

**Wigton [Area?] Emergency
Response Group**

Emergency Plan

This edition: June 2020
Revision date: June 2021

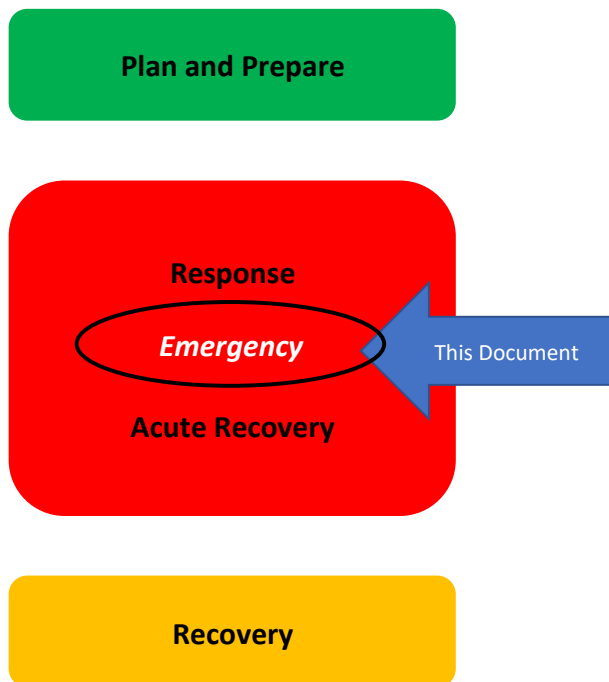
Overview

COCKERMOUTH COMMUNITY EMERGENCY PLAN

Commented [PJ1]: Not sure where this page fits in the overall scheme. We are drafting an emergency plan but what about the others. By writing it are we doing the green box (and thus why do we need this page) but more importantly do we need to write a recovery plan.

Purpose: To assist residents and businesses in the Cockermouth area to plan, prepare and recover from an emergency, by working in partnership with local voluntary and statutory to plan for and respond to an emergency situation and by the use of volunteers and other resources to provide assistance during and after an emergency.

The Cockermouth Community Emergency Plan is structured around three elements.



KEWSICK SAME AS ABOVE WITH FOLLOWING ADDED:

Managed by Keswick Community Emergency Recovery Partnership
A charitable incorporated organisation – No. 1169144
Working in partnership – local voluntary and statutory organisations

KESWICK:

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1 INITIATION

1.1 KEY TASKS

Cockermouth (Briefer):

ASSESS THE EMERGENCY: CERG team leaders will have already been in contact with the Environment Agency and other statutory agencies, and will be deciding on the next step.

IF NECESSARY: call Christ Church key holders: Richard Cooke 01900 828108: Adrian/Lucy Thompson 01900 821288: Godfrey Butland 07906 552631. Daytime phone number of church office 01900 823269

LAYOUT OF CHURCH ROOMS: Tables for the following are needed: **Volunteer sign in, Administration, Radio/Comms, Volunteer co-ordinator, Equipment co-ordinator**

AGREE:

- Leader
- Administrator
- Phones Operator
- Volunteer Co-ordinator
- Equipment Co-ordinator

SET UP ROOM:

- 1 PUT UP TOWN MAPS AND ZONE MAPS
- 2 PUT UP TEMPORARY WHITE BOARD SHEETS
- 3 ONE CENTRAL INFORMATION POINT

HOLD INITIAL BRIEFING MEETING – see ANNEX F for record sheet. Use if needed. This initial meeting is likely to be run by emergency services in line with the multi-agency plan. This will be attended by Brian Mitchelhill and/or Carol Forster.

Keswick

Assess the Emergency: Do you need to set up an operational control centre?

FOR FLOOD - Read flood procedures (these are found in first section of this folder) and follow instructions for monitoring river levels and drainage and the triggers for opening the OCC.

FOR OTHER EMERGENCIES - Read scenario section and seek guidance from emergency services or appropriate statutory body.

If necessary, open Town Council Chamber as operational control centre:

Key holders listed in section 6 of this folder

Connect phone in council chamber.

Phone in metal cabinet in the corner, KEY is on top of cabinet.

- **017687 80924** – Town Council Chamber
- **WIFI – Keswick Emergency – KEY: flooding**
- **017687 80826** – Emergency Recovery Office
- **WIFI – KCERP Office – KEY: flooding**

Open Emergency Recovery Office (opposite council chamber).

KEYS: in Town council office or from Project Manager or Keswick Tourism Association staff or Allerdale Borough Council. Wifi and computer passwords are on the wall by the desk and also in this folder.

Initiate Volunteer Callout Procedure – section 1.2

Agree & Distribute Boxes:

Leader
Administrator
Radio Operator
Volunteer Co-ordinator

Set up room:

- Layout as per section 1.3
- Put up town maps
- Put up temporary white board sheets

Hold Initial Briefing Meeting

1.2 VOLUNTEER CALL OUT PROCEDURE

Volunteers can be called out by email, text or telephone

Email:

Use the Keswick.emergency@gmail.com email address to send out a call for volunteers.

1. Use BCC (blank copy) in the address line
2. Groups available:

All volunteers
Lead Volunteers
Out of Town Volunteers
Portinscale Volunteers
Town Volunteers

3. Be precise with your information

Why	What is the emergency?
When	When do you need people?
Where	Where do you want them to report to?
Who	Who do you need? All volunteers or just those living in Town?
What	What do they need to bring? Waterproofs Walking poles Head torch Mobile phone Anything else?
How	How to contact operational control – email or phone?

Phone:

Use the list of volunteers to phone people to call them in. There is no cascade system, each person needs to be phoned. You could split the list, if you have multiple people available to do phoning. Use the list above to be clear about the information you are giving.

Text:

You can text groups of volunteers using TEXTLOCAL – this sends texts from a computer. There are several ways to do this.

1. Send an email from your own email address (for the lead volunteers as stated on the front of this plan or Keswick.emergency or keswickfloodrecovery emails)
2. Log into the textlocal website on a computer or tablet
3. Use the textlocal app on your phone

Login for Text local	Keswick.emergency@gmail.com
Password	Flooding2

Each text costs 2.8p or 4.2p if simple reply service used. Credits can be topped up on the text local website.

There are three groups set up to send messages to (Some volunteers have opted out of using this system and some messages are going to landline numbers):

- All volunteers
- Town Volunteers
- X Test List – Heather only

1. Use email to send a text

Open up your own email account		
Use one of the following addresses in the "To" box:	tlgrp1378061@txtlocal.co.uk	All Volunteers
	tlgrp1378065@txtlocal.co.uk	Town Volunteers
	tlgrp1378912@txtlocal.co.uk	X Test List – Heather only
Subject bar	Leave blank	

Message	Type body of text in the message space	
End Message	Type “##” to end the message	
Send email		This will send the text to all people in the group

If they reply to the text it will go to the text local system, not your email.

2. Use the text local website to send a message

Go to www.textlocal.com		
Log in using the details above		
From the Send Menu:	Choose “Send Text Messages”	
“1. Send Message to”	Choose Group to send the message to:	All Volunteers
		Town Volunteers
		X Test List – Heather only
“2 Message Details”	Sender Name, choose	KCERP (people can’t reply)
	or	Simple reply (this allows people to reply to the text)
	Templates & history	Leave blank
	Message	Type body of text in this box
	Insert Merge Fields	Use to add individual names to the text.
	Schedule	Leave blank
	Include Opt-out message	Leave un-checked
Green “Send Message” button	Click on this to send message	

If they reply to the text it will go to the text local system

3. Use Textlocal app

Download the Text Local App

Log in to connect it to the Keswick.emergency@gmail.com account

“Send a Message”	Click	
“Send and SMS Text”	click	
“Who should get your message?”	Choose “A Messenger Group”	All Volunteers
		Town Volunteers
		X Test List – Heather only
“Select a Sender Name”	“New”	people can’t reply
	Simple Reply Service	this allows people to reply to the text
	KCERP	People can’t reply

	Your mobile number	Replies will go to your mobile
"Compose your message"	Type body of message	
"Add"	Can personalise message to include the persons name	
"Scheduling"	Can either schedule for a particular time or send immediately	
"send"	Click send button at top of page, this will take you to:	
"Ready to send" page	The message and recipients will be shown	
"Send the message"	If happy, click on "Send the message"	

If they reply to the text it will either go to your mobile or the text local system, depending on the senders' name you choose.

WORKINGTON:

4. ACTIVATION OF THE PLAN

This plan will be activated when an emergency has occurred or if warnings are received, prior to an anticipated event. It will also be activated when emergency services need support or are not able to attend immediately e.g in severe weather.

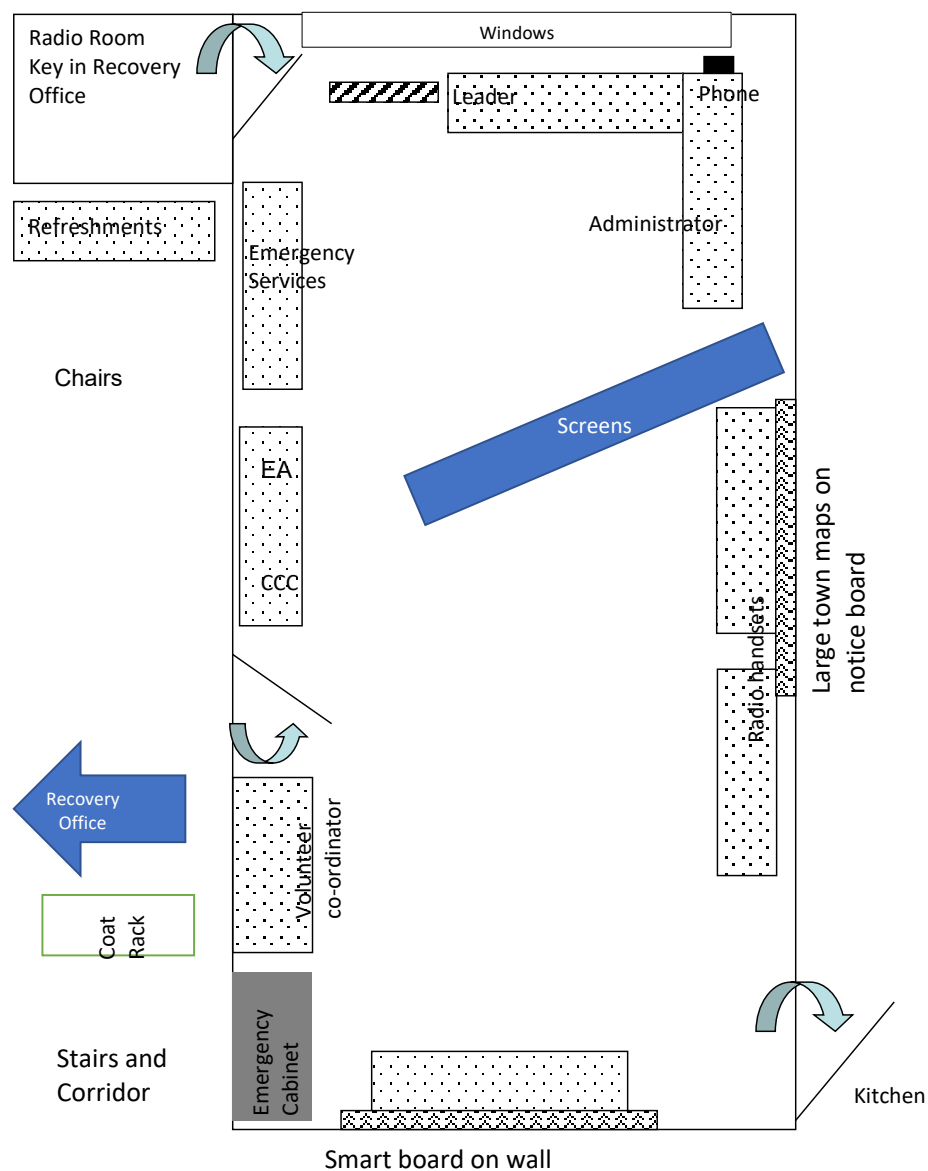
If this is the case, the WCERG will assess the situation, ring the Emergency Services if necessary, and consult with the District Council (see contact below). The WCERG will then put all or part of the Plan into effect as appropriate.

Upon activation of the plan (as set out in Appendix 1) a WCERG control centre will be set up at the following location:

Control Centre	Address	Contact Name	Contact Number
Helena Thompson Museum	Park End Road Workington CA14 4DE	Office Tony Waring Patricia Poole	

1.3 CONTROL ROOM SET UP

Operational Control Centre lay out suggestion



COCKERMOUTH:

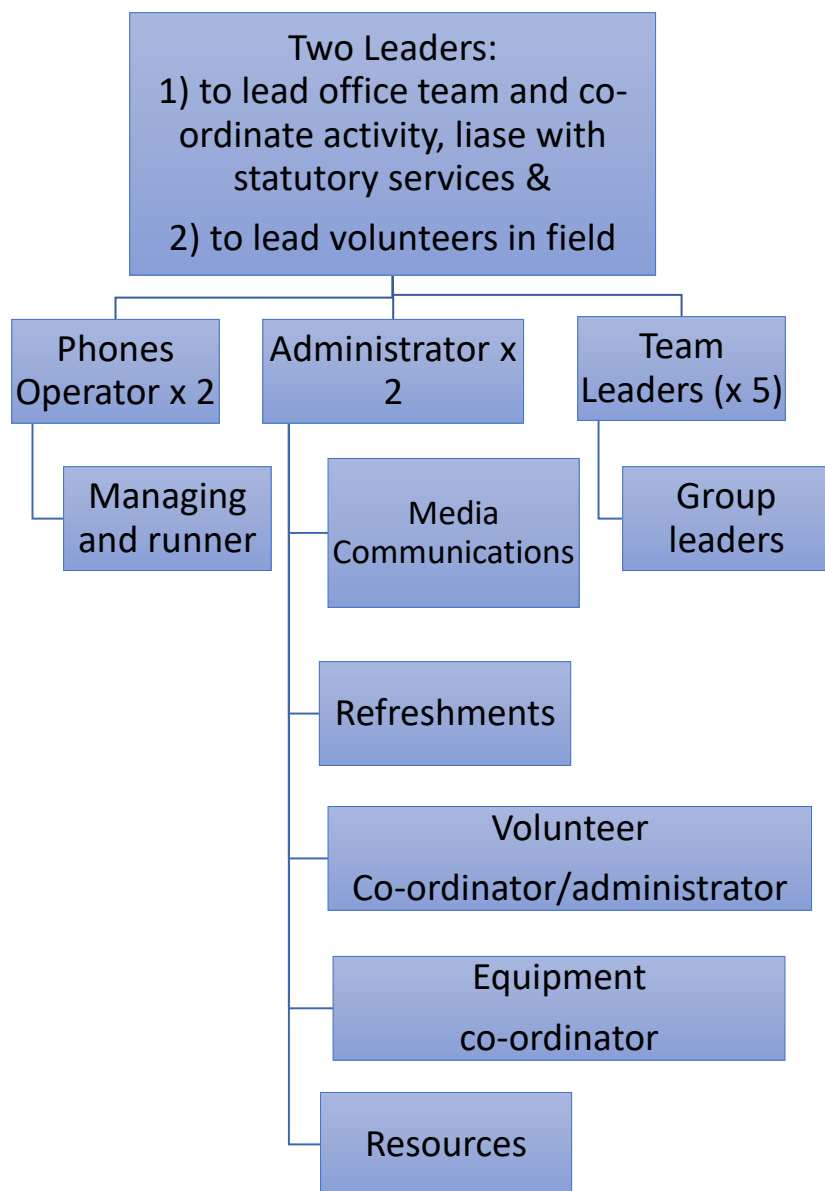


1.4 ROLE STRUCTURE



NOTE: If the situation requires it, can use additional volunteer to double up on key roles and/or use runners between key roles.

COCKERMOUTH:



1.5 INITIATION MEETING

Use if needed. This initial meeting is likely to be run by emergency services in line with the multi agency plan. Additional copy in Appendix 9.1

Keswick Community Emergency Recovery Partnership

Date:

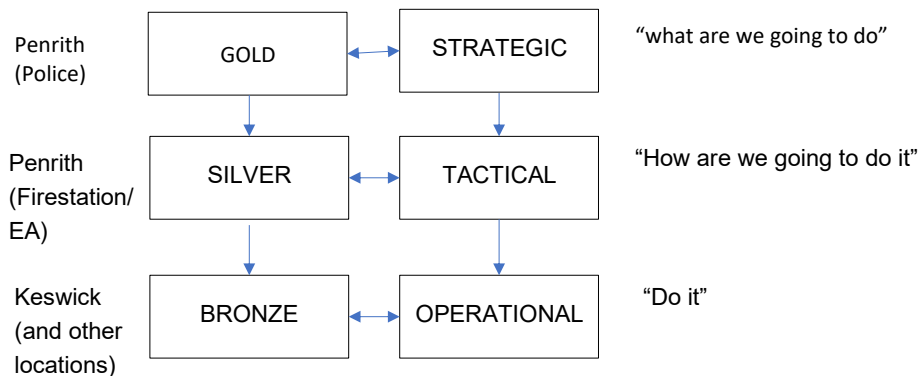
Time:

Location:

	Notes
Attendees:	
1. What is the current situation? (you might consider the following) Location of the emergency. Is it near: <ul style="list-style-type: none"> • A school • A vulnerable area • A main access route <ul style="list-style-type: none"> • Type of emergency • Is there a threat to life • Has electricity, gas or water been affected? Are there any vulnerable people involved? <ul style="list-style-type: none"> • Elderly • Families with children • Non-English speaking people 	
What resources do we need? <ul style="list-style-type: none"> • Food? • Off road vehicles? • Blankets? • Shelter? (humans/pets) 	
What is the effect on our community?	
Establishing contact with the emergency services How can we support the emergency services? What actions can safely be taken?	
Who is going to take the lead for the agreed actions?	
Any other issues?	

1.6 MULTI- AGENCY RESPONSE

In the event of a major incident (such as flooding across Cumbria) the Statutory Services (Local Authorities and Emergency Services) will set up a “Gold, Silver, Bronze command”.



As volunteers, most contact will be with the Statutory Services that are at Bronze Control (ie in the room, here at Keswick), however there may be some contact directly with Silver Control.

It should also be noted that as an emergency develops beyond the acute (initial) phase it is likely that further support will be deployed from the Local Authorities, particularly to do with social care as longer term issues become clear.

JESIP

Joint Emergency Services Interoperability Principles. The Emergency services will work to the principles of JESIP – the key is to co-locate and talk to each other.

METHANE

The METHANE model is an established reporting framework which provides a common structure for responders and their control rooms to share major incident information. It is the recommended model for the emergency services to use for incidents.

M	MAJOR INCIDENT	Has a major incident or standby been declared? (Yes / No - if no, then complete ETHANE message)	Include the date and time of any declaration.
E	EXACT LOCATION	What is the exact location or geographical area of the incident?	Be as precise as possible, using a system that will be understood by all responders.
T	TYPE OF INCIDENT	What kind of incident is it?	For example, flooding, fire, utility failure or disease outbreak.
H	HAZARDS	What hazards or potential hazards can be identified?	Consider the likelihood of a hazard and the potential severity of any impact.
A	ACCESS	What are the best routes for access and egress?	Include information on inaccessible routes and rendezvous points (RVPs). Remember that services need to be able to leave the scene as well as access it.
N	NUMBER OF CASUALTIES	How many casualties are there, and what condition are they in?	Use an agreed classification system such as 'P1', 'P2', 'P3' and 'dead'.
E	EMERGENCY SERVICES	Which, and how many, emergency responder assets and personnel are required or are already on-scene?	Consider whether the assets of wider emergency responders, such as local authorities or the voluntary sector, may be required.

COCKERMOUTH

EVACUATION CENTRES (REST CENTRES)

These are the responsibility of Allerdale Borough Council. In the event of an emergency that requires the opening of an Evacuation Centre, Allerdale Borough Council (ABC) or silver command, will take the decision which site to use. Normally this is the Eco Centre at Cockermouth School on Castlegate Drive.

Evacuation Centre kits are provided by Allerdale Borough Council. It is likely they will use the following control system.

Entry/exit control

Entry

- People not wearing wristbands should be given an information leaflet and directed to the Registration desk, unless the desk is very busy or unmanned
- People entering the centre already wearing wristbands are free to do so.

People temporarily leaving the centre

- People temporarily leaving the centre should not remove their wristbands
- Anyone trying to leave the centre not wearing a wristband should be asked to register before they leave

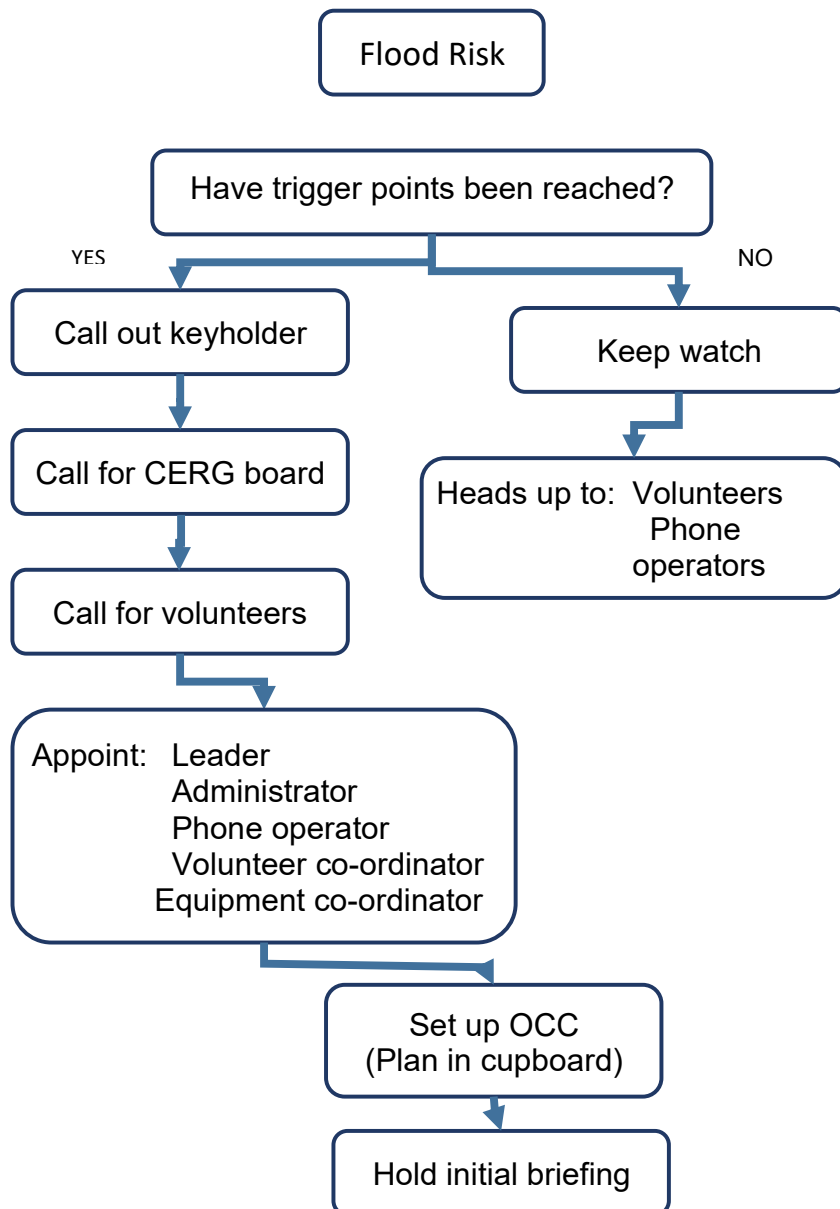
People leaving permanently

- Remove the person's wristband carefully using scissors. Write clearly on the wristband where they are going (brief details only e.g. 'home', 'mother's' etc.) and the time of leaving Pass removed wristbands to the registration data inputter

If ABC are unable to access the town and therefore unable to man and operate an Evacuation Centre then consideration could be given to opening an evacuation centre. This should be done with the knowledge of silver command if at all possible. Venues have been offered at various Churches and Halls

2 EMERGENCY SCENARIOS AND RECOMMENDED ACTIONS

2.1 FLOODING



Wigton Community Emergency Plan

In the event of flood risk in Keswick the following actions should be considered, in addition reference should be made to the detailed trigger levels and action described in section 4:

ALL ACTIONS SHOULD ONLY BE UNDERTAKEN IF THERE IS NO RISK TO VOLUNTEERS – VOLUNTEERS SHOULD NEVER ENTER FLOOD WATER.

Warn households and businesses to prepare for flooding	Use teams of volunteers to do door to door knocking, assistance offered to move heavy items and install temporary flood defences. Take briefing cards. Record locations attended.
Fitz Park – tape off entrances and put up signs where appropriate including foot bridges (Wivel Bridge, Knights Bridge) Cockermouth missing this line	In the event of a flood risk event occurring laminated signs stating that the park is shut due to flood risk to be placed on gates and foot bridges into the park. Where appropriate warning tape can also be used.
Advise to evacuate	Use teams of volunteers to do door to door knocking. Record locations attended and outcome of advice. Cockermouth This should be done by the door knocking teams and reported back to control room.
Evacuation/Rest Centre	If Allerdale Borough Council are setting up a rest centre, ask for clarification on location, offer to provide radio link and 'emergency box' (stored in office). Consider offering volunteers to support. Cockermouth If Allerdale staff unable to attend and rest centre is required, consider opening alternative venue.

When the water recedes the following actions should be considered for the acute recovery phase. Many of these tasks should be undertaken with the appropriate statutory agency, who will appear once the initial emergency phase has passed.

Clean Up	Use teams of volunteers to go door to door offering assistance. Take briefing cards.
Soup Kitchen	Set up a space where flood affected people can get warm food and drinks. Use volunteers to man this.
Place for advice	Support the statutory agencies to provide a place where people can receive advice and support on accommodation and insurance issues.
Food Bank	Only if necessary, consider setting up a food bank. Further information in the resources section.
Donations	Do not accept items such as furniture or clothes at this early stage – people do not need them yet. Do consider appealing for specific items if required.
Pump Hire for Elliott Park	Consider hiring pumps for Elliott Park to aid removal of water.

WORKINGTON:

When an emergency occurs, WCERG will:

- In the event of a flood, liaise with the EA, Emergency services and Council services to follow the following procedure:
- Met has yellow rainfall warning, we will email or text the relevant community and communicate through various Social Media outlets
- Met goes to Amber with flood prediction – we will:
 - Call volunteer gatekeepers to put on notice
 - Call transport owners to put on notice
 - Check radio availability
 - Start to set up a command centre
 - Prepare the Community Emergency Response Office and Community Emergency Welfare centre at Helena Thompson Museum.
 - Notify Wardens to be on site
 - Issue resources such as hi-viz jackets, torches etc
- E.A. issues a flood warning to Workington Community Emergency Response Group, we will
 - Mobilise volunteers to move property and belongings to a safe place within the building, or into transport, having briefed them on H&S etc.
 - Open the Command centre
 - Issue radios
 - Identify empty buildings in the affected areas
 - Prioritise vulnerable individuals
- Emergency services command issues a leave notice, we will withdraw all volunteers

2.2 FLU PANDEMIC

In the event of a Flu Pandemic being declared by Central Government (Department of Health) and triggered by a request from the local authorities, the following actions should be considered.

To minimise the risk of additional infection, the follow should be noted:

1. Do not take part if you are symptomatic.
2. Avoid hand shaking or touching other people.
3. Do not share food or drinks.
4. Use a tissue to cover your mouth and nose when sneezing or coughing, dispose it.
5. Clean hands frequently (soap and water or microbicidal hand rubs).
6. Minimise touching your mouth, eyes, nose.

Check on Vulnerable People	Using Street lists and local knowledge. To check on whether households need medical care (direct to healthcare services) and/or practical help.
Distribute Food Supplies	If people are unable to leave their homes to shop, it may be possible to shop for them and deliver to the door. Payment methods will need to be established.
Direct People to appropriate healthcare	Check with medical centre/Keswick hospital.
Deliver medication	If the health authorities are issuing antiviral medication, they may require help to distribute it to people who require it.
Share Information	Be a medium to share practical factual information, electronically, printed and via the phone as appropriately

How:

1. Volunteers to be contacted by email and phone.
2. DO NOT open the base as a large scale Operational Control Centre (OCC).
3. Ask volunteers to work in pairs.
4. Keep track of actions undertaken and when areas have been checked.

Cockermouth:

An effective response to an influenza pandemic relies upon cross-government and cross-sector collaboration to manage wider societal impacts and the interdependences between health responses and other sectors.

Influenza pandemics have the potential to impact upon a wide-range of sectors, creating a range of cross-cutting issues. The scale, extent and nature of these impacts and issues are dependent upon the characteristics of the virus, mitigation measures and the way in which people respond and react.

CERG will respond to requests from statutory bodies if necessary.

2.3 EXTREME SNOW/COLD

Extreme Snowfall and/or ice causes road closures and difficulties in people leaving their homes. Services and supplies may be disrupted and cold weather may cause problems within homes.

At the request of the local authorities or the local community the following actions should be considered:

Check on Vulnerable People	Using Street lists and local knowledge. To check on whether households need medical care (direct to healthcare services) and/or practical help. Ensure people have enough blankets, etc. to keep them warm.
Distribute Food Supplies	If people are unable to leave their homes to shop, it may be possible to shop for them and deliver to the door. Payment methods will need to be established.
Deliver medication	Local Pharmacies may need additional help to deliver prescriptions to people who require them.
Share Information/ Signposting to other services.	Be a medium to share practical factual information, electronically, printed and via the phone as appropriate. Direct people to resources such as Cumbria Community Foundation for funding re: winter fuel.
Clear Paths	
Check on grit bins	Check they are refilled by CCC.

How:

1. Open up the Operational Control Centre, use radios if practical
2. Contact volunteers by email/phone, some may be able to operate remotely
3. Work in pairs
4. Safety briefing to include
 - a. The importance of staying warm – not spending too long outside.
 - b. The importance of appropriate footwear.
 - c. An understanding of the dangers of ice.

Cockermouth

In the event of a local emergency (major incident), the objectives of CERG will be to provide:

- Support for the emergency services;
- Assistance to the statutory bodies;
- Continuing support and care for the community;
- Mitigation of the effects of the emergency.

2.4 LOSS OF UTILITIES

Could be loss of Electricity, gas or water. If short lived situation (12-24 hours) no role to play. If longer or in conjunction with another emergency situation, could be critical.

When requested by the authorities, the following actions should be considered:

Assist with the distribution of water	If it is a localised problem, United Utilities will probably be able to manage the situation, if the problem is wider, they may need assistance.
Check on Vulnerable People	Using Street lists and local knowledge. To check on whether households need medical care (direct to healthcare services) and/or practical help. Ensure people have enough blankets, etc. to keep them warm.
In advance – advice people to prepare and plan as a household	

How:

1. Open Operation Control Centre if appropriate. If building has been affected by the loss, then may be better to operate remotely.
2. Use radios if practical.
3. Contact volunteers by email/phone, some may be able to operate remotely.
4. Work in pairs.

Cockermouth

In the event of a local emergency (major incident), the objectives of CERG will be to provide:

- Support for the emergency services;
- Assistance to the statutory bodies;
- Continuing support and care for the community;
- Mitigation of the effects of the emergency.

2.5 MISSING PERSON

People go missing for a variety of reasons, their mental ability could be affected, they could be young or old or vulnerable.

Action should be triggered by a request from the Police, if a family has requested assistance directly it should be referred to the Police before taking action.

The following actions should be considered:

Conduct a physical search of the town and nearby surrounding areas	Use maps to split up the search area, assign teams of at least 2 to each area, equip with radio and send out to search with a time frame to return/check in.
Use social media to spread the word	If possible, share a recent photo and description of the missing person, with a request to contact the police if they are seen.
Hand out flyers	As above.

How:

1. Open up the Operational Control Centre and call in Volunteers by email and phone.
2. Use radios for communication
3. Important to understand the mental state of the missing person, with clear guidance from the police about how they should be approached if found.
4. Safety briefing to include:
 - a. Remind volunteers that they are not trained to go on the hills/mountains/lakes or waterways. If police believe the missing person is on the hills Mountain Rescue will be called.
 - b. Work in pairs.

Cockermouth

If a missing person is reported to CERG, then the caller must be asked to inform their local police. If the police are already involved, then the CERG representative should ascertain the names / contact details of the officers dealing with the incident so any CERG response is co-ordinated with any police searching activity. In this situation liaison with the person who reported the missing child and / or the police is critical to ensure that any search is being directed in the right areas, and is not going on after the missing person has turned up.

Search procedure

- Aim – to undertake a systematic and co-ordinated search of the area concerned.
- Incident Leader and Team – the search will be co-ordinated by the senior CERG member present;
- Planning – A map will be used to record all areas searched, times and who by. It is advised that CERG members search in pairs and define a Rally Point to re-group after completing their searches;
- Description – ensure that a clear and accurate description of the missing person is made and passed on to all CERG volunteers

This includes:

- age
- gender
- name
- description (including clothing, distinguish features etc.)

- reason why they went missing
- physical or mental health issues
- their relationship to the missing person and address and contact details.

On-site Communications

- Mobile phones should be used, but consideration must be made of areas with poor signal reception.
- Inform the CERG Office of the situation and provide all relevant information.
- A rendezvous point/s should be defined so that search teams can re-group at specific times if mobile or radio communications are poor.
- In the case of an organised event – the group leader (schoolteacher etc) will then be asked to contact the parents of the child to ensure they are kept informed of the situation.

Police in attendance

The first action of the Incident Leader will be to update the police on the situation, the areas already searched etc. The search leader should be ready to pass control of the operation over to the police. The Incident Leader should ensure that a list of all volunteers on the search is kept, and that all of them are contacted and advised that the search has been successful or called off.

End of Search

The decision to call off a search will be made by the Police and not by the CERG Leader. If a search is prolonged the CERG Leader will need to make provision for staff to be stepped down for rest breaks.

2.6 SERIOUS ACCIDENT

In the event of a serious accident such as a chemical spill, road crash or fire, the emergency services will be in control of the situation. If they request additional support the following actions should be considered:

ALL ACTIONS SHOULD BE UNDERTAKEN IF THERE IS NO RISK TO VOLUNTEERS.

Man a cordon around the affected area	To stop people entering an unsafe area.
Provide support at evacuation centres	To provide food, drinks etc. The centre may have been set up by the local authority.
Distribute factual information	Distribute electronically and verbally
Signpost to other organisations for emotional support	Our volunteers are not trained councillors, if people are in need of emotional support due to deaths/serious injury then they should be signposted to appropriate providers.

How

1. Discuss need with Emergency Services
2. Open Operation Control Centre if necessary and call in volunteers by email and phone
3. In briefing explain situation, with particular attention to if there is still a risk to safety
4. Volunteers to work in pair.

Cockermouth

Doesn't have this

2.7 TERRORIST ATTACK/ SIMILAR EVENT

In the event of a terrorist attack (or similar event) in Keswick, the emergency services will respond. Depending on the scale, they may need assistance in the aftermath. If called on by the Emergency Services the following actions should be considered:

IF THERE IS STILL A RISK OF DANGER OR FURTHER ATTACK, VOLUNTEERS SHOULD FOLLOW THE GENERAL ADVICE ISSUED BY EMERGENCY SERVICES – LIKELY TO BE - STAY INSIDE, AWAY FROM WINDOWS.

If involved in a terrorist attack, the advice is: RUN, HIDE, TELL

Man a cordon around the affected area	To stop people entering an unsafe area.
Provide support at evacuation centres	To provide food, drinks etc. The centre may have been set up by the local authority.
Distribute factual information	Distribute electronically and verbally
Signpost to other organisations for emotional support	Our volunteers are not trained councillors, if people are in need of emotional support due to deaths/serious injury then they should be signposted to appropriate providers.

How

1. Discuss need with Emergency Services.
2. Open Operation Control Centre if necessary and call in volunteers by email and phone.
3. In briefing explain situation.
4. Volunteers to work in pairs.

Cockermouth

Doesn't have this

WORKINGTON: RE ALL OF THE ABOVE

3. POSSIBLE EMERGENCIES AND RISK ASSESSMENTS

Risk assessments of the types of emergencies that would have an impact on our community and how local emergency planning could help.

Type of emergency	Potential risk	Actions to address those risks
Extreme weather - Flood - Extreme heat - Extreme cold/snow	- Vulnerable people unable to evacuate - Damage/loss of personal belongings	- Open up control centre - Identify residents most at risk - Activate communication tree. - Activate volunteers
Missing Persons	- Vulnerable individuals	
Utility outage - electrical - water - gas	- Vulnerable individuals	
Explosions - Hazardous materials	- Vulnerable people unable to evacuate	- Open up control centre - Identify residents most at risk

Wigton Community Emergency Plan

<ul style="list-style-type: none"> - Household chemical - Plane/train/large scale vehicle crash 	<ul style="list-style-type: none"> - Damage/loss of personal belongings 	<ul style="list-style-type: none"> - Activate communication tree. - Activate volunteers
Epidemic	<ul style="list-style-type: none"> - Vulnerable individuals 	
Nuclear power plant emergency	<ul style="list-style-type: none"> - Vulnerable individuals 	<ul style="list-style-type: none"> - Open up control centre - Identify residents most at risk - Activate communication tree. - Activate volunteers
Terrorism threat <ul style="list-style-type: none"> - Chemical - Biological - Radiation 	<ul style="list-style-type: none"> - Vulnerable people unable to evacuate 	<ul style="list-style-type: none"> - Open up control centre - Identify residents most at risk - Activate communication tree. - Activate volunteers

3 ROLE GUIDANCE

Role Guidance and tick sheet for each assigned role in the emergency.

3.1 LEADER

Role: To lead the volunteer response to the emergency, liaising with the emergency services and statutory services.

Work closely with the Radio Operator, Administrator and Volunteer Co-ordinator

Ref	Action	Due/ Who	Done
1.	Nominate Keswick volunteer to take lead role.		
2.	Take lead with EA, Police, Fire and Rescue and local authorities.		
3.	Contact KFAG lead, understand their position		
4.	Working with Emergency services <ul style="list-style-type: none"> Decide priorities Brief volunteers (Health & Safety Guidance in section 5) Decide if and how spontaneous volunteers are to be used 		
5.	Ensure consistent messages are communicated all parties: <ul style="list-style-type: none"> Operational control centre Any rest centres that have been activated Any support centres that have been activated Other authority control rooms – Cumbria/ EA/ Allerdale Persons affected by the event Remote communities that have been affected Volunteer groups Ad hoc volunteers 		
6.	Ensure that there is a central register of all persons displaced by the event. Be clear about information volunteers should gather during door knocking.		
7.	Roads: Need to gather information on roads that are closed or due to close and alternative routes to access areas (particularly remote communities)		
8.	Hold periodical update briefings on situation.		

Cockermouth

REF	ACTION	DUE/WHO	DONE
1.	Nominate Cockermouth volunteers to take lead roles in zones, administrator, phones operatives, volunteer co-ordinator, equipment co-ordinator	PM/RC	
2.	Take lead with EA, Police, Fire and Rescue and local authorities	BM/CF	
3.	Contact CFAG lead, understand their position	JC/BM	
4.	Working with Emergency Services <ul style="list-style-type: none"> Decide priorities Brief volunteers (Health & Safety Guidance) Decide if and how spontaneous volunteers are to be used 	BM/CF BM/CF PM/RC	
5.	Ensure consistent messages are communicated with all parties: Operational Control Centre Any rest centres that have been activated Any support centres that have been activated Other authority control rooms – Cumbria/EA/Allerdale Persons affected by the event Remote communities that have been affected Volunteer groups Ad hoc volunteers	BM/CF BM/CF BM/CF BM/CF PM/RC BM/CF JC/BM/PM JC/PM	
6.	Ensure that there is a CERG central register of all persons displaced by the event.	JC/BM	
7.	Need to gather information on roads that are closed or due to close and alternative routes to access areas (particularly remote communities	BM/CF/JC	

3.2 ADMINISTRATOR

Role: to provide assistance and support to all those who need to use the OCC. This may be other volunteers who have been out in the field or emergency services staff.

If insufficient volunteers, Administrator can also cover communications and/or volunteer co-ordination.

If large incident, consider need for Accommodation, Resources and Media Communications roles

Ref	Action	Due/ Who	Done
1.	Nominate Keswick volunteer to be the Administrator of the OCC		
2.	Ensure that OCC cabinet is opened and OCC set up		
3.	Liaise closely with the Leader, Radio Operator and Volunteer Co-ordinator		
4.	Ensure that all persons working in OCC have access to refreshments (tea, coffee, water, food etc) (see resources section)		
5.	Make sure that all roles identified and activated have the stationary requirements that they need. (see resources section)		
6.	Set up Laptop Computer		
7.	Check on volunteer co-ordinator if in the lobby area of the OCC		
8.	Answer phone, ensure information is recorded and shared. Co-ordinate offers of help with requests for help		
9.	Update the situation specific contact list each day (Appendix 9.2)		
10.	Track what actions have been taken		
11.	Make sure that incident commander and nominated OCC representative are taking breaks as appropriate. Including administration team!!!		

3.3 RADIO OPERATOR

Role: To operate the VHF radio equipment, ensuring it is possible to communicate with volunteers outside the OCC. Work closely with Administrator, Leader and volunteer co-ordinator.
Supported by radio maintenance person (probably from Lake District Search and Rescue Dogs)

Ref	Action	Due/ Who	Done
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Wigton Community Emergency Plan

1.	Nominate Keswick volunteer to operate the radio.		
2.	If available set up radio operator in cupboard space at window end of Town Council Chamber (Key in Emergency recovery office on Window Frame – office at top of stairs)		
3.	Respond to radio calls from volunteers in the field, passing information to Leader, administrator or volunteer co-ordinator as appropriate		
4.	Use information to update maps/lists as appropriate		
5.	If calling in all volunteers, follow up on general message with contacting each team in turn to ensure they have heard.		

Cockermouth - Phone Operator

3.4 VOLUNTEER CO-ORDINATOR

Role: To be a link between volunteers out in the field and the operational control centre.

Ref	Action	Due/ Who	Done
1.	Nominate Keswick Volunteer to monitor and liaise with volunteers		
2.	Ensure callout messages have been sent using or email, follow up with phone calls if necessary – Pass to Administrator		
3.	Ensure that volunteers, time in and out and tasks are recorded in the volunteer location form in the appendix 9.5		
4.	Link to emergency services liaison persons to ensure that they are aware of the volunteers, what they are doing and where they are.		
5.	<p>Ensure that there is a Team Leader volunteer for each location:</p> <ul style="list-style-type: none"> • Street walking Areas (River Flooding): <ul style="list-style-type: none"> ○ West -Crosthwaite Road/High Hill area ○ Central - Elliot Park/ Main Street/Tithebarn Street ○ East - Penrith Road/The Forge • Surface Water – respond to circumstance, consider <ul style="list-style-type: none"> ○ Windebrowe Av/ Trinity Way ○ Calvert Way/ Briar Rigg • Reception centres – once opened it may be useful to have a Keswick volunteer at each reception centre to help with the flow of information. • Others as appropriate to the situation <p>At times there may be only one volunteer at each location but once there are more they should be checked in and out by a nominated person.</p>		
6.	Consider using a rota if emergency is longer than six hours.		
7.	Ensure volunteers take breaks		

3.5 MEDIA COMMUNICATIONS

Role: To provide information and communications to the media. Ensuring a consistent message supporting public safety.

Ref	Action	Due/ Who	Done
1.	Nominate Keswick Volunteer to handle Media communications (May to be a representative of KTA)		
2.	This person should be based in an accessible location Suggestion : town council Foyer/ offices		
3.	To provide information and communication to the media. To ensure that consistent, accurate information is being transmitted to the public. This may include: <ul style="list-style-type: none"> • General health and safety guidance • Flood warning • Advice from different organisations involved e.g. EA, Fire & rescue, Police, EPU, Local Authority etc • Useful contact number and web addresses for the public (recovery support contact list) • List of the roles of different organisations have for dealing with emergencies such as flood, fire etc. 		
4.	KCERP has a facebook page @emergencyvolunteer Keswick Community Emergency Recovery Partnership		
5.	BE AWARE OF CONFIDENTIALITY OF AFFECTED HOUSEHOLDS		

Care should always be taken around confidentiality of how individuals are affected.

COCKERMOUTH ENDS HERE

3.6 ACCOMODATION CO-ORDINATOR

Role: To support the community of Keswick with any emergency accommodation needs. This role should work in support of the local authority and with housing associations where possible.

Ref	Action	Due/ Who	Done
1.	Nominate Keswick volunteer to handle accommodation requirements Could be a member of Keswick tourist information accommodation team who have access to a database of available accommodation.		
2.	This person should be based in a suitable location that allows them to understand the accommodation options available in the Keswick area		
3.	To provide accommodation to multiple groups of people. Including: <ul style="list-style-type: none"> ▪ Flood affected persons (priority) ▪ Volunteers and persons working in OCC that need accommodation ▪ Other ad-hoc requirements 		
4.	Maintain a list of available accommodation Link in with rest centres to understand the need for accommodation and ensure that all affected persons are being suitably looked after.		

3.7 RESOURCE CO-ORDINATOR

Role: To co-ordinate any resource requirements in an emergency situation, particularly in an acute recovery phase.

Ref	Action	Due/ Who	Done
1.	Nominate Keswick Volunteer to co-ordinate resources To be based in OCC		
2.	Contact Administrator to understand their resource requirements		
3.	Ensure that resources are monitored and managed Maintain a list of resources offered during the incident		
4.	Consideration should be given to soup kitchens, food banks, cleaning supplies. (Further information available in resources section)		
5.	Do not open a clothes or furniture bank		
6.	Link to emergency services liaison persons to ensure that they are aware of the resources available.		

4 FLOOD TRIGGER POINTS

4.1 RIVER GRETA

Surface water flooding in Elliot Park or Penrith Road area or river defences fail.

Telemetry Level	Actions
Greta Bridge 3.00m	EA issues a Flood Alert (Weather based) - Greta catchment alert (Rivers Greta, St Johns Beck and Bassenthwaite Lake 011WAFGB)
Greta Bridge 3.50m	<p>If forecasting river level to continue to rise above 3.5m, EA to consider issuing Flood Warnings for:</p> <ul style="list-style-type: none"> River Greta at Keswick, Keswick Campsite, Rugby Club and Quinta (011FWFNC6A) River Greta at Keswick, Fitz Park and Riverside area (011FWFNC6B) <p>Penrith EA Incident Room in Contact with Keswick Volunteers and KFAG.</p> <p>KFAG and Keswick Volunteers to agree ongoing single contact point between Keswick groups and EA for further updates – to include expected ongoing communication across both KFAG & Keswick Volunteers, key local residents contacted for 3 surface flood risk areas & included in all updates.</p> <p>KFAG circulate emails to residents & key local contacts giving an assessment of the situation based on EA & Met Office information</p> <p>Keswick Volunteers to circulate email to all volunteers giving assessment of the situation</p> <p>Keswick Volunteers check river levels hourly. Results and any further info circulated by email hourly. Key drains/culverts monitored for surface water flooding (see Elliott Park & East & West Penrith Road sheets).</p> <p>Put Key Holders and volunteers on standby</p>
Greta Bridge 3.95m	<p>Operational level EA staff travel to Keswick.</p> <p>IF forecasting river levels to continue to rise, Park Flood Gates shut (by EA or Fire Service)</p> <p>Open Operational Control Centre (OCC) (Town council building)</p> <p>Contact all Town based Volunteers to report to OCC</p> <p>Consider requesting more pumps if needed.</p> <p><i>From this point the Operational Control Centre takes over and will inform the emergency services it is up and running: Fire Brigade, Police, Ambulance Control, KMRT etc.</i></p>
Greta Bridge 4.50m	<p>If River Levels rising, EA will issue FLOOD WARNINGS:</p> <ul style="list-style-type: none"> River Greta at Keswick, Crosthwaite and Limepots Rd, high Hill and Church Lane areas (011FWFNC6D) River Greta at Keswick, Elliott Park, Main St, Pencil Works area (011FWFNC6E) <ul style="list-style-type: none"> River Greta at Keswick, Main St, Bank St and Greta Side (011FWFNC6F) River Greta at Keswick, Penrith Road and Wordsworth St (011FWFNC6G)

	•
Low Briery 2.5m	<p>If River Levels rising, EA will issue FLOOD WARNINGS:</p> <ul style="list-style-type: none"> • River Greta at Keswick, Latrigg Close, Brundholme gardens, Calverts Bridge and Keswick Bridge (011FWFNC6C2)
Low Briery 3.2m	<p>If River Levels rising, EA will issue FLOOD WARNINGS:</p> <ul style="list-style-type: none"> • River Greta at Keswick, The Forge Area (011FWFNC6C1)
Greta Bridge 4.50m or higher	EA will assess the need to issue Severe Flood Warnings for all areas

Key Local Residents:

Updated November 2018

4.2 ELLIOT PARK (to be used in addition to River Greta response list)

Problems are less likely to occur until the river overflows into the Mill Leat and hampers drainage.

However heavy rainfall in the immediate locality could mean pooling occurs due to sheer volume even without the outfall being compromised.

The sewage system is designed to a 1 in 30 year event. Sewage should not be an issue, but we do not know if an event more extreme than this may compromise the Rawnsley site.

Trigger	Action
Drainage system cannot cope – Two underground pumps are triggered and begin working <small>(If the system has any sort of malfunction Cumbria County Council will automatically be alerted and someone will be sent out to fix the problem)</small>	Volunteers to check pooling in Elliott Park (incl. Bridge Terrace area) every hour. Monitor drainage down the hill to the back of Wesley House, the drain at the front of Wesley House easily fails Results and any further info circulated hourly Check sand bag & Floodsax store. Ensure drains are clear. If necessary, communicate situation to Environment Agency via incident Hotline 0800-80-70-60
Greta Bridge 3.5m	Mill Leet overtops. If pooling likely, liaise with residents and emergency services to provide assistance. Open Council Offices, obtain radios.

If the situation becomes serious/the pumps are not coping and water is ponding in the area

- 1) Phone the Fire Brigade: 999 and say: “properties are at risk of flooding at Riverside Court, CA12 5NS” and**
- 2) Phone EA Incident Hotline: 0800-80-70-60 to activate the automatic flood warnings for the area . say “It is an emergency, there is risk of properties being flooded” ask to be put through to the Flood warning Duty Officer in Penrith. “ Please activate the Surface Water Flood Warning for the Elliot Park Area in Keswick”**

Key Local Resident:

None at present

Updated November 2018

4.3 PENRITH ROAD WEST

to be used in addition to River Greta response list

Penrith Road is most likely to be at risk when surface water drainage is compromised by the level of the Greta. It is also possible that intense localised rainfall may cause pooling at this low point. Surface water flooding also needs to be monitored from Ambleside Road, in particular near Brook Cottage and across the Victorian part of town to assess developing flood risk at Penrith Road and to be alert to surface water flooding or property risk in these areas.

Telemetry/ Trigger	Action
Ongoing action, before bad weather occurs	<p>If Met office forecast shows potential precipitation of >100mm/long periods 8-16mm/hour or more ("red rain") or the EA warns of high river levels, then Penrith Road volunteer to contact neighbours explaining the forecast prediction.</p> <p>Lead person to contact CCC 0333-240-5848. During the day tell them you need Allerdale area and get put through to the area office staff. Out of hours, the call will transfer to the Duty Engineer West. Inform him of the situation and he will contact the local team to ensure that a local team is available to deploy the resilience pump (housed in the Fire Station)</p> <p>River level at Wivell Bridge marker to be checked on the hour & water pooling to be monitored by local residents/volunteers. Communicate with KFAG & Keswick Volunteers to provide support as required to residents.</p>
2.5 on Wivell Gauge	Volunteer lead or residents to ensure CCC 0333-240-5848 have resilience pump in place at the sump. Ask CCC if further pump capacity can be delivered here – and how long this will take?
2.7 Wivell Gauge	<p>Greta is level with the drain at the rear of Bramblewood Cottage pumping may be needed.</p> <p>Keswick volunteers to check for surface water flood risk from Brook Cottage area across Victorian part of town.</p> <p>If the forecast is for rain to continue contact Cumbria CC 0333-240-5848 Inform them of the situation ask for the local team to attend with additional pump capacity</p> <p>AND</p> <p>Call 999 Fire Service to explain properties are at risk of flooding (if they are) at Penrith Road CA12 4HS Ask how soon an appliance can respond</p> <p>AND</p> <p>Contact the EA on 0800-80-70-60 for the Flood warning Duty Officer to activate the surface water flood warning for Penrith Road area, Keswick.</p>
When significant pooling occurs or EA anticipates a worsening situation	<p>Activate the callout for additional Keswick Volunteers (if not already active) to arrange for cars to be moved to high ground/assist residents & prepare for flooding.</p> <p>Council Offices will be open for use as the Operational control centre, Phone number 017687 80924. Call if you need assistance.</p> <p><i>From this point the Operational Control Centre becomes operative and emergency services will know that it is up and running: Fire & rescue service, Police, Ambulance Control, KMRT, Allerdale, County etc.</i></p>

Key Local Resident:

Updated November 2018

4.4 PENRITH ROAD – EASTERN END

Surface Water Flood Procedure – Eastern Keswick

Diverting flows to protect properties during periods of intense local rainfall
Not river level dependant

These are the most frequent flood risk and are minimised with regular maintenance of water courses and drains by CCC & the EA.

To get information about the situation locally, open contact with a key resident and maintain two way communication throughout period of intense rainfall.

Surface water runoff can be hard to predict and almost instant, properties most likely to be at risk are those further away from the culverts.

Volunteers need to be aware of key culverts but clearing of blockages at culverts should not be attempted by volunteers due to safety risks.

Problems should be reported to CCC Highways on 0300 303 2992.

Culverts which affect properties on Eastern Penrith Road:

- The **Hawthorns culvert** can overflow if blocked.
- **Chestnut Hill culvert** (near the driveway to High Cross and the Screens) can add to the considerable flows which come off Moor Farm, Rakefoot Lane & Lonsties.
- The **bridge over the watercourse on the driveway to High Cross** can get blocked - there is a supply of sandbags on hand to divert the water over the bridge and back into the watercourse. The owner of the property (Peter Terry 73745) should be notified before blocking his drive with a row of sandbags.
- Removal of debris covering roadside drains can help let surface water escape off roads. A large amount of water can also be diverted **off Penrith Road through the two pipes into Towns Field** at the Forge Lane junction (having ensured they are not blocked) using sandbags, this **protects properties in the Twa Dogs area.**
- Small culvert behind **Hazelwood Chestnut Hill**. As the watercourse flows through a wood the culvert's screens get quickly blocked by leaves.
- **Two large culverts at Windebrowe Ave and Trinity Way.** Responsibility of the Environment Agency. Volunteers should check to ensure that there are no problems and that EA staff are on site. If there are problems contact **EA on 0800 80 70 60**. This protects the **Millfield Gardens area.**
- There is a dip in the road by the **junction of Lakeland Park** and water has collected here in the past, threatening **property in Lakeland Park**. Check drains are clear, a sandbag store is located in the grit bin if water needs to be diverted/encouraged into working drains.

Council Offices will be open for use as an operational control centre during extreme weather events, Phone number 017687 80924 or 80826. Call if you need assistance.

Key Local Resident:

Updated November 2018

4.5 CALVERT WAY, BRUNDHOLME GRDS, BRIAR RIGG, CHURCH STREET & HELVELLYN STREET

Surface Water Issues may occur at these sites:

1. Calvert Way

- Numbers 13 and 14 from road
- Houses at field end - from field run off
May need sandbags

Winter 18/19 – Assistance from Atkinsons – Neil McKaskie 07733 306 304

2. Brundholme Gardens

- By Entrance way and lower houses - possible blocked drains and run off from Calvert Way
May need to operate community pump

Winter 18/19 – IF cloudy water coming from UU site down the bridleway call UU on 07887 591 482

3. Briar Rigg

- Number 1 and 2 at risk from surface water due to blocked drains above Crosthwaite beck. Also entrance to culvert opposite number 6 may be blocked.
May need drain unblocked

4. Church Street and Helvellyn Street

In 2015 these streets had problems with Surface water affecting basements

- Church Street – 19, 21, 23, 25
- Helvellyn Street – Dolly Wagon, Anderville, Glencoe, Rivendell

5. Low Briery Caravan Park

In 2015, the river took several caravans from this site. Risk of Landslip along the river here could cause further problems. Telephone number 017687 72044.

4.6 FLOOD MAP – AREAS TO CHECK

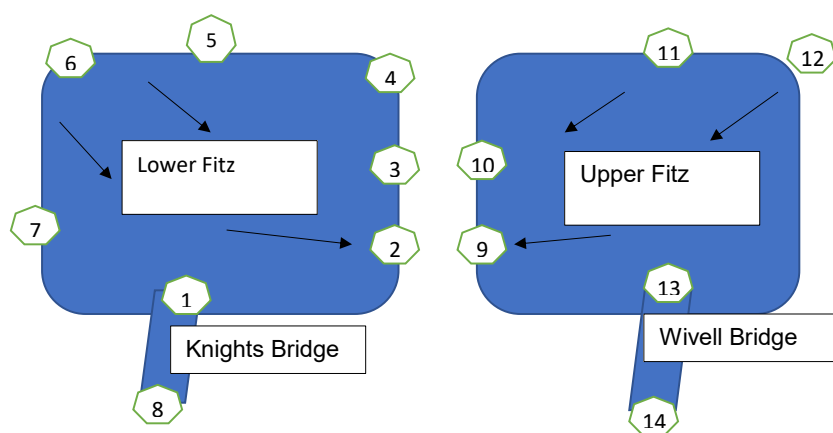
See EA Map

4.7 FITZ PARK

Fitz Park forms part of the flood plain for the town. It may be necessary to close of the entrances to the park. In addition it may be necessary to close off both Wivell Bridge and Knights Bridge (the two foot bridges into the park). (It may also become necessary to close of the road bridge – Station Road. This should be done as directed by the emergency services).

There are 10 entrances plus two footbridges into the park.

Secure then sweep



Ideally use multiple teams to:

1. Secure all entrances (close off with warning tape and signs)
2. Sweep through park in direction of arrows (if safe to do so)
3. Exit at entrances 2 and 9 (Station Road, Penrith Road end)
4. If River is already high and dangerous, do not cross footbridges - go round to close the other side.

See Map for actual layout

4.8 FLOODLINE QUICK DIAL CODES AND MAP OF AREAS

Dial 0345 9881188

Choose option 1

Then enter appropriate quickdial number as below:

Keswick River Flood Warning Areas Floodline Quickdial Codes

Flood Warning Areas	Quickdial Code
Rivers Greta, St Johns beck and Bassenthwaite Lake (011WAFGB)	141028
The River Greta at Keswick, Keswick Campsite, Rugby Club, Greta Side and Quinta Areas (011FWFNC6A)	302046
The River Greta at Keswick, Fitz Park and Riverside Flats Areas (011FWFNC6B)	302047
River Greta at Keswick, The Forge Area (011FWFNC6C1)	302048
River Greta at Keswick, Latrigg Close, Brundholme Gardens, Calverts Bridge and Keswick Bridge (011FWFNC6C2)	302049
River Greta at Keswick, Crosthwaite Road, Limepots Road, High Hill and Church Lane Areas (011FWFNC6D)	302050
River Greta at Keswick, Elliot Park, Main Street and Pencil Works area (011FWFNC6E)	302051
River Greta at Keswick, Main Street, Bank Street and Greta Side (011FWFNC6F)	302053
River Greta at Keswick, Penrith Road and Wordsworth Street ((011FWFNC6G)	302054
Keswick Campsite (011FWFNC6KC)	302056
Elliot Park at Keswick (011FWFNC6EP)	302052
Greta Street and Penrith Road at Keswick (011FWFNC6GP)	302055

4.9 MONITORING WEBSITES

Met Office - Hazard Manager

An area for detailed weather forecasts includes actual weather and shows weather patterns expected over the next 24 hrs.

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

Username: **KeswickFERG**

Password: **keswick2010**

EA online live flood alerts

Showing up to date flood alerts and the areas affected, shows river flooding for the areas that have alerts.

<https://flood-warning-information.service.gov.uk/warnings?location=+Keswick>

No password required.

Telemetry

Access to EA's national online database of River levels – updated automatically on regular basis. View accurate River levels around locality and beyond.

<https://flood-warning-information.service.gov.uk/river-and-sea-levels?location=keswick>

or

<http://www.gaugemap.co.uk/> (Does not update as quick, but good for historical data comparisons)

No password required.

River Camera

View the webcam at Greta Bridge.

https://www.farsondigitalwatercams.com/locations/keswick_greta

No password required.

5 VOLUNTEER MANAGEMENT

5.1 VOLUNTEER COORDINATION

It is vital to track volunteers both for their safety and for efficiency of operation.

The Volunteer Coordinator should use the sign in sheet (appendix 9.5) to sign in all volunteers as they arrive at the control room, taking their name and mobile number.

In an emergency situation (rather than recovery) it is best not to use people who are not already registered as volunteers.

Volunteer Teams – consider the following:

How many people do you have available to go out versus those required to operate the control room?
What Tasks need doing?
Do you have enough people to do all tasks or do you need to prioritise?
Consider the make-up of teams - a mix of male/female is good
Does each team have someone who is confident in using the radio?

Tracking

The Volunteer Coordinator and Radio Operator should work together to track where teams are operating and which radio they have.

Zone Cards

In a flooding situation there is a set of zone cards, with the “at risk” areas split into West, Central and East, with different zones within those areas. These can be used as a guidance for volunteer teams going out to warn and inform. Volunteers should use these as the basis to record information about each property, eg whether empty, evacuated or staying.

Briefing

The Lead Volunteer and Volunteer Coordinator should work together to brief volunteers on the situation and tasks before volunteers are dispatched. This should include a safety briefing and reminder about radio operation. Yellow laminated briefing cards with flood specific info and radio notes are available. Include:

Safety
Radio communication
Taking Photos
Situation
Task

5.2 VOLUNTEER NOTES

In an emergency the Council Chamber (Town Hall) will be activated as an Operational Control Centre (OCC).

Phone numbers are 017687 80924 (Council Chamber) and 017687 80826 (Office)

Call out Process:

If there is an emergency you may be contacted by phone, text or email.

You could be asked to go to the town hall OR directly to some other control point OR asked to wait for further instructions.

If you are asked, and are available, to come in:

- bring your hi-vis jacket and trousers,
- wellies, a trekking pole, head torch and, if possible,
- mobile phone. Charged and with money on it
- Make sure that the OCC has the number of the phone you have with you.

If you need to ring us back, use one of the two numbers above. There may be some delay in getting through. If these numbers are not being used you will be given an alternative.

Once you arrive at the control point

Sign in as a volunteer for the event, on the sign in sheet at your control point.

You may be provided with additional equipment (e.g. radios).

Volunteer protocol

- If the emergency is a flood, volunteers are likely to be used around the town to warn and inform residents before things get bad, and then withdrawn.
- Ensure you are in a group with a trained radio user.
- Do not try to stay on when withdrawn, and NEVER put yourself at risk.
- Some volunteers will be staffing the council chambers, which may be used by Emergency Services as well as us, or doing other tasks.
- You may not be needed at once, we now have enough volunteers to have a 'shift' system.
- You may be needed to relieve someone later. We will always try to keep you posted.

Practical Notes

WHEN COMING IN FOR A FLOOD EVENT, PLEASE DO NOT PARK A CAR WHERE IT IS LIKELY TO BE AT RISK.

WE ARE NOT SWIFT WATER TRAINED AND SHOULD NOT BE OUT IN FLOOD WATER. YOUR TREKKING POLE IS TO CHECK FOR OPEN MANHOLES AND SCOURING BUT IDEALLY YOU SHOULDN'T NEED IT.

IF YOU GO HOME MAKE SURE THAT YOU REGISTER 'OUT' WITH THE CONTROL POINT WHO REGISTERED YOU IN.

If the Emergency Services have to look for us then our contribution is negative.

Listen to any instructions given by trained professionals (Fire and Rescue, Police, Mountain Rescue)

Listen to the instructions of your volunteer team leader

Don't put yourself at risk to get to personal belongings or other persons

Don't walk in flood water

If you are uncomfortable doing something, don't do it

Be careful when lifting items – always consider your back

5.3 VOLUNTEER NOTES – FLOODING SPECIFIC

When talking to residents about flood preparedness

A selection of points to mention

Before a flood

- Register to receive flood warnings – 0345 988 1188
- Have a personal flood plan
- Make a list of items for your flood kit – pack them together if appropriate (medication, important paperwork)

During a flood

- Move furniture and valuable items upstairs if possible
- Move their cars away from flood risk areas to high ground
- Move their pets, to friends or family residences that will keep them safe
- Turn off gas and electricity if possible
- Tell someone (neighbour, Emergency services, volunteer) if they leave their home. This is to ensure we don't spend lots of time looking for someone who has sensibly moved themselves, away from danger, to a relative or friends home.
- Tune into Radio Cumbria 104.1FM

Contact Keswick Community Emergency Recovery Partnership 017687 80924 or 80826

6 CONTACTS

6.1 STATUTORY/EMERGENCY

See spreadsheet list

6.2 VOLUNTEERS

See spreadsheet list

6.3 VULNERABLE PEOPLE

See spreadsheet list – this information should not be shared

6.4 ELLIOTT PARK

See spreadsheet – list not to be shared

6.5 MEDIA CONTACTS

See spreadsheet

7 RESOURCES

7.1 OCC EQUIPMENT LIST

Emergency Cabinet in Council Chambers:

Key for the cabinet is on top of the cabinet on the right hand side.

The cabinet contains:

- Lead Volunteer box
- Radio Operator box
- Administrator box
- Volunteer Co-ordinator box
- Laptop – password: **emergency**
- a number of stationary items
- phone
- large scale maps
- Street Lists by zone for flood areas
- Warning tape and park closed signs
- Volunteers box – waterproof notebooks, guidance notes
- Whiteboard sheets
- Flipchart paper
- First Aid kit
- 2 megaphones

Emergency Recovery Office

The office contains further supplies

- Evacuation centre boxes
- Hi vis jacket, vests & trousers
- Towels.
- Coat rack & hangers
- Computer and printer – password: **derwent2014**
- Room dividing screens
- Laminator
- Gloves
- Foil blankets
- Petty Cash

External Store Rooms

Contains some equipment, buckets, mops and flood sacs and sandbags

Radios

Radios are stored charged in the Emergency Recovery Office.

Radios, charging units and waterproof covers.

7.2 COMPUTER AND EMAIL INFORMATION

There is a desktop computer in the office and a laptop computer in the emergency cupboard. There is a printer in the office. We have two email accounts.

Desktop Computer – Office

Password: **derwent2014**

This computer has access to the internet, Microsoft office software and is connected to the printer in the office.

Laptop Computer – Emergency Cupboard

Password: **emergency**

This computer has WIFI access to the internet and Microsoft office software.

Use Google chrome to access the internet. There are pre-set pages with weather info and river level info.

Email

KCERP has two email addresses

keswick.emergency@gmail.com – for use in calling out volunteers and communicating during an emergency

keswickfloodrecovery@gmail.com – for general use in communicating with volunteers and partners. Used by Project Manager for day to day work

Passwords for these accounts will be on the inside door of the emergency cupboard.

Email protocol – **Use bcc (blind copy)** when emailing groups of volunteers. The volunteer email contacts are stored in the keswick.emergency account. Email groups include:

- All Volunteers
- Lead Volunteers
- Out of Town Volunteers
- Portinscale Volunteers
- Town Volunteers

Smart Board and Projector

The smart board in the town council office can be used as a projector. The connecting cable and remote control are in a black bag in the emergency cupboard. We do not currently have the software to use the smartboard as anything other than a projector.

7.3 POSSIBLE RESOURCES

Refreshments for volunteers:

There will be a small supply of tea and coffee in the Emergency Recovery office. Consideration should be given to buying the following supplies: (petty cash in Emergency Recovery Office)

Tea
Coffee
Decaf Tea
Decaf Coffee
Squash
Milk
Sugar
Sweetners
Biscuits

In some situations it may be possible to access Keswick Community Emergency Recovery Partnership Funds to cover the cost of items required. Contacts for certain items are listed below:

Action	Contact	Additional Information	Approx Cost
Hiring Pumps for use at Penrith Road or Elliott Park	Sykes Pumps: https://www.andrews-sykes.com/ Phone: 0800 211 611 Penrith 7 Mardale Rd Penrith Cumbria CA11 9EH Tel: 01768 867143	Permanent solutions should be in place, or temporary use of the community pump or CCC pump, this is a further back up option.	£500 for a week (2x2inch diesel pumps, delivery and collection, no insurance)
Hiring Buses to transport residents across town	Coach hire: Alba travel, Penrith 01768 870219 Messengers Coaches, Wigton 016973 71111	In the event of bridge closures.	£220 a day
Providing food for volunteers and staff in the OCC	Caterite food and wine service 017687 76060	No account, but can phone to order larger delivery.	
	Laura in the Lakes 07900 435427 laura@laurainthelakes.com		
	Lunch 017687 74788		
Printing	McKane's Printers, Keswick 017687 80574	Printing large quantities of news letters or information for residents. Printing and laminating posters	

7.4 FOOD BANK

Following the 2015 flooding, a food bank was set up in the convention centre on Skiddaw street. This venue may not be available again, but the following is a list of useful contacts and a brief methodology for setting up a foodbank if required.

Detail to follow

7.5 SANDBAGS AND FLOOD SAX

Sandbag Stores

- Town Council Offices – ‘Oiltank Store Room’, rear of the building, next to sheepish shop.
- Convention Centre (Rear Car Park)
- Catholic Church, High Hill (Garage at rear)
- Sorting Office, Penrith Road (Metal cage/shed)

Flood Sax

- Outside storage cupboard at Town Council Offices. Additional flood saxs can be requested from Allerdale Borough Council

Contacts for access

Town Council Offices – Allerdale Borough Council during opening hours or keys in recovery office on window frame (office at top of stairs).

Convention Centre – Padlock on gate – 1252

Catholic Church – Garage currently unlocked

Sorting Office shed – padlock - 6742

7.6 SANDBAG LOCATION

See Map

7.7 ACCOMODATION

In the event of flooding, the following should be considered:

Social Housing: Should contact their landlord in the first instance for guidance. (see contact list)

Private renters: Should contact their Insurer and landlord first.

House Owners: Should contact their Insurer first.

It may be possible to help people find accommodation through hotels, guest houses and holiday lets. Agencies are listed in the contacts section.

8 EVACUATION CENTRES

Evacuation Centres (or Rest Centres) are the responsibility of Allerdale Borough Council.

In the event of an emergency that requires the opening of an evacuation centre, Allerdale Borough Council (or silver command) will take the decision which site to open: either Keswick School or St Herberts Primary School.

Emergency Boxes - There are two of these in the Emergency Recovery office that can be taken to the Evacuation Centre.

If ABC are unable to access the town and therefore unable to man and operate an Evacuation Centre then consideration could be given to opening an evacuation centre this should be done with the knowledge of silver command if at all possible and if possible in one of the designated places. Alternatives have also been offered at various Churches and Halls.

Venue	Info
Keswick Methodist Church, Southey Street	Could seat 100 people, provide refreshments or simple meals for up to 50 people. Up to 30 people could sleep on the floor in the carpeted area, if they were supplied with bedding.
St Herbert's Centre, High Hill	Could seat 100 people, provide refreshments or simple meals for up to 50+ people (FLOOD RISK)
Keswick Convention Centre, Skiddaw Street	Could seat and provide meals for 60 people. Accommodation for 41 people in 17 en-suite rooms, well equipped kitchen, additional 12 bed dormitory.
Braithwaite Church Hall	Always unlocked and available in daylight hours, in emergency building can seat around 120. Simple refreshments could be provided. Only 2 toilets.
Crosthwaite Parish Room	Could seat 100 people, provide refreshments or hot meals for up to 50 people (FLOOD RISK)

See contact sheet for phone numbers.

In addition to these Church resources, in the past the Skiddaw Hotel has provided emergency accommodation. 0800 840 1243 (nb this may not be free of charge)

8.1 EVACUATION CENTRE REGISTRATION SYSTEM

The official Evacuation Centre (Rest Centre) will be operated by Allerdale Borough Council.

Evacuation Centre kits are provided by Allerdale Borough Council. As a back up there are 2 kits stored in the Recovery Office in the Town Council building.

It is likely they will use the following control system.

Entry/Exit Control

Entry

- People not wearing wristbands should be given an information leaflet and directed to the Registration desk, unless the desk is very busy or unmanned
- People entering the centre already wearing wristbands are free to do so

People temporarily leaving the centre

- People temporarily leaving the centre should not remove their wristbands
- Anyone trying to leave the centre not wearing a wristband should be asked to register before they leave

People leaving permanently

- Remove the person's wristband carefully using scissors. Write clearly on the wristband where they are going (brief details only e.g. 'home' 'mothers' etc.) and the time of leaving. Pass removed wristbands to the registration data imputer.

Sample Registration form in appendix 9.6

8.2 EVACUATION CENTRE LOCATION MAPS

9 APPENDIX

9.1 FIRST MEETING AGENDA

Keswick Flood/ Community Emergency Recovery Group

Date:

Time:

Location:

	Notes
Attendees:	
1. What is the current situation? (you might consider the following) Location of the emergency. Is it near: <ul style="list-style-type: none"> • A school • A vulnerable area • A main access route <ul style="list-style-type: none"> • Type of emergency • Is there a threat to life • Has electricity, gas or water been affected? Are there any vulnerable people involved? <ul style="list-style-type: none"> • Elderly • Families with children • Non-English speaking people 	
What resources do we need? <ul style="list-style-type: none"> • Food? • Off road vehicles? • Blankets? • Shelter 	
What is the effect on our community?	
Establishing contact with the emergency services How can we support the emergency services? What actions can safely be taken?	
Who is going to take the lead for the agreed actions?	
Any other issues?	

9.2 SITUATION SPECIFIC CONTACT LIST

This contact form is to be completed on the day of the incident as information will change over time.

Contact with	Contact name	Contact number
Operational co-ordination centre		
Rest centre 1		
Rest centre 2		
Support centre 1		
Support centre 2		
Cumbria county control room		
EA control Room		
Allerdale Control room		
Volunteer groups – KFAG		
Volunteer groups – Lions		
Volunteer groups – Rotary		
Volunteer groups		
Volunteer groups		

9.3 SIGNS FOR OPERATIONAL CONTROL CENTRE

Desk label

Lead Volunteer

Name:

Phone:

Desk Label

Administrator

Name:

Phone:

Desk Label

Radio Operator

Name:

Phone:

Desk Label

Volunteer Co-ordinator

Name:

Phone:

Desk label

Media Communications

Name:

Phone:

Desk Label

Accommodation Co-ordinator

Name:

Phone:

Desk label

<div>Fire & Rescue</div> <div>Name:</div> <div>Phone:</div>

Desk label

<div>Police</div>

Name:

Phone:

Desk label

Environment Agency

Name:

Phone:

Desk label

CCC

Name:

Phone:

Desk label

ABC

Name:

Phone:

WIFI

Keswick Emergency

Password:
flooding

**Council Chamber:
017687 80924**

**Recovery Office:
017687 80826**

Please **switch off radios** when entering the control room & keep noise to a minimum to enable communications to be heard

9.4 APPENDIX: USEFUL WEBSITES FOR WEATHER INFORMATION

Met office weather forecast – Keswick

<https://www.metoffice.gov.uk/public/weather/forecast/gcty8ey7h>

Environment Agency –Flood Warning Service

<https://flood-warning-information.service.gov.uk/warnings?location=CA12+5J>

Met office radar on rain

<https://www.metoffice.gov.uk/public/weather/observation/rainfall-radar>

Blue doesn't mean downpour it means light rain. The contours scale up from blue to green. Yellow and final white

River level at Greta Bridge

<https://flood-warning-information.service.gov.uk/river-and-sea-levels?location=keswick>

or

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

9.5 APPENDIX: VOLUNTEER SIGNING IN AND OUT FORM

Date:

Name	Mobile	Registered, Yes/No	Start Time	End Time

9.6 APPENDIX: VOLUNTEER LOCATION FORM

Date:

Location	Team Members	Radio Number	Task Door knocking, OCC, Reception Centre etc	Time Out	Time Returned

9.7 RECEPTION CENTRE REGISTRATION FORM

4.3. RECEPTION CENTRE REGISTRATION FORM			
Title (Mr/Mrs/Miss/Ms/etc)		Registration Number	1.
First Name			
Family Name		Male	<input type="checkbox"/>
		Female	<input type="checkbox"/>
Date of Birth			
Postcode			
Address			
Town			
County			
Country (Leave blank if UK)			
Location at time of incident			
Other Information			
Mobile Number			

Information provided on this form will be used by the Police and Reception Centre Staff to answer queries about your safety and whereabouts during the emergency and to compile a permanent record of those who were present in the Centre. The information may be shared with other agencies involved in the response to the emergency but will not be passed to other third parties.

Appendix 4**Taking risk assessments**

What Are The Hazards?	Who Might Be Harmed?	What Are You Already Doing?	Do You Need To Do Anything Else To Control This Risk?
Slips, trips and falls	WCERG Volunteers	Advise volunteer on appropriate footwear and clothing Risk assessment of working area to be carried out. Vigilance needed by all to monitor terrain and trip /slip hazards	Dynamic Risk Assessment
Manual Handling	WCERG Volunteers	Heavy lifting tasks only appropriate to the volunteer skill set that is identified in the volunteer health form	
Cordons / No Go Areas	WCERG Volunteers	Vigilance needed by all to be aware of access and cordons. These will be identified to volunteers before deployment	
Weather Or Environmental Hazards	WCERG Volunteers	Advice on wearing appropriate footwear and clothing for the conditions. Check weather forecasts before deployment. All volunteers are to be vigilant and assess areas for slip, trip hazards created by weather conditions and take action	Dynamic Risk Assessment
Pre-existing Medical Conditions, Medication, Allergies	WCERG Volunteers	Volunteers are required to complete basic health form prior to deployment to identify significant health or medical requirements. Volunteers responsible for ensuring that their GP advice is sought if required.	Information in Health and Safety Briefing

Appendix 5**Dynamic risk assessment**

Date last updated: 30 Sep 2019

Update record if new hazards are identified. To be completed by the WCERG Volunteer Coordinator or Task Supervisor					
Task to be carried out	Associated known risks	Remedial action advised (and by whom)	Who may be harmed?	Are risks adequately controlled (Yes / No)	Comments / Further action reported to?

Risk Rating = Likelihood of Occurrence x Severity of Harm

Likelihood of Occurrence	1 Rare	2 Unlikely	3 Moderate	4 Likely	5 Almost Certain
Severity of Harm	1 Minor	2 Moderate	3 Significant	4 Major	5 Catastrophic