



**CLIMATE  
EMERGENCY**



**Richmond**

# **RESIDENT ACTION PACK**



# INTRODUCTION 7

We've created this action pack as a helpful guide for residents, with simple actions you can take to help reduce your impact on climate change, to reduce the impact climate change has in our borough and to connect residents with local groups, services and resources available to help.

Richmond Council declared a climate emergency in 2019, committing to working towards becoming carbon neutral as a council by 2030 and net zero as a borough by 2043. We are committed to our Richmond Climate Emergency Strategy and Climate Action Plan.

As we action our plans to achieve our ambitious target, climate change is already evident. We have come to expect extreme heatwaves and periods of drought in the summer, unexpected intense rainfall putting pressure on our drainage systems, flooding from our rivers into our homes and public spaces, and freezing winters affecting our utilities and services. We see the impact that climate change is having on our biodiversity, landscapes and natural habitats. We know the impact it is having on our homes, buildings and infrastructure as well as the pressure this puts on our residents' health, finances and well-being.

The impacts and risks associated with climate change vary across the borough. We recently produced a Climate Risk Map of the borough to provide a clearer picture to inform our strategies for supporting residents across the borough and address these environmental injustices.

We are also committed to providing residents with the information they need to act and reduce the impact of climate change and to bring residents with us on our mission to reduce our carbon emissions to net zero.

There are many actions we can all take to tackle climate change and we have highlighted some of the additional benefits these actions also create – on our wellbeing, finances, health and biodiversity.

To have the greatest impact in limiting climate change, we need to cease burning fossil fuels for our energy, heating and transport. Small changes in our everyday habits and behaviours can also make a huge difference in lowering our carbon emissions and reducing our impact on climate change.

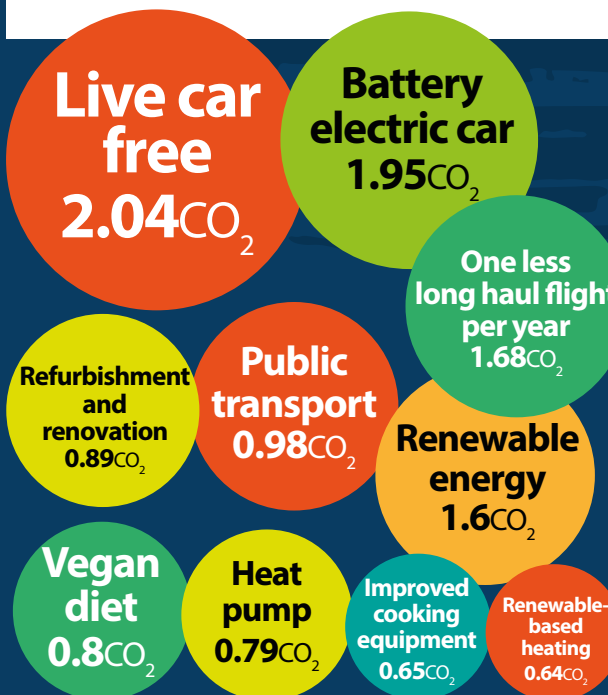


Sign up to receive our **climate emergency newsletter**

Information around climate change can be confusing and full of jargon and terminology. For explanations on these terms please use the hyperlinks (e.g. climate emergency, net zero and carbon neutral) to take you to FAQ and Glossary pages.

## TOP OPTIONS FOR REDUCING YOUR CARBON FOOTPRINT

Average reduction per person per year in tonnes of CO<sub>2</sub> equivalent.



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# OUR AIR



Whilst we are lucky to live in outer London, much of the UK urban landscape breaches the World Health Organisation targets for air quality because of pollutants created locally, nationally and even overseas. Air pollution is improving in Richmond, but there are still areas, especially around our main roads and town centres, that exceed legal UK objective limits.

Many of the sources of emissions of the main air pollutants are derived from combustion of fossil fuels in petrol or diesel vehicles, gas central heating, planes as well as stoves, fireplaces and BBQs. These produce pollutants such as carbon dioxide but also nitrogen dioxide, particulate matter (PM) as well as ground level ozone, all of which contribute towards climate change in addition to direct impacts on our respiratory and cardiovascular systems and other health challenges.



## ADDITIONAL BENEFITS

### Health

Poor air quality impacts respiratory and cardiovascular health with long term exposure reducing life expectancy.

Air pollution is estimated to cause around 4,000 premature deaths in London each year.

## WHAT CAN YOU DO?

**There are plenty of things we can do to help reduce air pollution.**



- Making sustainable travel choices is one of the best ways of addressing our own impact on carbon emissions and climate change as well as cleaning up our air. These include active travel (cycling and walking), e-bikes and cargo bikes, public transport, electric vehicles or car sharing.
- Switching from gas cookers to induction hobs and gas central heating to energy heat pumps are ways to reduce carbon emissions and air pollution.
- Home construction and renovation can have a significant impact on carbon emissions and creation of particulate air pollution.
- Woodburning stoves, garden firepits and barbeques create particulate matter which is harmful to health, particularly those who are vulnerable such as children, the elderly, pregnant women and people with underlying health conditions. These can also cause inconvenience for neighbours and can be swapped for less polluting heating and cooking methods.
- Flights from Heathrow at times dominate the skies above our heads. Air travel can be a large contributor to an individual's carbon footprint – choosing to reduce or stop flying altogether can make a significant impact.

For more information about air pollution and our [Air Quality Action Plan](#), visit our [website](#).



# OUR BUILDINGS

49% of Richmond-Upon-Thames Borough's carbon emissions come from our homes, primarily through home heating & energy use. If we want to tackle climate change and have the greatest impact as a borough, carbon reduction needs to happen here.

Home adaptations can provide long term financial returns in addition to carbon saving. Plus, making small adaptations in our own behaviours around energy use can lower our energy bills too.

## ADDITIONAL BENEFITS

### Money-saving

10% of our home heat is lost through our windows, 15% through draughts and 1/3 through our walls. Cavity wall insulation saves 20% on bills and emissions and pays back in 5 years. Window glazing pays back over 10-20 years but is one of the best ways to a comfortable home.

### Air Pollution

Gas based cooking and heating can be a cause of air pollution causing respiratory and cardiovascular problems if ventilation is inadequate. Children in homes with gas stoves are 42% more likely to have asthma.



## WHAT CAN YOU DO?

There are many ways we can reduce our home energy consumption.



### ENERGY BEHAVIOURS

- Turning down your thermostat to 18-21 degrees & switching off heating in the warmer months and when the house is empty.
- Lowering your combi boiler temperature to 60 degrees.
- Switching off unused lights and appliances.
- Reduce high-energy use behaviours such as tumble-drying clothing.
- Reducing fans and air conditioning in hot summer months by opening windows in the cooler hours on the cooler side of a property and closing curtains or shutters on the sunny side.
- Minimising the use of hot water through quicker showers.

### ADAPTING AND RETROFITTING OUR HOMES

- Choosing energy saving LED lightbulbs and appliances.
- Insulating our lofts & walls.
- Adding insulating window film & draught excluders to doors & windows (allowing for adequate healthy ventilation).
- Considering supporting [community energy initiatives for homes](#).

### CHOOSING LOW CARBON ENERGY

- Signing up to a 'green' energy supplier whose electricity is generated by low carbon sources such as solar and wind rather than fossil fuels.
- Considering heat pumps, solar panels or home wind generators to create low carbon heat or electricity generation at home.

### OTHER SUSTAINABLE BEHAVIOURS

- Creating sustainable drainage and water storage in the garden such as water butts.

[Find out if you're eligible for support funding.](#)

- Discover [EcoFurb's free plan builder](#): enter your postcode and explore low carbon improvement plans for your own home



# OUR COMMUNITIES

We're fortunate in Richmond to have strong communities and welcoming neighbourhoods as well as many groups and organisations active in creating community solutions to the climate crisis.

These groups often provide multiple additional benefits such as saving residents money and improving our lives and wellbeing.



## ADDITIONAL BENEFITS

### Wellbeing

Community initiatives can help with social cohesion and connectedness, creating access to local services and activities as well as opportunities to make new social connections.

### Money-saving

Shared resources and spaces create opportunities for residents to save money on items they purchase and the energy they save on their home energy bills.

## WHAT CAN YOU DO?

**Our community matters and these projects help improve them.**



- Our [Community Spaces](#) include libraries and free or low-cost voluntary and community sector friendly spaces for residents to keep warm in winter and engage with others. The [Cool Spaces](#) website has information of places to take refuge from the heat in summer across London.
- [Richmond Furniture Scheme](#) collect surplus furniture from homes and businesses and redistributes to people who want it.
- Various repair cafes are thriving across the borough including [Twickenham Repair Café](#) encouraging residents to bring their toys, electrical items, clothing, household objects and gadgets to extend their use.
- Richmond [Library of Things](#) (2023/4 launch) will be a facility for members of the public to borrow household equipment when needed.
- [The Real Junk Food Project](#) has sustainable food at its heart, matching surplus waste with needs at various locations and times across the borough.
- The [South West London Energy Advice Partnership](#) is a partnership between [Habitats & Heritage](#) and [Crew Energy](#) who provide free and low-cost energy solutions to houses on low income around the borough as well as energy saving tips and advice on their website.
- [Friends of the Earth Richmond & Twickenham](#) have created a '[Green Richmond](#)' guide to sustainable living in Richmond Borough, full of resources, contacts and ideas for reducing our impact on the environment.

These community groups are vital in creating a culture of sustainable behaviours and innovation in finding solutions we can all adopt.



# OUR NATURE 7

Richmond's green spaces in public land and private gardens provide one of the greatest opportunities for us to adapt for climate resilience and create habitats in which we can all thrive. Richmond borough is a hot spot of 'Friends of' groups, nature and garden enthusiasts, fortunate to have protected parks, world leading Kew Gardens and of course the legacy of Sir David Attenborough all at the heart of Richmond borough.

Much of our natural habitat is also highly vulnerable to the effects of climate change including drought and fire during the summer months, flooding, extreme weather patterns and changes in species behaviour such as spring budding in Autumn or migratory changes such as small whales, porpoises and seals in the river Thames.

Approximately 1/5 of Richmond borough is made up of private gardens and no space is too small to create a difference to our wildlife corridors, creating natural shade, shelter and habitat, providing food or drink to wildlife as well as water management.

## ADDITIONAL BENEFITS

### Health & Well-being

70% of UK adults say that nature improves their mood. It can lower blood pressure and heart rates, reduce muscle tension, lower the production of stress hormones, raise energy and even boost immunity.

### Biodiversity

The benefits of biodiversity mean greater habitat health for wildlife and human populations, boosted pollinator populations to improve natural food production as well as buffering us from natural disasters such as floods and storms, filtering water and regenerating soils.

## WHAT CAN YOU DO?

Here are just a few ways you can make a difference to the nature in Richmond Borough.



- Plant for climate resilience – plant for summer shading, water storage, flood prevention, water dispersal and carbon capture.
  - Wild cherry, bird cherry and hazel are good native trees for wildlife. Rowan and beech are also good for wildlife but may struggle to thrive in a future South East England climate.
  - Alder and willow are good flood-resilient options to survive damp conditions.
  - Birch, silver birch, yew, elder and maple are good for air quality. Ash is also a good species however highly susceptible to ash die-back disease in the Borough. Hedging for road-side front gardens is also effective at trapping pollution closer to source.
  - Oak, London plane, maple and sycamore are best for carbon storage and sequestration.
  - Oak, maple and ash are good for air quality and carbon storage.
  - Plant with a large eventual canopy in mind, suitable for your space, to maximise shade.
  - Dwarf fruit trees, yew and holly are good for container pots where space is limited.
- Ceate wild spaces in your garden, practise 'No Mow May', leave leaf piles & weeds.
- Ceate natural food & water sources – for pollinators, birds, insects and small mammals.
- Put up bird food feeders and water.
- Create habitats for wildlife – bird boxes, log piles, bug hotels, hedgehog homes or plants.
- Create a pond in your garden, even a small pond is excellent for wildlife and provides vital water for insects.
- Create a hedgehog highway by cutting gaps in your fences (and encouraging your neighbours to do the same) to allow hedgehogs to move about.
- Report the wildlife you see to [Habitats and Heritage](#).
- Consider local species and those most at risk & vulnerable.
- Conserving water. It's estimated that 24,000 litres of rainwater could be



# OUR NATURE 7

saved from the average roof every single year! With drought and hose-pipe bans becoming common place every summer, we all need to do more. Consider replacing lawns with fescue grass or smooth-stalked meadow grass as well as applying mulch to planted areas to reduce soil evaporation.

- Consider low carbon and climate change resilience developments including green (planted) or blue (water) roofing on buildings or outdoor storage.
- Choose natural planting over artificial lawns which can rise up to 60 degrees in temperature during heatwaves and very hot weather.
- Ditch the pesticides and herbicides and go organic including home composting.
- Use peat free compost for your planting and gardening.

As well as looking after nature in your gardens, window ledges and homes there are many ways you can support nature in your communities too:

- Our street trees need [care & watering](#), particularly during the dry summer months. With over 1,800 young trees to attend across the borough, each visited up to ten times a year, we need help from the community to ensure these trees are able to thrive, accelerate growth rates and maximise the benefits to people and biodiversity.
- You can help by watering street trees as follows:
  - Use two watering cans (containing around 10 litres of water in total) per tree, ideally every two days.
  - Half the water (about 5 litres) should be poured into the installed watering tube and half poured over the surface of the tree pit. This is best done in the evenings or early mornings, to reduce water loss through evaporation.
  - Where possible, we encourage the use of collected rainwater and grey water (for example bath or washing up water – water containing soap isn't a problem).
  - Please communicate with your neighbours, to help coordinate watering efforts, share the load and prevent overwatering.
- Report storm damaged trees as well as blocked drains from autumn leaf fall.

- Litter can be hazardous to wildlife and a risk for summer fires. Richmond has a strong track record of litter-picking activities thanks to community groups and school children who run riverside, park and even paddle-board litter picking throughout the year. You can borrow litter-pickers and council refuse bags from [Habitats & Heritage](#).

- Read the [Richmond Biodiversity Action Plan](#) and discover nature on your doorstep including veteran and heritage trees at risk of climate change.
- Join a 'Friends' group in your local park or green space at [local events](#).
- Explore small [grants](#) and subsidised planting schemes available to Richmond residents & groups to create new initiatives in your neighbourhood.



# OUR RESILIENCE

Climate change is contributing to more extreme weather patterns, such as intense rainfall and flooding and record-breaking temperatures in summer. We need to be more prepared for these extremes, increase our ability to adapt and deal with them, and look out for the more vulnerable members of our community and local environment.

Climate change is placing our communities under greater pressure and risks from heatwaves, burst pipes, flooding of streets and homes and risks to our health.

## ADDITIONAL BENEFITS

### Health

With effective adaptations in our living environments and behaviours to the impacts of climate change and raised awareness we can lower the health risks facing all residents, especially vulnerable groups.

### Community

Many of the solutions to build resilience are based on community solutions, bringing people together, sharing resources and strengthening community networks.

### Long-term cost savings

The total cost of climate change damages to the UK are projected to increase from 1.1% of GDP at present to 3.3% by 2050 and 7.4% by 2100. The personal financial costs include health and lifestyle costs and household damage.

## WHAT CAN YOU DO?

Getting prepared for the consequences of climate change.



### GROUPS WHICH ARE LIKELY TO BE MORE VULNERABLE OR AT RISK TO CLIMATE CHANGE INCLUDE:

- Young children.
- Pregnant women.
- Older adults.
- People with disabilities.
- People with pre-existing or chronic medical conditions.
- People with low income and/or in deprived communities.
- People in occupations vulnerable to extreme weather such as construction workers or street sellers.
- People living in certain locations which are vulnerable to climate change e.g. flood zones.

### THE FOLLOWING RESOURCES MAY BE HELPFUL FOR PLANNING AHEAD

- Met Office – for [information](#) on forecasts, warnings and seasonal advice.
- The Weather Health Alerting System – is a [free alert service](#) from the Met Office and UK Health Security Agency.
- Flooding – visit our pages on [flooding](#) including how to prepare for flooding, what to do in an emergency and how to report it as well as the Government's [Flood Warnings](#) page where you can register for flood alerts.
- Severe Weather – with [information](#) on heatwaves, storms & gales and winter weather.
- Air quality – for [information](#) on managing air quality and to register for free text alerts.
- Public health – visit the [climate change, extreme heat and health](#) pages of our website for advice.
- Heatwaves – visit our [heatwave](#) page for advice on coping with hot weather, keeping yourself and others cool, keeping homes cool and links to other resources.





# OUR RESILIENCE



## ■ TOP TIPS

### FOR COPING IN A HEATWAVE

- Maximise shade, closing curtains or blinds on sun-facing windows.
- Remember it may be cooler outside than inside.
- Keep hydrated with cool drinks where possible, carrying water with you at all times.
- Avoid physical exertion, especially in the hottest times of the day.
- Keep lights and other heat-emitting electricals switched off where possible.
- Keep your windows closed during the heat of the day, opening them in the evenings or early morning when the air outside is at its coolest.
- Keep an eye out for vulnerable neighbours as well as pets and wildlife.
- Share our [heatwave advice page](#) with your family, friends and neighbours.

## ■ TOP TIPS

### FOR COPING IN COLD WINTERS

- Discover our network of warm spaces available through our borough [Community Spaces](#).
- See if you are eligible for our [Winter Warmth Service](#) for energy advice and access to grants.
- Share our pages on [Winter Weather](#), [Winter Health & Wellbeing](#) with family, friends & neighbour.



# OUR STREETS 7

Richmond is one of the greenest and most attractive boroughs in London, a network of parks, riversides and biodiversity corridors and an expanding cycling network and more sustainable travel infrastructure. However, we also have one of the highest car ownerships in the whole of London. Living car-free is one of the largest carbon-reduction methods available.

2/3 of all car journeys in London could be walked or cycled in under 20 minutes which is one of the biggest opportunities we have to switch to sustainable climate and air quality-friendly behaviours. There are many health benefits of moving from cars to walking, cycling and transport systems including reduced respiratory and cardiovascular disease from air pollution, fewer traffic injuries and noise stress. In addition, physical activity can help prevent some cancers, type 2 diabetes, heart disease and other obesity-related risks.

In Richmond, there are 460,000 trips along our roads every day. Walking or cycling instead would provide a significant drop in carbon emissions, would save residents money, boost their health and well-being and improve the quality of our air and streets.

## ADDITIONAL BENEFITS

### Health

Substituting car journeys for active travel, such as walking and cycling, is one of the best ways to achieve the recommended 20-30 minutes per day of moderate exercise.

### Money-saving

There are financial incentives for some residents to move away from car use, in addition to saving on parking, insurance, road tax, fuel, MOTs and running costs.

### Well-being

Exercise is scientifically proven to boost wellbeing with 71% of people experiencing a decrease in depression after light exercise and 94% saying 'green exercise' boosts mental health.

## WHAT CAN YOU DO?

Here are some of the many ways we can all adapt our street behaviour.



- Adopting a 'walk first, car last' mindset for all local journeys
- Minimising car use at all times over other forms of transport
- If you do need a car, try to use an [electric vehicle](#) and charge using our growing network of renewable energy powered [on street chargers](#).
- Consider car sharing over ownership via carpools, [car clubs](#) & other rental schemes
- Try a [cargo bike](#) for transporting items around the borough
- Experiment with [e-bikes](#), [e-scooters](#) or other [cycling](#) schemes

Find out about funding available through the Council's [Good Move Scheme](#) to support residents looking to dispose of or replace older model cars in response to the ULEZ expansion.



# OUR WASTE 7

Whilst many of us believe we are doing as much as we can to reduce our waste footprint on the planet, here are some helpful tips to remind ourselves the many ways we can do more.

## ADDITIONAL BENEFITS

### Money-saving

The average household spends £470 on food which ends up being wasted and thrown away uneaten, every year.

### Pollution

An unwanted by-product of waste includes littering, land and water pollution as well as air pollution caused by the large volume of waste fleet required to remove waste or bring in new items when second hand solutions could do.

## WHAT CAN YOU DO?

There are ways we can reduce our waste output - these are some of them.



- Shop differently. Shops are slowly improving product and packaging ranges to respond to the pressing crisis. As well as choosing locally sourced, low packaging products and only buying what's needed, there are some great [sustainable shopping options](#) available locally:
  - [The Source](#), Richmond, [Engrain](#), Barnes, [Refill Larder](#), Teddington – refill stores.
  - [River & Park](#) – sustainable lifestyle products.
  - [The Secret Wardrobe](#) – pre-loved clothing.
  - Various charity shops often with focus on children's or adults' clothing or books.
  - Farmers & community markets.
  - Exploring new ways to [shop locally](#), rather than order online.
- Borrow, don't buy through our libraries, [Library of Things](#) (launching 2023/4), asking and offering via local community groups on social media or creating 'swap shops' in your local neighbourhoods, faith groups, schools or community events.

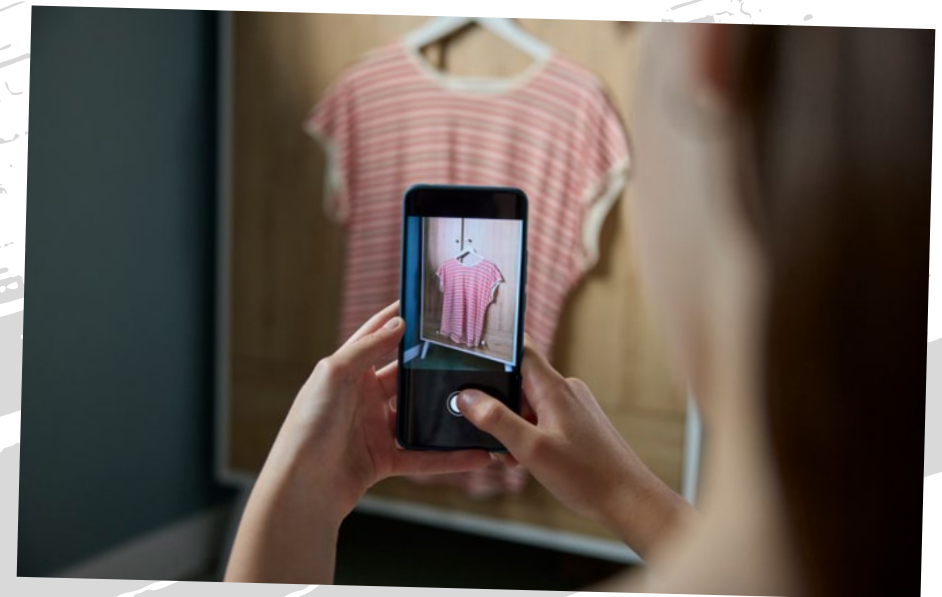
## WASTE, PLASTICS AND THE CIRCULAR ECONOMY

Consumer expenditure (or spending by people) is the largest single contributor to UK greenhouse emissions, with 27% of all UK greenhouse gas emissions in 2021.

The energy, resources and carbon impact associated with the production and transportation of goods as well as the transport and disposal of products is a major contributor towards climate change and one we are tackling as a priority.

Richmond-Upon-Thames Borough has set ambitious targets to reduce household waste with one of the highest percentages of waste sent for recycling, composting and reuse in London and a desire to radically improve this. Our borough is also a hub of innovation and community initiative around ways to reduce waste and benefit the community through social connection as well as saving money. Find out what local recycling is available near you on our [Where to Recycle](#) page with comprehensive information on where to recycle difficult items such as air fresheners, plastic bags and batteries as well as the national [RecycleNow](#) page.

1/3 of our food ends up in the general waste for incineration and it is estimated that that eliminating avoidable food waste would reduce Richmond's carbon emissions by 35,000 tonnes annually.



# OUR WASTE



- Use free community reuse initiatives such as [Freecycle](#), [Olio](#), the [Richmond Furniture Scheme](#), [Freegle](#) and [Too Good To Go](#).
- Set household challenges such as 'Plastic Free July' and 'No new clothes for a year.'
- Reuse, repair, repurpose and recycle your textiles rather than buy new and use [Traid textile banks](#) and [Traid free home collections](#) for old textiles.
- Gift differently. Consider experiences over things.
- Feed differently. Sustainable cooking has the added benefit of saving money as well as waste with new blogs and books. Visit the [Love Food, Hate Waste](#) and [Eat Like a Londoner](#) websites for inspiration.
- Knowing what and [where to recycle](#).
  - Visit the [Zero Waste Map](#) from the South London Partnership.
  - Visit our [website](#) to find out about home recycling.
  - Discover what [other collection points](#) are available in the borough.
- Be creative about reusing & repurposing items.
- Visit repair shops, workshops and groups e.g. the [Twickenham Repair Café](#) or [Sheddington](#) and be part of this major trend in extending the life of a product.
- Discover everything you can now recycle at [Townmead Road](#), our household reuse and recycling centre which you can now visit by bicycle.
- Develop good out of home habits, such as carrying a refill water bottle, knowing where to [refill your water](#) whilst you're out of home, and taking recycling home with you.



## FAQs

### WHAT IS CLIMATE CHANGE AND THE CLIMATE EMERGENCY?

For a comprehensive guide to climate change, its impacts and what can be done we recommend the BBC's [What is Climate Change? A really simple guide](#).

### WHAT IS RICHMOND COUNCIL DOING TO TACKLE CLIMATE CHANGE?

Visit the [Climate Emergency](#) pages of our website where you can read the [Richmond Climate Change Strategy](#) and the [Climate Change Action Plan](#). You can subscribe to our [Climate Change Newsletter](#) for regular updates and view our [news](#) section to hear about new initiatives.

### HOW CAN I LEARN MORE ABOUT MY OWN ENVIRONMENTAL FOOTPRINT?

You can explore your own carbon footprint using [Giki Zero's Carbon Calculator](#) as well as the [WWF Footprint Calculator](#), illustrating how our choices in behaviour can make a difference. Thames Water's [Water Saving Calculator](#) helps identify ways to save water, save energy to heat water and save money.

### WHAT RESOURCES ARE AVAILABLE TO DEAL WITH ANXIETY AROUND CLIMATE CHANGE?

The 2021 Census reported that 75% of adults in Britain are worried about the impact of climate change so you are not alone. Here are some recommendations for further help:

- [Climate Psychologists](#) have written books, run educational and business wellbeing programmes and have previously run public and school workshops in the borough
- Climate Psychology Alliance run [Online Climate Cafes](#), normally for an optional donation
- Books that are frequently recommended include [Active Hope](#) by Joanna Macy and Chris Johnstone, [A Field Guide to Climate Anxiety](#) by Sarah Jacquette Ray and [Learning to Live with Climate Change](#) by Blanche Verlie
- Visit our [Mental Health](#) pages for links to local services available to residents

## GLOSSARY

**1.5 degrees** – this is the limit to keep the rise in global average temperature to below 1.5 degrees above 'pre-industrial times' to avoid the worst impacts of climate change.

**Climate Change** – the changes in global or regional climate over time including average temperature, rainfall or an alteration in frequency of extreme weather conditions.

**Carbon emissions** – the release of carbon dioxide into the atmosphere which contributes to global warming, a major cause of climate change.

**Greenhouse gases** – gases in the atmosphere which absorb thermal infra-red radiation, emitted by the earth's surface or atmosphere.

**Carbon neutral** – a process where there is no net release of carbon dioxide

**Net Zero** – when the amount of carbon dioxide emissions is zero or negative.

**Co-benefits** – the additional benefits which sit alongside a reduction in carbon emissions, such as health benefits, financial savings or improvements in air quality.

**Retrofit** – to update older systems (such as homes or vehicles) to improve their performance such as to make them more energy efficient or reduce their emissions.

**Adaptation** – the act of preparing for actual and expected future climate change.

**Mitigation** – the act of reducing the drivers of climate change. This includes reducing carbon and greenhouse gas emissions at source as well as enhancing their 'sinks' which absorb more carbon dioxide than they release.



# EMERGENCY CONTACT DETAILS



**Call 999 in an emergency  
if you are worried about someone's  
health, safety or in case of fire.**

## ■ FLOODING & BURST PIPES

During a flooding event, if you are vulnerable or feel that lives are at risk, contact the emergency services on **999** for immediate assistance and rescue. If the issue is urgent but not life threatening, call **020 88917999** (24/7).

**Report surface water flooding:** [Report a street problem](#)  
or call **020 8891 7999** (24/7)

**Report sewers flooding:** [Thames Water Flooding](#)  
or call **0800 316 9800**

**Water supply pipes:** find out who your supplier is via [find your supplier](#)  
If Thames Water is your supplier, view their advice on [frozen or burst pipes](#)  
and how to [report a pipe burst](#)

**Main rivers:** If you notice a blockage or tree on a main river which is causing risk of flooding, call the [Environment Agency](#) hotline on **0800 80 70 60**

**Groundwater flooding:** to report water emerging through the ground and causing flooding in extreme circumstances call **020 8891 7999** (24/7)

**Canals:** The [Canal and River Trust](#) is responsible for the canals.  
**For non-emergency** related matters, call **0303 040 4040** (24/7)  
**For emergencies,** call **0800 47 999 47** (24/7)

## ■ FALLEN TREES

Report [fallen tree or branches](#) on our roads and public spaces via our website

## ■ BLOCKED DRAINS

Report a [blocked drain](#) via our website





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