

BUSINESS RESILIENCE MANUAL

Weathering the Storm in Darlington: a practical
guide

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Introduction

Like any other issue facing your business, it is important to understand how extreme weather and climate change impacts could affect you. Planning ahead rather than responding reactively will help you to:

- save your business money in the long term;
- give your business the best chance to continue to operate and meet customer orders, in spite of the weather; and
- identify possible business opportunities e.g. new products or services, reduced costs etc.

What are the effects of a changing climate likely to be?

A review of weather across the North East¹ shows that we have already experienced extreme weather events. Since then, we have temperatures increasing year on year. Some of these events have had devastating impacts on people's ability to go about their daily activities. These effects are likely to be:

- More frequent and severe flooding from river, surface or ground water
- Hotter summers and milder winters
- Drought
- Sea level rise
- Storms and wind
- Snow and storms
- Heatwaves

Are the weather and climate relevant to my business?

More frequent and severe flooding

The majority of flooding is caused by heavy rainfall which can lead to rivers overtopping their banks or drainage systems being unable to cope with the volume of water. In Darlington, the estimated increase in average winter rainfall is 6.5% by the 2040s.

According to the Environment Agency's national assessment of flood risk, the North East has 15,640 properties at high or medium risk of flooding.

- The 2007 floods cost businesses some £740 million in damages out of £3.2 billion in economic costs overall.²
- An ABI³ study revealed that 80% of businesses which do not have an emergency plan in place do not recover from a major incident such as a flood, even where insurance is in place to cover financial losses.

¹ From Met Office Past UK weather events and local news coverage

² *The costs of the summer 2007 floods in England*. Defra.2010

³ Association of British Insurers

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- AXA⁴ research indicates that the average length of business interruption by flooding has increased from 8 months in 1996 to 14 months in 2005 as businesses become more complex and flooding more frequent.
- According to research carried out by Climate North East, over 60% of businesses say that severe weather has adversely affected them. More than half said that extreme weather events are becoming more severe and nearly 60% said they were becoming more frequent.⁵
- Failure to adapt is projected to cost North East England's economy in excess of £600m annually in terms of estimated annual damage by 2050.⁶

Hotter summers and milder winters

The frequency of hotter summers is expected to increase. Between 2016 and 2019, 12 heatwaves were recorded across England⁷, resulting in nearly 3500 excess deaths. Increasing temperatures have also softened road surfaces and disrupted travel connections. Heatwaves in summer have also caused disruption, and significant changes in customer behaviour.

In Darlington, it is estimated that the average summer temperature may increase by almost 2°C by the 2040s.

In urban areas hotter summers may lead to the urban heat island effect – where buildings and other developments retain heat, adding several degrees to the temperature in built up areas. For your business, this could affect working conditions for staff resulting in increased sickness absence and cause equipment to overheat.

Increased temperatures could also affect agriculture, changing the growing season and the types of crops that can be grown. Higher temperatures could increase heatstroke in livestock, both in open pasture and under cover. It may also change the nature of pests and diseases.

In Darlington, it is estimated that the average winter temperature may increase by 1.2°C by the 2040s. Milder winters may bring some benefits, but cold spells will still occur.

Drought

A reduction in summer rainfall of 1.8% is estimated by the 2040s. This in itself is unlikely to result in more droughts, but combined with increased temperatures, could result in greater stress on water supplies.

Snow, storms and wind

Storm events can cause severe short term impacts including disruption to services.

- Strong wind and rain brought down power lines and trees in January 2015.
- In April 2015, just days after the country enjoyed the warmest April day for four years, overnight snowstorms hit parts of the region.

⁴ Worldwide leader in financial protection

⁵ A *Summary of Climate Change Risks for North East England*. Climate North East. 2012

⁶ A *Summary of Climate Change Risks for North East England*. Climate North East. 2012

⁷ [PHE Heatwave Mortality Monitoring](#)

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- Snow and flooding caused travel disruption in January 2016. The A1085 was closed due to flooding, affecting traffic travelling between Middlesbrough and Redcar.
- In February 2016, Storm Doris caused rail disruption and cancelled flights from Newcastle Airport. The Highways Agency issued a severe weather warning for high-sided vehicles.
- There were a spate of crashes in December 2016, caused by snow and ice. Multiple roads were blocked due to accidents.
- In January 2018, a £900,000 water main scheme in Barnard Castle was delayed due to bad weather.
- Numerous schools were closed in March 2018 due to adverse weather conditions, and businesses suffered when staff with children couldn't then come in to work.
- Bishop Auckland food market was cancelled in July 2018 as a result of a thunderstorms warning.
- In February 2019, travel disruption ensued after overnight snow fall.
- Rain, sleet and snow caused traffic delays in April 2019, and lightning damaged railway signals between Leeds and York.
- Seaham Food Festival was cancelled in June 2019 as a result of bad weather. Flooding led to road closures and thunderstorms caused power outages and lightning strike damage to buildings. Power outages from heavy rain and lightning were again suffered in July.
- In August 2019, flooding forced the closure of the A1 southbound lane at Darlington.
- In November 2019, the NFU called for a flexible approach from the Rural Payments Agency after the 'worst rain in living memory'.
- In February 2020, Storm Ciara caused £20,000 of damage at Teesside Hospitals.
- According to Network Rail's weather resilience and climate change adaptation plan, from 2006/07 to 2013/14 the average annual number of Schedule 8⁸ delay minutes attributed to weather for the London North East and East Midlands network represents 12% of the total number of Schedule 8 delay minutes for all causes over that period and equates to an average annual cost of more than £50m⁹

Preparing for a changing climate makes good business sense. Experience elsewhere shows that extreme weather could have some serious consequences for your business operations: not just for your premises and staff, but also by disrupting your suppliers, distribution or customers.

Supply chain disruption from extreme weather events is a significant business risk for many sectors. The ability of many businesses to operate is wholly, or in part, dependent upon access to material resources and their ability to supply their product to their customer base.

NOTE: The above estimates of how the climate is likely to change are taken from the [UK Climate Projections 2018 \(UKCPI18\)](#). The projections are based on emissions scenarios, and show a range of possible outcomes and the probability of each outcome. The figures quoted above are the average estimates based on the high emissions scenario.

What can I do to prepare?

Understanding how your business will be affected by weather and climate change impacts is a crucial first step, but what should you do next? The following pages cover some common issues

⁸ Schedule 8 compensates train operators for the impact of unplanned service disruption.

⁹ [Route Weather Resilience and Climate Change Adaptation Plans. London North East and East Midlands](#)

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and questions to ask yourself. Our list of [tools and contacts](#) will help you find where to go for more information.

A number of these issues are common to all businesses, regardless of your business sector. However, agriculture, horticulture and other rural businesses may face different challenges to urban businesses and therefore we have provided a separate section on this.

We have focused on actions that are relatively easy for a business to achieve, tackling issues that are within your control or influence. Whilst some of the actions will have an initial cost they should save you money in the long term. Working through the list below may help you write your own business continuity plan. Or look at [tools and contacts](#) to find templates.

Insurance

Ask yourself:

- When did you last check that you have the insurance you need?
- Are you covered for floods and storm events?
- Do you have business continuity cover if your business is interrupted?
- Does your insurance policy replace new for old or have limits for repairs?

Take action:

- Check your insurance cover at least annually. Confirm that you have a policy that covers the full value of your business and keep documents safe from weather impacts (and store copies off site).
- Check that buildings and content insurance covers flooding and storms.
- Check if you have business continuity insurance that will cover you while you cannot do business.
- Catalogue your assets (could include photographs or video).
- Make sure that the period of time that you are insured for is adequate. In the case of a major flood, for example, there can be long delays while property dries out and affected customers return to do business with you.

Don't forget to take into account the length of time an insurance payment could take and potential cash flow problems. A loss adjuster may need to visit.

Premises

Ask yourself:

- Do you know if you are in an area at risk from flooding or flash flooding? Remember that climate change means that risks will change.
- If you are currently located in a flood risk area, do you have appropriate flood resistance and resilience measures (for example, sandbags, plywood or metal barriers)?
- If you are moving premises, check whether the location is within a flood risk area.
- Are you about to sign a long-term lease agreement which would make it difficult to relocate? If you are, have you checked if you can afford the relevant insurances, including business continuity insurance?
- Do you have the equipment to clean up after an extreme weather event? Are you able to purchase this now?
- If your premises are damaged by extreme weather, think about reinstating it at a higher standard of resilience to prevent the same damage happening again.

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- Have you considered whether you could operate from alternative premises if you had to?
- Are there mutual weather warning systems that you could share with neighbouring businesses? Can you share alternative suppliers, accommodation, etc.?
- How well do your buildings and building services cope with high temperatures, flooding or storms?
- Could an increased chance of subsidence affect your business?
- Prolonged clean-up operations arising from storm water contaminated with sewage is a particular problem for restaurants, takeaways, doctors etc.
- Do you regularly check drainage systems to ensure they are not blocked?

Take action:

- Before you sign a lease, make sure you are comfortable with the lease conditions. If you are in a flood risk area, consider the length of the agreement and potential implications.
- When upgrading your premises, for whatever reason, consider ways to make your property more resilient to severe weather. You could, for example, consider relocating to a lower risk area (higher ground, not on a flood plain etc.).
- Plant green roofs/walls to encourage the interception of rainfall, reducing runoff and lowering flood risk. It will also help regulate the interior temperature, providing energy conservation.
- Move electrical sockets to above the flood level and separate electrical circuits.
- Lay ceramic tiles on the floor and use rugs instead of fitted carpets.
- Use lime plaster instead of gypsum.
- Fit stainless steel or plastic kitchens instead of chipboard.
- Position main parts of a heating or ventilation system upstairs, above the ground floor.
- Consider replacing vulnerable wooden window frames and doors with synthetic ones, but seek advice for listed buildings or conservation areas.
- Fix flood boards to window and door frames.
- If you are in a high flood risk area, fit back-flow devices to drains and sewers.
- If surface water flooding is known to be an issue, replace impermeable surfaces with permeable ones, such as permeable paving, gravel or grass.
- Establish rain gardens – planted depressions or swales – to allow runoff to be absorbed.

Do not assume that because the Environment Agency does not identify your area to be at risk of flood that you are not. You may still be at risk from flash flooding, surface water or groundwater flooding. The Environment Agency now has [surface water maps](#) which can give you guidance of your potential risk.

People

Ask yourself:

- Are your staff vulnerable to extreme temperatures (heat or cold) and have you considered risks such as fainting, injury and reductions in efficiency?
- Do your staff have any medical conditions (such as high or low blood pressure, heart disease, epilepsy or diabetes) which might be made worse by extreme temperatures (heat or cold)?
- Have you considered other people that could be at risk, such as nursing or expectant mothers, outside workers, manual workers who are physically active, kitchen staff or staff operating equipment or machinery?
- Are there any areas where slips and falls could occur during extreme cold or rainfall?

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Take action:

- Identify individuals with medical conditions and increase awareness of the impact of extreme temperatures amongst staff.
- Ensure that you have identified your legal obligations and understand your liabilities with respect to working conditions in the workplace. See the link to the Health and Safety Executive (HSE), which includes information on thermal comfort and outdoor working.
- If your staff drive for business, make sure they are aware of procedures for driving in severe weather.
- Plant trees where there is a need for shade and shelter; where people congregate and where they park (this will improve the customer experience).
- Plant trees to provide shade and reduce both internal and external building temperatures.

In very high temperatures:

- If the task allows, encourage workers to wear suitable summertime and comfortable clothing to work to minimise discomfort.
- Install thermometers and identify cool areas.
- Insulate high-temperature pipes and plant.
- Ensure there is good ventilation and encourage regular breaks (provide water and ice).
- Moving workstations away from direct heat and fitting external shutters can help reduce glare.
- If you do not have suitable air-conditioning equipment and do not wish to install it, consider other ventilation and working-from-home options.

In very low temperatures:

- Ensure that you have grit/salt supplies and that adequate gritting of access routes is undertaken in snowy and icy conditions.
- For outside workers, increase breaks to avoid hypothermia and consider other measures such as cold weather clothing.
- Encourage staff to wear appropriate footwear to prevent slipping on ice.

Utilities

Ask yourself:

- If your pipes freeze, are they vulnerable to bursting?
- What would you do if your business was cut off from the mains power supply?
- Do you know how to turn off the gas, electricity and water supplies to your business?
- Does your business depend on water? If there was a drought and a resulting hosepipe ban or other restrictions, would you be able to continue to do business? Water companies have a legal duty to supply households, but not businesses.
- If the power supply is cut off, how will your business be disrupted if your cordless landline phones or wifi don't work?

Take action:

- Talk to your plumber on ways to avoid burst pipes or reduce the damage.
- Consider alternative power supplies such as solar or standby/back-up generators. There may be grants available for energy-saving/energy-efficiency projects which will save you money on energy bills in the long run and also make your business more resilient to power cuts.

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- Talk to your suppliers to find out how to turn off the water, gas and electricity to your business. By turning them off before a flood or storm, you may reduce the amount of damage.
- Consider alternative water supplies, such as installing water tanks to store rainwater. This can also save you money and help reduce your carbon footprint.
- Consider improving insulation to make your property more resilient to both increased heat and cold.

Information technology and security of data

Ask yourself:

- Flooding, storms or power surges could damage computers and electronic files could be lost. Do you have a back-up and is it saved in a safe, separate location?
- If your computers were unavailable, what processes would be affected (e.g. orders, payroll, contacts etc.) and would your business still function?
- What alternative arrangements do you have to access vital data?
- If your staff is unable to get to work, because homes or working premises are affected by snow, floods or storm damage, can you continue to do business? Can they work from home, with access to IT?
- Is your server room vulnerable to extreme temperatures? Do you rely on air conditioning to keep cool, which can be vulnerable to power cuts?
- Can you cope with lost orders and enquiries?
- Do you hold a list (off site) of important contacts such as insurance, landlord details, suppliers, customers and other key contacts?

Take action:

- Regularly back-up your computer files to disk or other saving device and store this in a safe place, separate from your computer's hard drive, ideally in a separate location.
- Check if your employees have broadband and other equipment at home to enable them to work from home if necessary.
- Consider getting a server with remote access so that key staff can access your computer files from any computer.
- Review the location of your key IT equipment to identify whether it is at risk from increased temperatures and/or flooding.

Suppliers, logistics and delivery

Ask yourself:

- What happens if your suppliers cannot get to you because of weather-related disruptions?
- What would happen if you could not get your products or services to your customers because of weather-related disruptions to road, rail or air services?
- What if your customers could not get to you?
- Do you lease equipment or plant which could be damaged at a customer's property? Would production come to a halt?
- What happens if your staff cannot get to work?

Take action:

- Consider alternative suppliers and/or increasing storage capacity to increase your ability to operate without deliveries.
- Consider sharing suppliers with similar businesses in your area.
- Consider choosing suppliers that are more local.

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- Ask suppliers to share their own resilience plans.
- Think about how you get your products to your customers or how your customers get to you. Consider how the routes could be disrupted by extreme weather.
- Make sure the drivers of vehicles transporting your products are experienced and are aware of the risks of driving in extreme weather (i.e. through floodwaters, on icy roads or during high winds).
- If your staff drive for business, make sure they are aware of procedures for driving in severe weather.
- Alternatively, consider using teleconferences for meetings when you cannot deliver your service in person.
- Do you have a flexible working policy? Allowing staff to work from home, if appropriate in extreme weather conditions

Products, processes, stock and raw materials

Ask yourself:

- Have you thought about where you store your products, stock and raw materials?
- Do you know how to contact your employees out of hours to get assistance in moving or protecting stock?
- Do you have any processes or products that are temperature- or climate-sensitive?
- Do you experience seasonal variances in demand for your product or service? Have you investigated the potential opportunities that may exist for your products and services from severe weather?

Take action:

- Raise your stock off the floor to reduce its vulnerability to a flood. Do not store stock in the basement if possible.
- Think about expensive stock such as plant and vehicles and whether they can be relocated rapidly.
- Know where your drains are and keep them unblocked.
- Empty oil traps regularly to minimise pollution in the event of floods.

Emergency contacts and important documents

Ask yourself:

- Do you have a list of contacts that you can reach in an emergency? Do your employees have access to this list? Remember you may not have IT access.
- Have you got a copy of your important documents saved in a separate location, for example insurance policies, accounts documents, product specifications, client details etc.?
- Do you archive paper records off site?

Take action:

- Make sure you have out-of-hours details of your staff so they can be contacted in an emergency.
- Keep your important documents in a safe place. This will help to make an insurance claim move more quickly.

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Special considerations for agricultural rural businesses

In addition to the potential impacts that are common to all businesses, the agricultural and horticultural sector faces an additional set of issues. These businesses are directly affected by climate, and extreme weather events can have a significant impact. Ask yourself how your business may be affected both negatively and positively by the following:

- Increased rain and increased flood risks.
- Intense rainfall is likely to lead to “flushing out” of pollutants from soil and sediment stores.
- A reduction in the quality and quantity of grass caused by lower rainfall and higher temperatures during summer (which may require feed for livestock to be supplemented).
- Reduced water availability (may affect yields of fruit, vegetables and cereals and ability to irrigate).
- Higher temperatures and increased carbon dioxide in the atmosphere (some crops may flourish).
- Changing climate conditions (could make it possible to grow alternative crops, including crops for energy).
- Heavy rainfall events which could provide opportunities for increased water storage for use during water shortages.
- Higher summer temperatures and reduced cloud cover (could increase the risk of heatstroke and sunburn for livestock in open pasture).
- Heat issues for livestock kept in barns (severity will depend on construction materials).
- Higher average winter temperatures (could reduce problems for livestock in freezing weather).
- Higher winter temperatures and fewer days of freezing weather (affects vernalisation of winter cereals and formation of flower buds on some fruit trees).
- Higher temperatures (could increase the risk of pests and diseases in arable and horticultural crops).
- Higher summer temperatures and reduced cloud cover (could increase the demand for outdoor leisure and tourism, which could create opportunities for diversification).

Take action:

- Prepare a response plan to move farm assets, such as animals and equipment, in times of severe floods.
- Maintain existing drainage systems, increasing the systems where appropriate.
- Create a detention/retention basin to store excess water and allow slower release of run off during increased rain events, allowing sediment time to settle.
- Collect and store water from farm buildings to use in the future.
- Plant shade/shelter belts, hedges/hedge trees and field trees to provide shade and shelter for livestock and crops.
- Plant trees, hedges and perennial grass strips to intercept surface runoff.
- Plant trees to provide shade and reduce both internal and external building temperatures.
- Plant green walls/roofs which can help regulate the temperature of buildings and intercept runoff, reducing the flow.
- Manage hedges and habitat corridors to benefit pollinators (keep unsprayed, fill gaps, plant flowering hedge plants).

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This manual has been adapted from a guide that was published in 2013 by CLASP www.claspinfo.org. The original concept and first version was developed by the West Midlands Climate Change Adaptation Partnership, and subsequently updated and adapted by Sustainability West Midlands, Climate East Midlands, Environment Agency Midlands, and Climate UK.

Appendix I: Useful tools and further information

Tools

BACLIAT is a good starting point for exploring the implications of climate change for your particular business or sector. It comprises a simple checklist for assessing the potential impacts of climate change.

<https://www.ukcip.org.uk/wizard/future-climate-vulnerability/bacليات/>

Business Continuity pages from Darlington Borough Council to help you plan for an emergency or disruption that could affect your business.

<https://www.darlington.gov.uk/business-and-licensing/business-continuity/>

The Business Resilience Health Check identifies areas where business operations could be affected by severe weather and climate change, and produces a bespoke report outlining the actions you can take to make your business more resilient.

<https://www.businessresilience.org/>

The Environment Agency surface water maps show the risk of flooding in your area.

<https://www.gov.uk/government/publications/flood-risk-maps-for-surface-water-how-to-use-the-map>

Information & Contacts

Association of British Insurers (ABI)

ABI provide advice on insurance issues and have a range of insurance publications for SMEs.

<http://www.abi.org.uk>

Tel: 020 7600 3333

British Chambers of Commerce (BCC)

Your Chamber of Commerce can provide advice, support and guidance on climate change adaptation issues.

Find your local Chamber of Commerce on the website provided.

<http://www.britishchambers.org.uk>

Tel: 020 7654 5800

British Insurance Brokers' Association (BIBA)

Contact your own insurance broker for advice; alternatively, contact BIBA who can help you find a member broker.

<http://www.biba.org.uk>

Tel: 0870 950 1790

Business in the Community

Business in the Community (BitC) is a business-led charity providing practical support to promote responsible business practice. Its members work together to transform communities by tackling issues where business can make a real difference.

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<http://www.bitc.org.uk/north-east>

Cabinet Office

A full toolkit to assist you to develop a business continuity plan is provided at this web address:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/137994/Business_Continuity_Management_Toolkit.pdf

Carbon Trust

Provides specialist support to business and the public sector to help cut carbon emissions, save energy and commercialise low-carbon technologies.

<http://www.carbontrust.com>

Tel: 020 7170 7000

Confederation of British Industry (CBI)

The CBI helps create and sustain conditions in which business in the UK can compete and prosper. CBI provides advice on how to reduce your carbon footprint, case studies and information on climate change events.

<https://www.cbi.org.uk/events/energy-and-climate-change-working-group/>

Tel: 0207 379 7400

Construction Industry Research and Information Association (CIRIA)

CIRIA provide useful information on the repair and restoration of buildings following floods.

<http://www.ciria.org/flooding>

Department for Environment Food and Rural Affairs (Defra)

Defra is the lead central government department on climate change adaptation. Defra led on the UK's first Climate Change Risk Assessment published in January 2012, and led the development of the National Adaptation Programme, published in 2013.

<http://www.defra.gov.uk/environment/climate>

Tel: 08459 335577

Energy Saving Trust

The Energy Saving Trust Foundation gives impartial advice to communities and households on how to reduce carbon emissions, how to use water more sustainably, and how to save money on energy bills.

<http://www.energysavingtrust.org.uk>

Environment Agency

The Environment Agency is the lead Government agency in England and Wales on flooding and broader environmental management and is the Government's delivery body in England for climate change adaptation.

<http://www.environment-agency.gov.uk>

General Enquiries Tel: 03708 506 506

Floodline Tel: 0345 988 1188

Food & Farming Futures

Farming Futures provides farmers and land managers with inspiration and information to ensure their business is profitable and sustainable in a changing economic and environmental climate.

Farming Futures is supported, amongst others, by Defra and the National Farmers Union (NFU). It provides a series of fact sheets and case studies on its website, prepared for each farming sector:

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<https://www.foodandfarmingfutures.co.uk/Library/home/home.aspx>

<https://www.foodandfarmingfutures.co.uk/Library/home/home.aspx>

Tel: 01223 342 313

Federation of Small Businesses (FSB)

The FSB is the UK's largest campaigning pressure group promoting and protecting the interests of the self-employed and owners of small firms.

<http://www.fsb.org.uk>

Tel: 0808 2020 888

Flood Warnings Direct

A free service run by the Environment Agency that will send alerts to your phone if you are at risk of flooding.

<https://www.gov.uk/sign-up-for-flood-warnings>

Gov.uk

Gov.uk has replaced the Business Link website as the source of Government services and information for businesses. At the time of going to print, the Business Link helpline is still available on 0845 600 9006.

<https://www.gov.uk/business-support-helpline>

Hedgelink

Hedgelink is a partnership that brings everyone interested in hedgerows together, to share knowledge and ideas, to encourage and inspire, and to work with farmers and other land managers to conserve and enhance our hedgerow heritage.

http://www.hedgelink.org.uk/?fbclid=IwAR3sdW2cN4NXEhAdmCu5QH82V4ErWV_o5I2V4sJphQHhbAsEd2wmcHTjQ4k

Institution of Occupational Safety and Health (IOSH)

As the biggest health and safety membership organisation in the world, IOSH is committed to creating a world of work which is safe, healthy and sustainable. IOSH provides a range of free guidance and online tools aimed at both the operational and strategic level.

<http://www.iosh.co.uk>

Tel: 0116 257 3100

Kitemark

Tested and approved flood protection products.

<http://www.kitemark.com>

Tel: 0845 0809 000

Local Enterprise Partnership

The Tees Valley Combined Authority and the Local Enterprise Partnership operate together to drive economic growth and increase prosperity across the region.

<https://teesvalley-ca.gov.uk/>

01642 524400

Met Office

The UK's national weather service, with forecasts available from its website. Forecasts are for anything from the next few hours to the coming season.

<http://www.metoffice.gov.uk>

Tel: 01392 885680

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National Farmers Union (NFU)

The NFU champions British farming and provides professional representation and services to its members.

<http://www.nfuonline.com>

Tel: 024 76858500

National Flood Forum

A charity providing support and advice to communities and individuals that have been flooded or are at risk of flooding.

<http://www.nationalfloodforum.org.uk>

Tel: 01299 403055

National Health Service

The NHS provides advice on the risks of heatwaves and how to prepare:

<https://www.nhs.uk/live-well/healthy-body/heatwave-how-to-cope-in-hot-weather/>

The HSE provides information on workplace temperature requirements:

<http://www.hse.gov.uk/temperature/index.htm>

Natural England

An independent public body that works to protect and improve England's natural environment.

<http://www.naturalengland.org.uk>

Tel: 0845 6003078

County Durham and Darlington Local Resilience Forum

The County Durham and Darlington Local Resilience Forum was formed as a result of the Civil Contingencies Act 2004. It is a non-statutory, multi-agency organisation committed to making Durham and Darlington a safer place for the whole community.

<https://www.durham.police.uk/Information-and-advice/Pages/Local-Resilience-Forum.aspx>

The Blue Pages

The Blue Pages is a directory of builders, suppliers and other service providers who install or provide information on flood protection and resilience products:

<http://www.bluepages.org.uk>

UK Climate Change Risk Assessment (UK CCRA)

The Government published the UK Climate Change Risk Assessment in January 2012, the first assessment of its kind for the UK, and the first in a 5 year cycle. Outputs include a summary report of the key findings, and a summary report for the business, industry and services sector.

<https://www.gov.uk/government/publications/uk-climate-change-risk-assessment-government-report>

UK Climate Projections 2018 (UKCP18)

Explore the climate projections [online](#).