

# Royal Borough of Greenwich Community Risk Register

## Introduction

Everything that we do involves an element of risk, however small.

Across the capital, the London Resilience Partnership publishes a register of risks for a wide range of hazards. The London Risk Register is particularly designed for larger organisations and those who respond to emergencies. It focusses on major incidents using a “reasonable worst-case scenario” that would require a London-wide multi-agency response.

This Community Risk Register therefore looks at risk from a more personal level. It summarises some of the more common emergencies that could happen to anyone, and then “signposts” guidance and advice that may be used by individuals, families and groups.

## Further Information

The Community Risk register is supported by further information available from the Greenwich Council and London Resilience websites:

Emergency planning advice for residents [www.royalgreenwich.gov.uk/preparingforemergencies](http://www.royalgreenwich.gov.uk/preparingforemergencies) <https://www.london.gov.uk/what-we-do/fire-and-resilience/london-resilience-partnership-old/preparing-yourself-and-your-community-emergencies>

Emergency planning and business continuity advice for businesses and other organisations [www.royalgreenwich.gov.uk/businessemergencies](http://www.royalgreenwich.gov.uk/businessemergencies) <https://www.london.gov.uk/what-we-do/fire-and-resilience/london-resilience-partnership-old/preparing-your-business>

- The London Risk Register <https://www.london.gov.uk/about-us/organisations-we-work/london-prepared/identifying-risks-london>

### Flood Risk

Several parts of the borough are potentially at risk of flooding:

|   |   |
|---|---|
| I | <b>Tidal Flood Risk from the River Thames</b> , along with the Deptford Creek part of the River Ravensbourne. The risk would occur from a combination of high natural tides, a major storm surge and significant onshore waves caused by a severe low-pressure system. The Thames Barrier and the raised river defences to the sea-ward side of the Barrier which are maintained by the Environment Agency. |
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|          |   |
|----------|---|
| <b>2</b> | <b>Flood risk from other rivers.</b> There are several smaller rivers and watercourses in the borough. The River Quaggy and Kid Brook flow into the River Ravensbourne, the Wickham Valley Watercourse flows into underground culverts and then the canals of Thamesmead, and the River Shuttle starts in Avery Hill. All of these may respond to heavy rainfall especially if the ground is saturated.         |
| <b>3</b> | <b>Surface water flooding.</b> Heavy rainfall (especially if for a prolonged period) or widespread rapidly melting snow may lead to flooding of low-lying areas.  |
| <b>4</b> | <b>Groundwater flooding.</b> Rising water tables (following prolonged wet periods and saturated ground) can lead to water coming to the surface as springs which could follow the course of now dry rivers.   |
| <b>5</b> | <b>Reservoirs.</b> There are no major reservoirs in the borough, although there are two areas designed to hold excess water to prevent flooding elsewhere acting as temporary flood alleviation schemes. These are in Sutcliffe Park and the playing fields in Weigall Road and are designed to reduce the risk of flooding from the River Quaggy. When full, they would become reservoirs until drained again. |
| <b>6</b> | <b>Other forms of flooding.</b> The most common type of flooding in London occurs from burst water mains or sewer blockages. Most of the water supply network in Greenwich is operated and maintained by Thames Water.  |

The **Environment Agency** (<https://flood-warning-information.service.gov.uk/warnings>) has information and advice to help you determine if you are at risk of flooding from rivers, rainfall, groundwater or reservoirs (items **1 to 5** above), and what measures you can take to reduce the risk, including a free warning service for some types of flood risk. It will also provide up-to-date information during a flooding incident or if there is the potential for flooding.

The **Met Office** (<https://www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings>) will provide weather warnings for heavy rainfall and has information on some of the consequences (items **2 and 3** above).

**Thames Water** (<https://www.thameswater.co.uk/help/emergencies>) provides up-to-date information about on-going incidents (item **6** above), especially burst water mains. It also promotes a Priority Services Register which allows access to extra help in emergencies to those who may be more vulnerable to a loss of water supply.

### Utilities Supply Failure Risk

Most of us rely on electricity, gas and water supplies in our everyday lives. This supply is disrupted, either due to planned maintenance, or because of damage to the pipes carrying the supply or to other parts of the infrastructure, on at least a daily basis somewhere in London.

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Regardless of who you pay your utility bills to, the infrastructure and pipework is usually maintained in Greenwich by **UK Power Networks** or **SSE** (electricity), **SGN** (gas) and **Thames Water** (water and sewage).

In an incident, each of these utility companies will publish up-to-date **emergency information** on the on-going situation and advice for residents. This could include where to collect “hot-plates” for cooking if the gas supply fails or bottled water following a burst water main.

Some residents have additional and / or particularly sensitive vulnerabilities to a loss of a utilities supply, so all these companies have **special schemes** to which you may sign up in advance for free for priority services or extra help in an emergency.

The following table gives links for each of these companies, showing where and how you can receive emergency information, find suggestions to help you during a supply disruption and sign up for their special schemes.

| Company                  | General Information   | Emergency Information   | Special Schemes   |
|--------------------------|---|---|---|
| <b>SGN</b>               | <a href="https://www.sgn.co.uk/">https://www.sgn.co.uk/</a>                           | <a href="https://www.sgnalert.co.uk/OurAlerts">https://www.sgnalert.co.uk/OurAlerts</a>                     | <a href="https://www.sgn.co.uk/extra-help">https://www.sgn.co.uk/extra-help</a>   |
| <b>SSE</b>               | <a href="https://www.ssen.co.uk/Home/">https://www.ssen.co.uk/Home/</a>               | <a href="https://www.ssen.co.uk/Powertrack/">https://www.ssen.co.uk/Powertrack/</a>                         | <a href="https://www.ssen.co.uk/PSR/">https://www.ssen.co.uk/PSR/</a>   |
| <b>Thames Water</b>      | <a href="https://www.thameswater.co.uk/">https://www.thameswater.co.uk/</a>           | <a href="https://www.thameswater.co.uk/help/emergencies">https://www.thameswater.co.uk/help/emergencies</a> | <a href="https://www.thameswater.co.uk/help-andadvice/customer-commitment/priority-services">https://www.thameswater.co.uk/help-andadvice/customer-commitment/priority-services</a> |
| <b>UK Power Networks</b> | <a href="https://ukpn.ukpowernetworks.co.uk/">https://ukpn.ukpowernetworks.co.uk/</a> | <a href="https://ukpn.ukpowernetworks.co.uk/faultmap">https://ukpn.ukpowernetworks.co.uk/faultmap</a>       | <a href="https://www.ukpowernetworks.co.uk/powercut/priority-services-register">https://www.ukpowernetworks.co.uk/powercut/priority-services-register</a>                           |

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### Natural Hazards

#### Severe Weather

None of us can control the weather, but it is important that we are all aware of the potential impacts from severe weather and how we can prepare for its affects. Advice and guidance primarily comes from the **Met Office**. Anyone may subscribe to receive free alerts from their National Severe Weather Warning Service (<https://service.govdelivery.com/accounts/UKMETOFFICE/subscriber/new>). Warnings and any associated advice and guidance will be published on their website (<https://www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings>) and are issued for:

|            |                   |            |                  |             |                      |             |
|------------|-------------------|------------|------------------|-------------|----------------------|-------------|
| <b>Fog</b> | <b>Heavy Rain</b> | <b>Ice</b> | <b>Lightning</b> | <b>Snow</b> | <b>Thunderstorms</b> | <b>Wind</b> |
|------------|-------------------|------------|------------------|-------------|----------------------|-------------|

#### Extreme Heat or Cold Weather

**UK Health Security Agency** (UKHSA) produce the Adverse Weather and Health Plan for England every year. These include guidance for everyone about actions that can be taken to protect themselves from the worst impacts of extreme heat or cold weather. This advice is supplemented by forecasting information provided by the **Met Office** (see above).

#### Drought

Drought is a situation which occurs within a defined geographical area (catchment) when a prolonged period of below average precipitation leads to low groundwater and soil moisture levels and reduced river flow. The combination of these causes both environmental stress and a significant reduction in the amount of water available for human consumption. Each water supply company has its own Drought Plan agreed by DEFRA, and they would provide information for residents and businesses.

#### Air Quality

Ambient air pollution episodes routinely occur across the UK, particularly during spring and summer but also during autumn and winter. Pollution can build up in London when it becomes trapped between buildings or in the local area more generally, especially during still weather compromised of low wind and high-pressure weather systems. Forecasts for pollution levels and health advice is provided on the DEFRA Daily Air Quality Index (<https://uk-air.defra.gov.uk/air-pollution/daqj>).

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### **Transport Accidents and Incidents**

The borough has significant transport infrastructure, which brings the potential for accidents and disruption. The road network includes major highways (e.g. the A2 and A20) and the Blackwall Tunnel. Main line services operated by South Eastern Railways, the DLR and the Jubilee and Elizabeth Line on the underground. River traffic includes the Woolwich Ferry, the Tall Ships, commercial vessels and passenger services (including large cruise ships docking at Greenwich). Bridges and tunnels feature in much of this network. When transport incidents occur, the relevant agencies will provide information and advice. Similarly, various agencies provide safety advice that may help prevent accidents occurring or reduce their impact if they do.

### ***Travel Disruption Information***

Transport for London (TfL) provide “Status Updates” for all significant disruption on all of the major transport infrastructure in London (<https://tfl.gov.uk/tube-dlr-overground/status/>). Further information on mainline rail services disruption is available from South Eastern (<https://www.southeasternrailway.co.uk/travel-information/live-travel-information/service-disruption>).

### ***Road Safety Advice***

The London Fire Brigade provides road safety advice (<https://www.london-fire.gov.uk/safety/road-safety/>) including what to do if you are in an accident, and providing specialist tips for drivers, bikers and cyclists. More information is available from TfL (<https://tfl.gov.uk/travelinformation/safety/road-safety-advice>) and the Met Office (<https://www.metoffice.gov.uk/search?query=travel+advice>).

### ***Travelling Safely***

TfL provide advice and guidance on how to travel safely and securely in London (<https://tfl.gov.uk/travel-information/safety/stayingsafe?intcmp=5437>).

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## **Fires and Home Safety**

### ***Fire Safety Advice***

Fires can occur in all types of properties, residential, commercial and temporary structures, as well as in gardens, commons and park land. The best defence against fires is to prevent them happening in the first place. The London Fire Brigade has produced advice and guidance on preventing fires, and general fire safety (<https://www.london-fire.gov.uk/safety/>).

This advice covers:

- Your home, including fire prevention, having a fire escape plan and a home fire safety guide
- Your workplace, including fire safety law, fire risk assessments, fire safety training and emergency plan
- Property management (for landlords and tenants)
- Carers (ensuring that extra measures are considered for vulnerable people)

### ***Firework Safety***

The London Fire Brigade have a guide on how to stay safe while enjoying fireworks, providing a series of practical tips on firework safety (<https://www.london-fire.gov.uk/safety/fireworks/>).

### ***Carbon Monoxide***

Advice on preventing Carbon Monoxide (CO) poisoning in homes and other premises is provided by the London Fire Brigade (<https://www.london-fire.gov.uk/safety/the-home/carbon-monoxide-safety/>).

### ***General Home Safety Advice***

The Royal Society for the Prevention of Accidents (RoSPA) provides a wide range of home safety advice (<https://www.rospa.com/HomeSafety/Advice.aspx>).

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### Opportunities to Volunteer

Many voluntary and community sector organisations assist in the response to emergencies and are always seeking more volunteers. The following table provides links for several such organisations:

| Organisation               | Link  |
|----------------------------|---|
| British Red Cross          | <a href="https://www.redcross.org.uk/get-involved/volunteer">https://www.redcross.org.uk/get-involved/volunteer</a>                                   |
| Citizen's Advice Bureau    | <a href="https://www.citizensadvice.org.uk/about-us/support-us/volunteering/">https://www.citizensadvice.org.uk/about-us/support-us/volunteering/</a> |
| Cruse Bereavement Care     | <a href="https://www.cruse.org.uk/get-involved/volunteer">https://www.cruse.org.uk/get-involved/volunteer</a>   |
| First Aid Nursing Yeomanry | <a href="https://www.fany.org.uk/">https://www.fany.org.uk/</a>   |
| London Search and Rescue   | <a href="https://www.lonsar.com/join-us">https://www.lonsar.com/join-us</a>   |
| RAYNET                     | <a href="https://www.raynet-uk.net/joining.asp">https://www.raynet-uk.net/joining.asp</a>   |
| RNLI                       | <a href="https://rnli.org/support-us/become-a-volunteer">https://rnli.org/support-us/become-a-volunteer</a>   |
| Samaritans                 | <a href="https://www.samaritans.org/support-us/volunteer/">https://www.samaritans.org/support-us/volunteer/</a>                                       |
| St John Ambulance          | <a href="https://www.sja.org.uk/get-involved/volunteer-opportunities/">https://www.sja.org.uk/get-involved/volunteer-opportunities/</a>               |
| Team London                | <a href="https://www.london.gov.uk/what-we-do/volunteering/search/">https://www.london.gov.uk/what-we-do/volunteering/search/</a>                     |
| Victim Support             | <a href="https://www.victimsupport.org.uk/get-involved/volunteer">https://www.victimsupport.org.uk/get-involved/volunteer</a>                         |
| Volunteer Centre Greenwich | <a href="https://www.vcgreenwich.org.uk/become-a-member">https://www.vcgreenwich.org.uk/become-a-member</a>   |