local promises and priorities; namely to reduce crime.

For more information please visit [Brent Police](#)



Severe Weather

When the weather is bad it can affect everyday life. When it's particularly severe it can be a danger to life and property and lead to significant disruption.

In the future, we are likely to see rising temperatures and an increase in extreme weather in the UK.

There are a number of different kinds of severe weather that can have a serious impact, such as very strong winds, heat waves, heavy snow and ice.

Storms and Gales

Although London is in one of the more sheltered parts of the UK, it still sees some very strong winds from time to time. These are usually caused by weather systems moving close to or across the UK. The risk of very strong winds is greatest during the winter, especially from December to February, when we are likely to see the strongest winds.

The wind speed that we feel on the ground depends on where we are. Places sheltered by hills or in big cities such as London tend to have less strong winds overall, but they can still be gusty.

Snow and Ice

For snow and ice to form the temperature needs to be low enough. Snow rarely falls if the temperature is higher than 4°C.

For snow to stay on the ground for any length of time without melting the temperature needs to be lower than this.

In London, we normally see snow between the months of November to April. We can expect to see snow falling on about 12-15 days per year and staying on the ground less than 5 days per year.

Ice forms when water from rain or drizzle falls onto ground that is cold. It's often known as 'black ice' as it is clear and can be mistaken for a wet surface. Black ice can be highly dangerous, particularly when it forms on pavements and roads.

Grit and salt is regularly used on main roads and pathways to prevent ice from forming. Where a surface hasn't been treated in this way, it can remain very slippery and lead to road accidents and slips and falls.

A large build up of ice can also be very dangerous; the extra weight can bring down branches of trees and, sometimes, telephone lines.

Heat Waves

A heat wave is a long period of hot and sometimes humid, weather. Heat waves usually happen in summer and can last for a number of days or even weeks.

In August 2003 there was a heatwave lasting 10 days, which led to 2,000 deaths across the UK.

In Brent

As natural phenomena, periods of severe weather are inevitable and can have significant impact on many aspects of everyday life.

This is why the Brent Resilience Forum is working collectively to develop procedures and strategies to minimise the impact of these events should they occur.

However, there are some key actions that our communities can undertake to stay safe during periods of severe weather.



Impacts of this risk

- People exposed to falling masonry and flying debris during storms and gales leading to loss of life and injury
- Structural damage to homes and businesses during storms and gales
- People exposed to extremes of temperature leading to loss of life and increased incidence of illness
- Disruption to utilities services including energy supplies and communications networks
- Severe disruption to transport services

What this means for the Brent Community

- More demands placed on emergency and health services especially for the elderly or vulnerable
- Widespread travel disruption
- School closures and disruption to essential services
- Requirement for short term rest centres and longer term temporary housing
- Significant disruption to lives and businesses

What can you do to stay safe?

- Keep up to date with the latest forecasts and warnings [here](#)
- Stay indoors as much as possible during storms and gales and periods of snow and ice
- Avoid all non-essential travel and postpone journeys if at all possible
- During heatwaves try to keep your house cool by closing blinds or curtains and drink plenty of fluids but avoid alcohol
- Check on vulnerable neighbours

What are we doing in Brent?

- We have plans in place and exercise regularly with a wide range of organisations to ensure an effective coordinated response during periods of severe weather
- We work closely with other agencies to identify elderly and vulnerable people who require special assistance during severe weather
- For more information on how to stay resilient visit the [Brent Council Severe Weather page](#)



Evacuations

The purpose of an evacuation is to move people away from danger to a place of safety.

There are a range of incidents which might result in an evacuation. These can be short-term evacuations due to gas leaks or longer-term evacuations as a result of flooding.

The police and fire brigade decide whether there is a need to evacuate people from their homes. If an evacuation is required, Brent Emergency Planning maintains a detailed list of emergency accommodation where people can be evacuated to and receive vital welfare and support.

The evacuation process includes; registering and monitoring evacuees for emerging issues, identifying persons who may be vulnerable or in distress and ensuring they are cared for as a priority, and providing food and shelter in the short-term until more appropriate arrangements can be made.

Should residents be unable to return home they are provided with temporary accommodation, until a more permanent alternative can be found.

Setting up a rest centre can be a complex task. However, Brent Emergency Planning has a dedicated team of emergency response officers who are trained to staff and manage our emergency rest centres.

We work closely with the Brent Resilience Forum and the British Red Cross who provide staff and volunteers who provide practical and emotional support during evacuations.

Our rest centre staff and procedures are exercised annually with attendance from Brent Resilience Forum members and colleagues from neighbouring boroughs.

This enables a greater accuracy when testing and reviewing our processes and enables a collective, joined up response from all possible attending agencies.

Following a major emergency, Brent Emergency Planning in liaison with other Brent departments, and the Brent Resilience Forum manage and oversee humanitarian assistance centres.

These are one-stop-centres providing information and services for people affected by the major emergency.

This includes advice on; Insurance, benefits, housing, trading standards, welfare and emotional counselling and support.

Brent Emergency Planning has launched a Community Resilience project to enable our residents and businesses to better help themselves during major incidents.

If you would like to see how you can help keep yourself, your business or your family safe visit the [Brent Council Community Resilience page](#).

In Brent

Evacuations can happen at any time.

The Brent Resilience Forum plans collectively to minimise disruption to residents, visitors and businesses.

Brent Council, with support from Brent Resilience Forum will provide you with vital shelter, welfare and support until permanent arrangements can be organised. However, there are some key actions that you can undertake to stay safe during an evacuation.



Impacts of this risk

- People unable to stay in their homes will require short-term shelter and care
- This can have a large impact on those who are vulnerable, elderly and isolated
- Evacuations as a result of large or serious incidents can have traumatic emotional and physical affects
- Have a widespread social and economic effect on the local area

What this means for the Brent Community

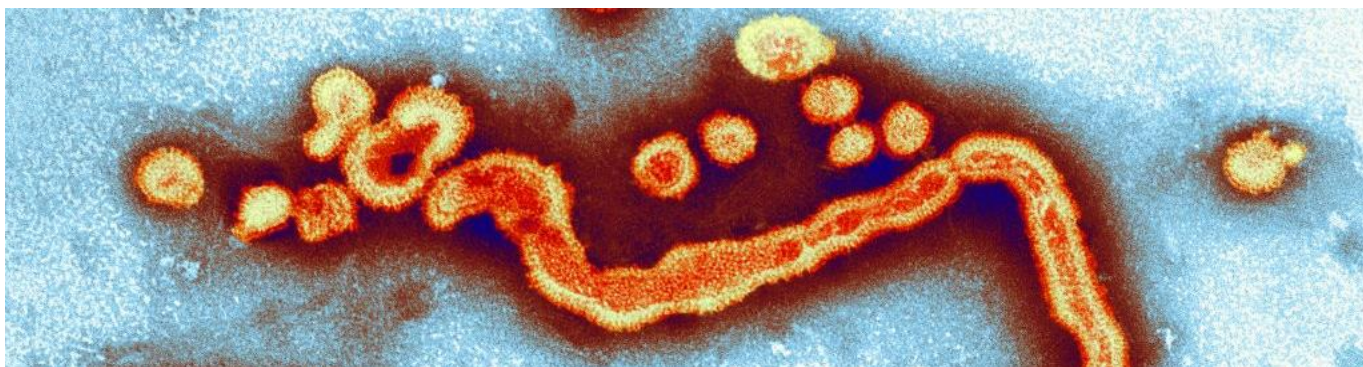
- People are dispersed from their homes, neighbourhood and local communities
- Places a large demand on emergency response and support services especially around transport, housing and social care
- Families and households may need to be split-up or separated for short-periods of time causing distress
- People may be unable to return to their homes and possessions

What can you do to stay safe?

- Stay calm and follow the instructions of the emergency services
- Write a [Household Emergency Response Plan](#)
- Make a grab bag of important items; phone charger, a list of telephone numbers, medications and money
- Agree and practice this with your family and have a safe meeting point you will go to, if separated
- Know the safe exits from your home and work place

What are we doing in Brent?

- Identified community and church halls that can be used as Rest Centres
- Trained council staff to be Emergency Support Officers
- Conduct multi-agency training and exercising with the BRF
- Work closely with voluntary and utility organisations to identify vulnerable persons for priority care
- Keep the evacuated residents and businesses informed about what is happening at the scene



Human Health Risk

There are a number of health risks that populations are exposed to on a daily basis. The human health risk discussed here refers to new or imported diseases which our local communities have little or no immunity to.

Examples of this type of risk are; new strains of influenza and emerging infectious disease such as Ebola, SARs or MERS-CoV.

Communication

These types of diseases create a great deal of public concern in the early stages of any incident. This is usually a result of the limited amount of information available covering the spread and severity of the disease. At this early stage there will be an emphasis on communicating key messages to the public so that communities can take appropriate precautions.

These public messages are tailored to the particular incident. But, will still contain the core resilience messages regarding hygiene and hand washing that are common to most infectious disease response.

Service impacts

The health and social care sector will be particularly affected by an outbreak as they treat those affected and limit the spread of the disease. Your local GP surgery or hospital will see an increased demand by those who become ill and those who are worried about the disease while potentially experiencing staff shortages themselves. This could lead to the cancellation of non-essential services or the limiting of social support to those deemed critical to individual's safety.

Community impacts

Some groups within the community may be more affected than others.

Those groups who are considered vulnerable like the elderly or those with low immunity from underlying health conditions will be at the greatest risk.

There might be a requirement to change certain social and religious practices to help limit the spread of the disease. This could include, avoiding shaking hands, the sharing of drinks or a change to localised burial practices.

The local business community may be disrupted due to staff shortages and robust [business continuity arrangements](#) will help to increase the resilience of a business to this type of incident.

Response

This type of incident will be led by the health sector but the whole community will be affected by the repercussions.

It is very likely that this will be a national or even international incident affecting the whole country.

All organisations providing essential services to the community will be expected to have robust plans in place to make sure that those services can continue to be provided.

Health Help Now



[Download](#) "Health Help Now" [app](#) to access information on local services, symptoms, advice articles and health care tools.

In Brent

A large scale outbreak of a new disease will cause widespread disruption. Organisations working across Brent are collaborating to produce joint plans and procedures so that this type of incident can be dealt with quickly and with minimal disruption to normal services.

There will be some key health messages that will be communicated to you so that you are able to help protect yourself and your family. This will also help to reduce the burden on your local health services.



Impacts of this risk

Some of the potential impacts could include:

- Reduced access to GP surgery services
- Possible cancellation of elective and non-essential surgeries
- Delay in cremations / burials
- Only essential services may run, e.g. social care
- Shortages of essential supplies
- Increase in staff absenteeism
- Increased demand for social care support, i.e. meals on wheels

What this might mean for the Brent Community

- Possible closure of schools
- Possible cancellation of mass gathering events, i.e. football matches
- Disruption to essential services
- Closure of small businesses due to staff illness
- Changes to social and religious practices, i.e. shaking hands, burial practices

What can you do to stay healthy?

- Follow good hand hygiene, i.e. hand washing
- Follow government advice.
 - i.e. Catch it, bin it, kill it
- Participate in vaccination programmes
- Avoid GP surgery and A&E unless necessary
- Check on elderly or vulnerable friends and neighbours

What are we doing in Brent?

- Multi-Agency partners have developed and tested plans that set out the response to an incident
- Promotion of vaccination programmes.
- Promotion of good hygiene practices, i.e. catch it, bin it, kill it
- Organisation plans to maintain essential services during disruptive incidents



Loss of Critical Infrastructure

Critical Infrastructure is the collective term for all the essential services which we rely on to support our daily lives and the local economy.

The UK's critical infrastructure is mostly made up of utilities; electricity, water, gas and oil.

In addition to this access to vital resources such as; fuel, transport, telecommunications, and food may also be included.

Many parts of the infrastructure network are dependent on one another e.g. electricity is required to run gas and coal power stations and extensive telecoms and electricity networks is required for your mobile phone to work.

Loss of Electricity or Gas Networks

Wide-scale loss of the gas or electricity networks would have a significant impact on all other critical infrastructure.

In the event of this type of infrastructure failure; both industry and government will have a major role to play in managing the incident and reducing its negative consequences.

The affected utility companies would be responsible for the operational management of the incident. All these organisations are required to have detailed plans in place to respond to any outage type incidents quickly; these plans can range from the management of a small local incident or widespread national disruption.

Loss of the Telecoms Network

A wide-spread loss of any part of the telecoms network; landline, mobile and/or broadband would cause major disruption to Brent and the rest of the UK.

A significant loss of this type would have serious knock-on effects on nearly all other types of infrastructure for example; the loss of traffic management infrastructure or the widespread loss of cash and payment machines.

However; such a widespread loss of these networks is unlikely and the organisations who manage these networks have a diverse array of plans, procedures and mitigation measures to reduce the effects of this type of incident.

Loss of Mains Water Supply

A loss of the mains water supply could be a result of a burst water main, supply disruption and any incidence of minor or major contamination.

Dependent on the scope and severity of the incident a major emergency may be declared to ensure that people's basic water needs are met.

In this type of incident the response would be collaborative with a diverse selection of organisations including the Emergency Services, Local Authority, Health and the voluntary sector coming together to provide support for all affected residents and businesses.

In Brent

Modern society is increasingly reliant on vital utilities such as electricity, water and gas that even small-scale localised losses have a significant impact on those affected.

This is why the Brent Resilience Forum is working collectively to develop strategies to minimise the impact of these events should they occur.

However, there are some key actions that you can undertake to stay safe and resilient during any interruption in supplies.



Impacts of this risk

- People exposed to poor sanitation and lack of clean drinking water
- Homes without heating and a limited ability to cook food and boil water
- People unable to get fuel
- People unable to use credit and debit cards in cash and payment machines
- Limited or no mobile communications could have a severe impact on emergency response
- Major disruption in landline and internet services

What this means for the Brent Community

- Major disruption to essential services
- A long-term incident would have a major financial impact on the local community
- Place more demand on emergency services especially for the elderly or vulnerable
- Could lead to widespread travel disruption if we lose the train and tube network
- Cause a significant disruption to people lives and businesses

What can you do to stay safe?

- Know where your cut-off points are for your water and/or gas connections
- Know where your fuse boxes are and how they work
- Make sure you have an emergency-bag with essential supplies
- Loss of utilities can happen without warning. Consider actions you can take to be prepared e.g. torch, food tins
- To ensure you can continue to make phone calls consider keeping a landline on a fixed phone connection

What are we doing in Brent?

- We work closely with the utility companies and the emergency services to manage and reduce the impact of interruptions to supply
- We plan and exercise collectively with a wide range of organisations to manage long-term utility interruptions
- We work closely with utility companies and health organisations to identify vulnerable and elderly people who require special assistance during emergencies



Fire Safety

Most fires can be prevented, by taking some basic, common sense precautions.

The London Fire Brigade work closely with the communities we serve to make London a safer place to live, work and visit.

Alongside the work we do with young people, visiting schools and carrying out home fire safety visits we are also responsible for enforcing fire safety legislation as well as being the licensing authority for the storage of petroleum in London.

Every home should have at least one working smoke alarm per floor

Working smoke alarms, also known as smoke detectors, are essential as they provide vital early warning and allow extra time to escape if there is a fire in your home.

They can also alert neighbours to the danger of fire. Smoke alarms are affordable and easy to install. They are available from DIY and electric shops, and most high street supermarkets.

How to make sure your smoke alarm works

- Test your smoke alarm every week
- Change the battery when the low battery warning operates
- Never disconnect or take the batteries out of your alarm if it goes off by mistake
- Do not try to remove batteries in 10 year smoke alarms as they cannot be removed or replaced

More fires and fire injuries are caused in the kitchen than anywhere else in the home

Around 60 per cent of accidental fires in the home start in the kitchen.

How to prevent cooking fires

- Avoid leaving cooking unattended
- Don't cook if you are tired or have been drinking alcohol
- Double check the cooker and hob are turned off when you've finished cooking
- Never put anything metal in the microwave
- Supervise children and pets in the kitchen at all times

Renting and sharing

Under the 2004 Housing Act, landlords must make sure there are adequate escape routes in the property you are renting out. Depending on the size of the property, they may also have to fit smoke alarms and provide fire extinguishers.

Here are some questions to ask your landlord about fire safety:

- Has the electrical wiring in the property been checked lately?
- Are sockets, switches, light fittings and so on checked every year?
- Is there a regular maintenance programme for gas heaters and appliances?

In Brent

We work closely with the communities in Brent to make sure it is a safe place to live, work and visit. Alongside the work we do with young people, visiting and carrying out home fire safety visits we are also responsible for enforcing fire safety legislation.

Using our Borough Incident Mapping site, local people can see the types of incidents in Brent as well as the locations of our fire stations.



Impacts of this Risk

- In the worst case fires can lead to the loss of life and major damage to property
- People may lose their homes or business
- People may become homeless or forced to reside in temporary accommodation
- Residents and business can lose their valuables and possessions
- Communities and areas may be restricted or closed off until remediation work can occur

What this means for the Brent Community

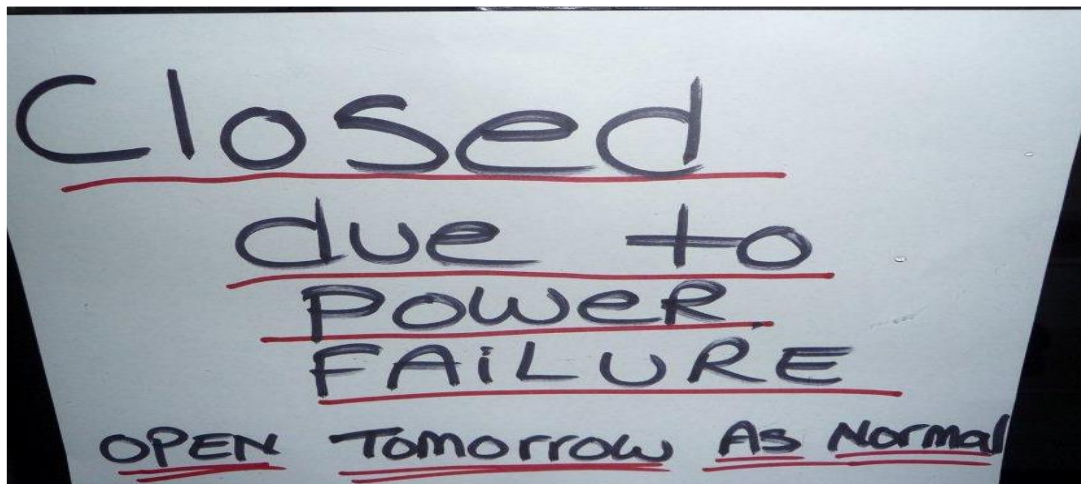
- A large fire can have a devastating affect on the local community closing down essential shops and services
- Can result in large amounts of psychological trauma for the persons and communities affected
- Can have a negative affect on the local community and people's ability to shop and work locally
- People may be dispersed and disconnected from their friends and relatives

What can you do to stay safe?

- Visit the [London Fire Brigade fire safety pages](#) for lots of information and advice on fire safety
- Consider writing some [household response procedures](#) and discuss these with the people you live with
- If you see a fire risk in the community, a building owner ignoring fire regulations for instance – contact your local fire and community safety centre
- If you have friends or family that could benefit from fire safety advice, tell them about our home fire safety visits service

What are we doing in Brent?

- As well as visiting schools we run or support a range of other projects and services for young people, including Local Intervention Fire Education (LIFE)
- Our Community Fire Cadets scheme a youth engagement programme offering young people, aged 14 to 18-years-old, the opportunity to work with us
- We have worked with Skills for Care to provide care workers with advice and information to help them to spot the tell tale signs of someone who is at high risk of having a fire



Business Resilience

Have you considered how emergencies or disruptions could affect you, or your ability to keep trading?

Could you overcome the following scenarios?

- **A loss of access to your premises?**
- **Unplanned loss of utilities?**
- **A major loss of IT or telephones?**
- **A loss of or disruption to a key or main supplier?**

For small businesses, community and voluntary sector an inability to trade and/or provide services even for only a few days can have a major effect on their ability to continue making money and stay in business.

Conducting a simple [Business Continuity](#) assessment can provide your business with a short and simple framework which can be used to identify the services and/or products that you need to continue to provide during a time of crisis in order to sustain the business.

Effective Business Continuity Management is not a complex task and it is not about writing long and detailed plans and procedures.

When done properly it will allow you to assess the major threats to your business and enable you to put in simple to follow pre-planned procedures to ensure that should a crisis occur; you and your employees know what to do and when to do it.

In the long-term will save you time, money and resources.

The solutions may be as simple as;

- Identifying an alternative supplier or suppliers for key goods and resources
- Identifying reputable locksmiths, glaziers and tradesmen
- Agreeing with staff an alternative location, should your main work place become unavailable
- Ensuring you have the key documentation and contact information or customers, staff and suppliers saved as a hard-copy

In Brent

In order to support local business, Brent Council Emergency Planning has devised a short [five steps to effective business resilience](#).

This has been developed based on the International Standard for Business Continuity and offers some simple information and advice for local businesses to consider when thinking about business continuity.



Impacts of this risk

- Local businesses are unable to trade, which may lead to businesses closing
- Loss of tax revenue for Brent Council can have a negative effect on service provision
- Less local jobs and opportunities available for residents
- A drop in the local economy can mean communities are slower to recover from emergencies, leaving some areas underdeveloped

What this means for the Brent Community

- Major disruption to essential services
- A long-term incident would have a major financial impact on the local community
- Cause a significant disruption to people lives and businesses
- Communities may never properly recover from an emergency incident. Resulting in the loss of vital local business and economic areas

What can you do to stay safe?

- Complete the Brent Council 5 steps to effective business resilience
- Write and create some business resilience procedures. Share and test these with your staff
- Discuss business continuity management and business resilience with your key partners and suppliers. Find out what they are doing to stay resilient
- Consider creating some [local community emergency procedures](#)

What are we doing in Brent?

- Brent Council oversees a small business forum and maintains the [Brent Business Hub](#), where local business can get information and advice
- When conducting exercises we always ensure we investigate the short and long term recovery goals of the affected local community and businesses
- Brent Council Emergency Planning offers [advice to local business on Business Continuity and Business Resilience](#)

Useful Contact Numbers

| | |
|--|--|
| Emergency Services | 999 |
| Non-emergency Police enquiries | 101 |
| NHS Non-Emergency Advice Line | 111 |
| Brent Council Customer Service Line | 020 8937 1234 |
| Environment Agency Floodline | 0845 988 1188 |
| Gas Leaks | 0800 111 999 |
| Power Cuts | 105 |
| UK Power Networks - Power Cuts | 0800 028 0247 |
| Affinity Water - Leaks | 0800 376 5325 |
| Thames Water Leaks Sewage Hotline | 0800 714 614 0845 9200 800 |
| Highways Agency | 08457 505 300 |
| Met-Office | 0870 9000 100 |
| Canals and River Trust | 0800 479 9947 |
| Priority Service Registry (Energy, Gas & Electricity) | 0800 169 9970 Priority Register |