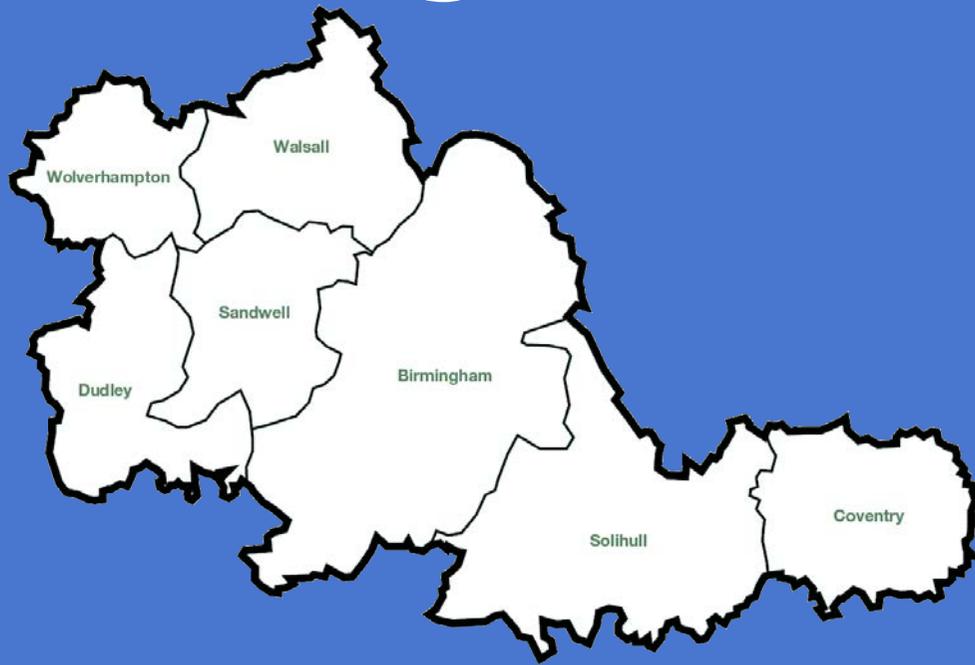


Preparing the West Midlands for Emergencies



Know the risks, be informed, get prepared

Community Risk Register



This document is designed and produced by West Midlands Local Resilience Forum to inform people and better prepare them for risks that could occur where they live or work.



Prepared Panda is our mascot - sharing practical, useful advice about how to prepare yourself for any emergency

Contact us



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Twitter

Follow @WMidsPrepared



Instagram

Follow @PreparedPanda

Foreword by Local Resilience Forum Chair



Wayne Brown
Deputy Chief Fire Officer
West Midlands Fire Service

As we continue to face huge challenges in responding to and recovering from the impact of Covid-19, it is important to remain aware of the diverse range of risks and challenges that may cause disruption within the West Midlands.

The West Midlands Conurbation Local Resilience Forum (LRF) is a multi-agency partnership made up of representatives from local public services, including emergency services, local authorities, the NHS and others. The LRF works to identify potential risks and produce plans to prevent or mitigate the impact on our local communities.

This booklet, known as the Community Risk Register (CRR) is an informative document produced for West Midlands communities. It contains information about events such as severe weather and accidents as well as malicious threats such as terrorism and cyber-attacks.

The Community Risk Register also provides information about what we have done to reduce these risks, what to do if they occur and how to stay informed.

We have assessed each risk by considering the likelihood of it occurring and the impact it would have on the community if it did occur. There will always be some uncertainty when assessing risks, however, we have used historical and scientific data, professional judgement and national guidance to produce an informed Community Risk Register.

Being informed about local risks allows us to take action, strengthen our resilience and work together to minimise disruption within our communities.

Category 1 Responders

Emergency Services

- British Transport Police
- West Midlands Ambulance Service
- West Midlands Fire Service
- West Midlands Police

Local Authorities

- Birmingham City Council
- Coventry City Council
- Dudley Metropolitan Borough Council
- Sandwell Metropolitan Borough Council
- Solihull Metropolitan Borough Council
- Walsall Metropolitan Borough Council
- Wolverhampton City Council

Health Bodies

- UK Health Security Agency
- NHS England – Foundations and Trusts
- Birmingham & Solihull Integrated Care Board
- Black Country Integrated Care Board
- Coventry & Warwickshire Integrated Care Board

Government Agencies

- Environment Agency

Category 2 Responders

Utilities

- Electricity Distributors and Transmitters
- Gas Distributors
- Telephone Service Providers Water and Sewerage Undertakers

Transport

- Birmingham International Airport
- Bus and Coach Operators
- National Highways
- Network Rail
- Transport for West Midlands
- Train Operating Companies

Government Agencies

- Health and Safety Executive
- Government Decontamination Service
- Met Office
- Animal Plant Health Agency (APHA)
- Coal Authority

Other Supporting Responder Agencies

- Ministry of Defence
- Government Departments
- Voluntary Sector

Contact us: lrf_coordinator@westmidlands.police.uk

Twitter: [@WMidsPrepared](https://twitter.com/WMidsPrepared)

Instagram: [@preparedpanda](https://www.instagram.com/preparedpanda)

Contents



Prepare yourself for emergencies



Prepared Panda is our mascot - sharing practical, useful advice about how to prepare yourself for any emergency



Grab bag



Go in. Stay in. Tune In.



Basic First Aid



What would you do in the event of...?

West Midlands Risks



Industrial Accidents



Social Disruption



Power Failure



Infectious Diseases



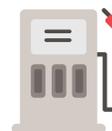
Severe Weather



Transport Disruption



Flooding



Fuel Disruption



Heatwave



Cyber Threat



Cold Weather



Terrorism

Contact us



Facebook



Twitter



Instagram

Search 'Prepared Panda'

Follow @WMidsPrepared

Follow @PreparedPanda

In an emergency:



In a major emergency all media channels will, on the advice of the emergency services, communicate the information required for public safety.

BBC WM Radio
@metofficeUK
www.metoffice.gov.uk

If you are not involved in the incident, but are close by or believe you may be in danger, in most cases the advice is to:

- Go inside a safe building
- Stay inside until you are advised to leave
- Tune in to local radio, TV or social media for latest updates and information

AT HOME

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.

Reduce fire hazards in your home



If moving through or trapped in smoke stay close to the floor where the air is cleaner

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



If a door feels hot, do not open it, as it probably means there is a fire on the other side

Most fire deaths and injuries occur while people are sleeping. Plan an escape route should a fire break out at night



Fit and maintain smoke alarms - at least one on every floor

Never use the lift in an evacuation



Remember! Never re-enter your home until West Midlands Fire Service has made it safe

If you're unlucky enough to have a fire at home, the main thing to remember is; DON'T tackle the fire yourself, however small it is.

Get out, stay out and call 999.

For more information or to arrange a home safety check: Call West Midlands Fire Service (0121 380 6067) or visit wmfs.net



MORE TIPS

Follow Prepared Panda on social media for updates & resources to help prepare yourself, friends & family for emergencies!



If people are seriously injured call 999 immediately

Prepare yourself for emergencies

Where to go for advice

NHS 111

By phone...

If you have an urgent medical problem and you're not sure what to do, call NHS 111.



NHS 111 is now available online

Visit 111.nhs.uk

111

NHS

Or online...

Citizen Aid

Download the Citizen Aid app for step-by-step guides on how to act to stay safe and save the lives of the injured

Download it free from Google Play or Apple app Store.



British Red Cross

Free First Aid app covers 19 first aid skills. Suitable for anyone looking to learn first aid to help others in an emergency.

You can also find tips on how to prepare for emergencies both at home or while out and about.



British Red Cross first-aid



what3words

Around the world, emergency services and NGOs are using what3words to find and help people in need.

Each 3m square in the world has a unique combination of three words. It's an easy way to find and share exact locations.



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Industrial Accidents

Risk

Industrial activities involving dangerous substances have the potential to cause accidents or serious injury.

3 ways to prepare yourself & your family:

"Store basic supplies at home, like bottled water, a torch and batteries."
#PreparedPanda



1. Be aware if you live near a hazardous site. If you hear a warning of an incident, go indoors, close all your doors and windows and tune into local news channels for advice

2. If evacuated, know where key documents and medications are so you can leave quickly

3. Consider backup childcare and check what your child's school plans to do during emergencies



In an emergency:

"If you are unsure what to do; Go in. Stay in. Tune in."
#PreparedPanda



How are we prepared?
West Midlands Fire Service maintain multi-agency emergency plans to manage results of a major accident.
Emergency.Planning@wmfs.net



Health and Safety Executive (HSE) website allows you to search for COMAH Establishments in your area:

COMAH?

The Control of Major Accident Hazard (COMAH) Regulations 2015 are the enforcing regulations within the UK. COMAH regulations aim to prevent and mitigate the effects of major accidents involving dangerous substances, which can cause serious damage / harm to people and / or the environment.



Search online for **'COMAH Public Information'** to identify establishments in your area



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Power Failure

Risk

Power outage or power cut is a short or long term loss of the electrical power to a particular area

6 ways to prepare for a power cut:

"Keep fridges & freezers closed, with a blanket over as they will stay cold for hours"
#PreparedPanda



1. Keep a torch in a safe place
2. Any vulnerable family members may register as a priority customer with Western Power Distribution
3. Back up and save any work or files on your computer

4. A wind-up, solar or battery radio is essential to hear when the power cut is likely to finish
5. Consider an analogue landline phone that will work in a power outage
6. Keep a battery / solar charger handy so that you can recharge electronic devices



In an emergency:

"105 is a new number that people can call to report or get information about power cuts"
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FACT

The move to fibre broadband means that in the event of a power cut you will not be able to use an analogue telephone on your landline connection

The roll-out of fibre to the premise (FTTP) is to be completed nationally by 2026; many streets across the country have been completed.

If there is a major outage, telecoms infrastructure will continue to have power – however the street cabinets will not.

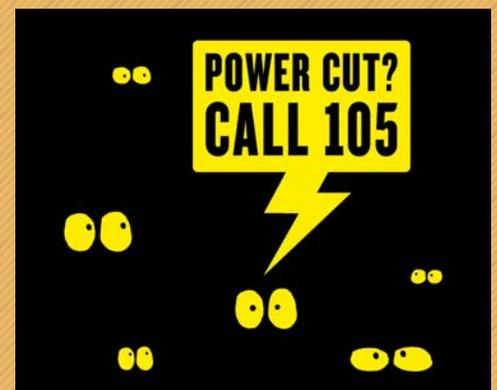
If the premises has FTTP, the property will be reliant on other energy resources, e.g. generator.

The power and battery back-ups will be managed by the telecommunications providers and not Openreach.

Ofcom have stated that vulnerable customers must be provided with a free back-up that has a duration of at least 1 hour



MORE INFORMATION...



www.westernpower.co.uk



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/PreparedPanda





Severe Weather

Risk

The United Kingdom is prone to weather extremes, including heatwave and cold weather ranges such as snow, flooding and high winds. This is increasing due to the consequences of global warming

4 ways to prepare for severe weather:

1. Create a list of useful contacts of family & friends just in case you need help or assistance
2. Check on vulnerable people near to where you live or work

"Notify friends & family of severe weather warnings & share on social media"
#PreparedPanda



3. Only travel if essential - always check & prepare your vehicle first!
4. Pack useful items appropriate to the weather conditions; including clothing, equipment, food supplies & bottled water



In an emergency:



Weather forecast

metoffice.gov.uk

"Ensure you & your family are prepared for prolonged disruption or loss of utilities"
#PreparedPanda



 Met Office

#1 top free weather app
in the android app store

Stay up to date
with the latest weather
forecasts and warnings

Download the Met Office
Weather app now

FACT

In the future, the Met Office project the intensity of rain will increase. In the summer, this could increase by up to 20%. In winter, it could increase by up to 25%. This will mean weather warnings could be issued more frequently.



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Flooding

Risk

Surface water flooding is particularly difficult to forecast and can happen at very short notice and can occur in locations far from the sea or rivers.

2 most important ways to prepare:

"Never walk or drive through flood water, it may be deeper than it appears"
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Put together a Flood 'Grab bag':

- Insurance documents
- Mobile phones and chargers
- Emergency cash & credit cards
- Prescription medication
- Children / pet essentials

Use the National Flood Forum resources and Environment Agency resources to help prepare!

Resources include:
Checklist & emergency flood kit

nationalfloodforum.org.uk



In an emergency:

ACTION PLAN

Prioritise your list and make sure the important things are done first!



"Turn off electricity & gas supplies if they have been in contact with water and get them checked prior to using them again"
#PreparedPanda



FACT

2020, Storm 'Alex' saw the wettest day on record, disrupting transport and flooding homes in the UK. Alex caused even more catastrophic damage throughout Europe



Think - how can you prevent water from entering your property?

Move your car to higher ground (if safe to do so)



Make sure you are able to keep warm, food, flasks etc



Most possessions can be replaced, but sentimental family photographs should be stored somewhere safe



Find out if you're at risk of flooding:
gov.uk/check-flood-risk
or call 0345 988 1188



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Heatwave

Risk

Evidence about risks to health from heatwaves is extensive and consistent from around the world. Excessive exposure to high temperatures can kill

4 key public health messages to follow:

"Stay out of the heat - especially between 11am & 3pm when the sun reaches its peak"
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- 1. Cool yourself down - have plenty of cold drinks, avoid excess alcohol & hot drinks
- 2. Always take regular breaks when exercising

- 3. Check elderly neighbours, family or friends regularly during a heatwave
- 4. Use plants & bowls of water to keep rooms cool, close curtains in the day & turn off unnecessary lights. Open windows at night when safe to do so

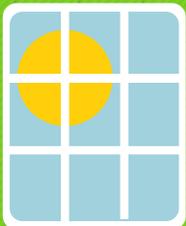


In an emergency:

"Consult your GP if you feel unusual symptoms or call NHS 111 if symptoms persist"
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MORE INFORMATION...



Prepare yourself

[nhs.uk/heatwave](https://www.nhs.uk/heatwave)

"Heatwaves can be dangerous, especially for the very young, very old or those with certain medical conditions"

Call 999 for an ambulance if a person has severe symptoms, such as a loss of consciousness, confusion or seizures.

FACT

Climate change will make hot spells more frequent and severe. The number of extremely hot days in the UK could increase four-fold, posing increasing risk to human health from extreme heat.



when it's less urgent than 999



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Cold Weather

Risk

Extreme weather and cold temperatures increase the risk of illness and injury. Some groups of people are particularly vulnerable.

2 Key public health messages to follow:

1. Keep your home warm, efficiently and safely:

- heat your home to at least 18°C
- get your heating system checked
- ensure you have loft insulation
- do not obstruct radiators with furniture or curtains

"Sign up to weather alerts or call the Met Office 24/7
Weather Desk 0370 900 0100"
#PreparedPanda



2. Look after yourself:

- have plenty of food and hot drinks (including five portions of fruit and vegetables per day)
- exercise is good all year round
- stock up on tinned & frozen food
- speak to your GP for advice



In an emergency:

"Check on older neighbours or relatives, make sure they are safe, warm and well"
#PreparedPanda



Top tips to stay well & healthy

- Wear multiple layers and good grip shoes or boots if you have to go outside

- Get help with money. There are benefits and other help you can get to keep your home warm.

- Met Office inform the public about bad weather by giving out warnings & alerts on TV, radio and newspapers



FACT

A significant number of excess deaths occur during the winter months compared with the non-winter months. Those who are vulnerable or elderly are most at risk.



More information? Call 111 or [nhs.uk/Livewell/winterhealth](https://www.nhs.uk/Livewell/winterhealth)

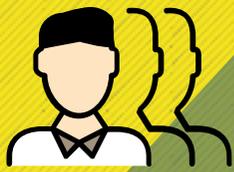


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Social Disruption

Risk

Industrial action can lead to temporary closures, reduced services and disruption to organisations, customers & the general public.

4 consequences of industrial action:

"Plan - how would YOU cope with temporary disruption to services?"
#PreparedPanda



1. Disruption to essential services (transport, health and education)

2. Possible public order challenges (with associated pressure on policing)



3. Disruption to business (via lost working hours)



4. Economic damage (particularly for transport sector industrial action)

What is public disorder?

"If you are unsure what to do: Go in. Stay in. Tune in."
#PreparedPanda



Public disorder can take many forms, including rioting, looting, vandalism, violence and arson.

Consequences of public disorder may include:

Physical / psychological casualties

Disruption to critical services (particularly policing & health)



Damage to property & infrastructure



Possible evacuation or temporary shelter requirements

Possible economic damage



FACT

In 2022 there had been industrial action taken in both the public and private sector, including the rail industry, and law and order. Whilst other industries considered taking industrial action.



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Health Emergencies

Risk

A pandemic is a worldwide event in which many people are infected with a virus in a short time

3 ways to prepare for & minimise illnesses:

1. Vaccines can help reduce your risk of severe illness. Contact your GP for eligibility requirements

2. Keep personal stocks of "over the counter" medication to help relieve symptoms

3. Good hygiene - regularly wash hands with soap and warm water & clean surfaces to remove germs

"A healthy lifestyle is a great defence against illness"
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Medical advice:

"Book a GP appointment or call 111 for non-emergency medical advice"
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Ask someone to collect your medication, shopping & general supplies so that you can remain home when you are ill.

FACT

Over the past 25 years, more than 30 new, or newly-recognised, infections have been identified around the world. The pattern of known infections also changes constantly, as the areas where disease is constantly present expand beyond traditional limits.



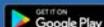
Advice? www.nhs.uk



Have you got the NHS App?

Simplify your life.

Download the NHS App



NHS 111 is the free 24/7 number to call when you have an urgent healthcare need. It directs you to the right local service, first time.

NHS



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Transport Disruption

Risk

Accidents, severe weather, flooding, strikes... even volcanic eruptions can all disrupt the transport network

4 ways to prepare for disruption:

1. Keep a car emergency kit - include a first aid kit, blankets, torch, bottled water & food

2. Check before you travel - TV, radio, apps, internet

"Check weather forecasts & travel updates before travelling - it's your responsibility!"
#PreparedPanda



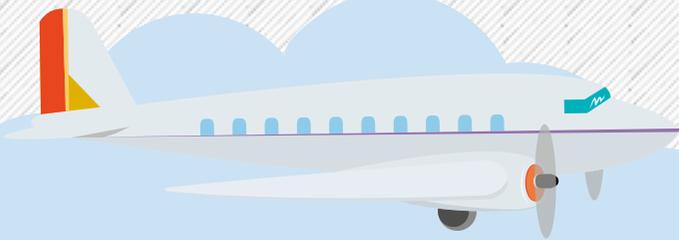
3. Think how to contact your family or friends if affected - know who to ask for assistance

4. Consider alternative methods of transport - bus, bike, train?



In an emergency:

"Listen to emergency services advice via local FM radio, TV & social media"
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birminghamairport.co.uk

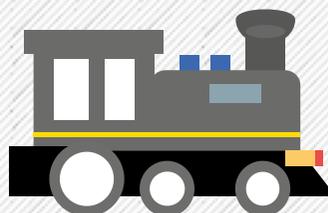
www.tfwm.org.uk

FACT

West Midlands has several motorways serving the area including the M5, M6, M40, M42 and M54. It's home to Birmingham International Airport. Birmingham New Street station is a major transport hub and High Speed Two (HS2) is in development.



nationalhighways.co.uk



nationalrail.co.uk



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Fuel Disruption

Risk

During disruption to fuel supply, it is also possible that stocks could be further depleted through increased consumer demand (panic buying)

3 ways to prepare for a fuel shortage:

"Consider other ways of conserving fuel, such as car sharing, walking or cycling"
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1. Maintain your vehicle so that it's fuel efficient as possible and regularly check your tyre pressure

2. Consider alternative methods of transport - bus, bike, train, walk?

3. Never store fuel inside your home - but you may keep up to 30 litres in a shed or garage (only in a suitable container!)

Remember fuel is **DANGEROUS** - store it away from any means of ignition. Guidance? [hse.gov.uk](https://www.hse.gov.uk)



In an emergency:

"Minimise travel (only essential journeys) & follow emergency services advice"
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MORE TOP TIPS!

- By keeping a constant speed you will consume less fuel – drive steadily



- Don't idle at traffic lights. One minute of idling consumes more fuel than starting your engine. Turn off the ignition if you're waiting.



FACT

In September 2021, fuel shortages at stations were caused by consumer panic buying and not supply chain issues.

- Maintain your vehicle... poorly tuned engines can double your fuel consumption



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Cyber Threat

Risk

Cyber threat is the possibility of a malicious attempt to damage or disrupt a computer network or system

4 ways to prevent cyber crime & fraud:

1. Avoid using public Wi-Fi for checking bank accounts - it may not be secure!
2. Download the latest software update for your phone. Install anti-virus software and a firewall on your computer.

"Use strong, hard to guess passwords using a combination of letters, numbers & symbols"
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3. Do not share any personal information with people before verifying their credentials
4. Destroy receipts with your card details on and post with your name and address on

Action Fraud
Report Fraud & Internet Crime
actionfraud.police.uk

Report fraud and internet crime to Action Fraud

actionfraud.police.uk

Secure online reporting and advice on avoiding the latest scams

24 hours a day, seven days a week



0300 123 2040

Report and advice over the phone

Our phone lines are open:
Mon-Fri 8am to 9pm | Sat-Sun 9am to 5pm
Calls charged at local rate



FACT

Action Fraud is the UK's national reporting centre for fraud and cyber crime where you should report fraud if you have been scammed, defrauded or experienced cyber crime.

Are you sure you want to clear history? This cannot be undone.

Clear History

When using public computers, leave no trace of your activity.



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Terrorism

Risk

The most significant terrorist threat comes from international terrorism. Attacks may come without warning.

4 Possible signs of terrorism:

"Be vigilant - look out for suspicious behaviour, vehicles or packages"
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- 1. - People trying to remain hidden or out of view
- 2. - Individuals covertly trying to take photographs of security details such as of CCTV and security staff

- 3. - People attempting to gain entry to restricted areas
- 4. - Anyone deliberately trying to conceal objects on themselves, such as weapons



In an emergency:

"If you believe there is an immediate threat to life, call 999"
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COMMUNITIES DEFEAT TERRORISM

MAKE NOTHING HAPPEN

If you see or hear something that could be terrorist related, act on your instincts and call the police, in confidence, on **0800 789 321** or visit gov.uk/ACT



FACT

Emergency services are specially trained to deal with major emergencies & have specialist equipment to deal with a whole range of incidents. If necessary, military assistance can be called on by the Government.



Download CitizenAID app or visit CitizenAID.org



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STAY SAFE

Terrorist Weapons Attacks

Weapon related attacks are rare in the UK. The 'STAY SAFE' principles tell you some simple actions to consider at an incident and the information that officers may need in the event of an attack.



RUN

- Escape if you can
- Consider the safest options
 - Is there a safe route?
- Can you get there without exposing yourself to greater danger?
- Insist others leave with you
- Leave belongings behind
 - RUN if not HIDE



HIDE

- If you cannot RUN, HIDE
 - Find visual cover from gunfire (If you can see the attacker, they may be able to see you)
 - Find physical cover from gunfire e.g. substantial brickwork / heavy reinforced walls
(Cover from view does not mean you are safe, bullets go through glass, brick, wood and metal)
 - Be aware of your exits
 - Try not to get trapped
- Be quiet, silence your phone and turn off vibrate
- Lock / barricade yourself in
- Move away from the door



TELL

- Call 999 - What do the police need to know? If you cannot speak or make a noise, listen to the instructions given to you by the call taker**
- Location - Where are the suspects?
 - Direction - Where did you last see the suspects?
 - Descriptions – Describe the attacker, numbers, features, clothing, weapons etc.
 - Further information – Casualties, type of injury, building information, entrances, exits, hostages etc.
 - Stop other people entering the building, if it is safe to do so



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Suspicious items - Guidance for the Public

- 1 Do not touch 
- 2 Try and identify an owner in the immediate area
- 3 If you still think it's suspicious, don't feel embarrassed or assume someone else will report it
- 4 Report it to a member of staff, security, or if they are not available dial 999 (do not use your mobile phone in the immediate vicinity)
- 5 Move away to a safe distance - Even for a small item such as a briefcase move at least 100m away from the item starting from the centre and moving out
- 6 Remember - If you think it's suspicious, SAY SOMETHING

Bomb threat guidance

The vast majority of bomb threats are hoaxes designed to cause alarm and disruption. As well as the rare instances of valid bomb threats, terrorists may also make hoax bomb threat calls to intimidate the public, businesses and communities, to draw attention to their cause and to mislead police. While many bomb threats involve a person-to-person phone call, an increasing number are sent electronically using email or social media applications.



No matter how ridiculous or implausible the threat may seem, all such communications are a crime and should be reported to the police by dialling 999. BTP - non emergencies 61016

Preparing for an emergency - how can YOU prepare?

Find out where and how to turn off water, gas and electricity supplies in your home



Work out how your family will stay in contact in the event of an emergency



Consider whether elderly or vulnerable family, friends or neighbours may need your help



Grab bag essentials:

Battery radio
Wind up torch
First Aid kit
Spare clothes
Blankets
Sleeping bag
Toiletries
Bottled water
Tinned food



If you must leave your home in an emergency:

- Unplug all appliances
- Take your grab bag
- Tune into local radio stations for emergency advice & instructions
- Lock doors & windows

- Find out the emergency procedures for your children at school & at your workplace



- Find out how to tune in to your local radio station

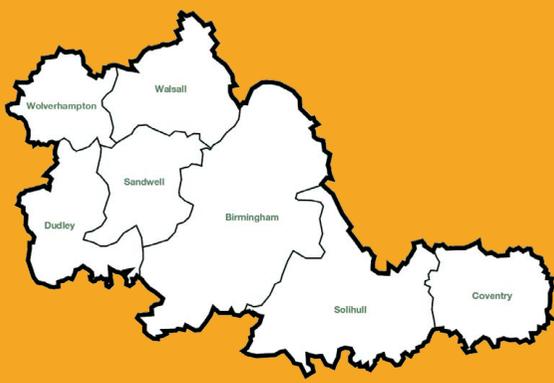


What have YOU done to prepare?

Contact us via Facebook, Twitter, Instagram or write in.

Best suggestions will be featured by Prepared Panda!





Contact your Local Authority Resilience Team



Birmingham

Emergency Planning, Birmingham City Council
PO Box 37, Birmingham, B4 7DQ
birmingham.gov.uk/birminghamprepared
emergencyplanning@birmingham.gov.uk
0121 303 4825



Coventry

Council House, Earl Street, Coventry, CV1 5RR
cswprepared.org.uk
emergencyplanning@coventry.gov.uk
02476 833 576



Dudley

Dudley Council House, Priory Road, Dudley, DY1 1HF
[dudley.gov.uk/council-community/emergencies/
disaster.mgt@dudley.gov.uk](http://dudley.gov.uk/council-community/emergencies/disaster.mgt@dudley.gov.uk)
01384 811 552



Sandwell

Resilience Unit, Council House, Oldbury, B69 3DE
sandwell.gov.uk/emergencyplanning
emergency_planning@sandwell.gov.uk
0121 569 3983



Solihull

Council House, Manor Square, Solihull, B91 3QB
cswprepared.org.uk
epinfo@solihull.gov.uk
0121 704 6032



Walsall

Council House, Lichfield Street, Walsall, WS1 1TP
walsallemergencyplanning.co.uk
EmergencyPlanningUnit@walsall.gov.uk
0192 265 2221



Wolverhampton

Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH
[wolverhampton.gov.uk/article/3147/Contact-the-Resilience-
Team](http://wolverhampton.gov.uk/article/3147/Contact-the-Resilience-Team)
emergency.planning@wolverhampton.gov.uk
01902 556 560

More information?

Contact the Local Resilience Forum

Email



LRF_Coordinator@westmidlands.police.uk



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[@PreparedPanda](https://www.instagram.com/PreparedPanda)

ACCESSIBILITY

You may request a printed version of this Community Risk Register or get the content in alternative formats (easy to read or large print format).