



Individual Risk Assessments

Hazard and threat description, including scale:	
Disruption of loss of telecommunications system	
Date of Revision	Next review date
1.10.15	1.10.18
Overview of hazard or threat:	
Loss of fixed and mobile telecommunications (both voice service and internet access) for up to 100,000 people for up to 72 hours.	
Domestic and business customers would be affected. Service impacts would vary and will depend on the nature of the incident.	
Key historical evidence:	
Systems - whether electronic or manual haven't failed catastrophically. However there have been several examples recently of data loss. March 2010 – BT's Paddington exchange flooded Dec 2010 – power generator caught fire in Soho causing a loss of power to the exchange. Nov 2011 - Failure of Blackberry system across Europe, Middle East & Africa 2012 – Nat West IT crash Jan 2015 – Nat West IT crash 2015 – Holborn fire	
Likelihood:	
Hazard	Likelihood
Disruption of loss of telecommunications system	Low
Impact:	
Summary:	
Hazard	Impact
Disruption of loss of telecommunications system	Minor
Details:	
Impact associated with risk (i.e 1 of x)	
Primary:	
<ul style="list-style-type: none"> • Loss of mobilising facilities for emergency service personnel • Loss of ability for public to notify emergency services of an incident • Severe disruptions to NHS communications lines – including urgent referrals and page systems • Traffic signalling and signage • Impacts on telecommunications will also affect IT such as cashpoints accessibility, payment by card to shops and businesses 	
Secondary	
<ul style="list-style-type: none"> • Loss of BAU communication routes – could lead to non-reporting of dangerous situations relating to fire safety • Public order and increased crime • Recovery of telecoms/IT data may cause longer term issues such as payment of Direct Debits, benefits etc 	

Overall assessment:			
Category:			
1. Major Industrial Accident			
Likelihood		Impact	Risk Rating
		Fatalities	1
		Casualties	1
		Economic	2
		Social Disruption	2
		Psychological	2
Low			
Controls in place			
<ul style="list-style-type: none"> • In an increasingly technology based society there will be systems in place which it is not possible to guarantee are free from the risk of technical failure. If the service lost was critical to the public health or safety then alternative provision of that service would be addressed. • Promotion of business continuity planning. Central and local government enterprise development schemes. • Norfolk Emergency Response Guidance • Agency and Operators business continuity plans • NRF Major Incident Communications Plan • NRF Resilient Telecommunications Plan (including Airwave SOP) 			