Cockermouth Community Emergency Plan



The main CERG contacts in an emergency are:

|  |  |  |  |
| --- | --- | --- | --- |
| **Control Centre** | **Address** | **Contact Name** | **Contact Number** |
| Christ Church Rooms | South Street, Cockermouth, Cumbria,  CA13 9RP | Paul Mogford | 07834 993572 |
| Helen Donohoe, Administrator | 07919 404295 |
| CERG mobile/Ops team | 07852 599794 |



**Cockermouth Emergency Response Group**

**CIO 1205090**

|  |  |  |
| --- | --- | --- |
| **Version Number** | **Author** | **Date** |
| **1.0** | **Brian Mitchelhill/Paul Mogford** | **22 January 2018** |
| **1.1** | **Brian Mitchelhill** | **31 January 2018** |
| **2.0** | **CERG board** | **19 April 2019** |
| **2.1** | **CERG board** | **5 June 2019** |
| **2.2** | **CERG board** | **18 September 2019** |
| **2.3** | **Jo Crozier** | **20 November 2019** |
| **2.4** | **Jo Crozier/Liz Hampson** | **27 April 2022** |
| **3** | **CERG board** | **22 August 2022** |
| **4.0** | **Jo Crozier/Liz Hampson** | **11 August 2023** |
| **5.0** | **Jo Crozier/Liz Hampson/Rob Coles** | **17 June 2024** |

Cockermouth Community Emergency 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 agencies 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. A dynamic risk assessment may be carried out to alter the details of this plan at short notice. This is particularly relevant during pandemics – see Annex Z: Flooding in Pandemic. The Cockermouth Community Emergency Plan is structured around three elements.

**Plan and Prepare**

This Document

**Response**

**Acute Recovery**

**Recovery**

Flood Risk

Set up OCC (plan in cupboard)

Call for CERG board

Heads up to: Volunteers

Keep watch

Advise keyholders

Have trigger points been reached?

Hold initial briefing

Call for volunteers

Appoint: Leader

Administrator Comms team leader

Volunteer co-ord Equipment co-ord

OCC co-ord

YES

NO

**OPERATIONAL CONTROL CENTRE**

In the event of an emergency (particularly flooding) the following building will be used: Christ church Rooms, South Street, Cockermouth CA13 9RP. The main CERG contacts in an emergency are:

|  |  |  |  |
| --- | --- | --- | --- |
| **Control Centre** | **Address** | **Contact Name** | **Contact Number** |
| Christ Church Rooms | South Street, Cockermouth, Cumbria,  CA13 9RP | Paul Mogford | 07834 339572 |
| Helen Donohoe, Administrator | 07919 404295 |
| Ops Team/CERG mobile | 07852 599794 |

In the absence of the above, any member of the CERG committee may be called upon to act on behalf of the committee if not already involved in the emergency response. All committee contact details are attached at Annex A. **It is imperative where any actions involving clean up / entering properties is only as a result of a ‘task’ from Cumberland Council. This is because we will be relying upon coverage from their insurance for these tasks.**

**Volunteers:**

Volunteers will be deployed to warn and inform people of the flooding (or other emergency) situation. Mobile phones will be used to communicate. They should be asked to arrive at the OCC no less than 45 minutes after the Ops team and Lead Volunteers.

**VOLUNTEER INFORMATION**

Retained by CERG Leadership Team – will be made available at time of event. The information is for emergencies only and will not be shared.

**VULNERABLE PEOPLE**

Details may be provided by the council under the auspices of a data sharing agreement via the VIPER system. This information **should not** be shared. Access is given only to CERG board members and lead volunteers in line with the data sharing agreement. We maintain our own list of householders registered for help.

**OCC EQUIPMENT LIST**

**Emergency Cabinet in Christ Church rooms:**

The cabinets are on the balcony above the rooms. The cabinet contains a number of resources as at Annex J

**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”.

GOLD

BRONZE

SILVER

STRATEGIC

TACTICAL

OPERATIONAL

“what are we going to do”

“How are we going to do it”

“Do it”

As volunteers, most contact will be with the Statutory Services that are at Bronze Control 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.

evacuation centres (REST CENTRES)

Cumberland Council has the statutory responsibility for running these. Adaptations may be made in times of pandemic. We should consider contacting the Council to identify the location of the reception centres in case of requests for assistance.

**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 a suitable member of the board.

**SET UP ROOM:**

* **Signage, Dry floor sheeting**
* Put up town maps and zone maps
* Put up temporary white board sheets
* One central information point

**LAYOUT OF CHURCH ROOMS:** Tables for the following are needed: **Volunteer sign in x 2, Administration, Phones, Volunteer co-ordinator, Equipment co-ordinator, Leader**

**IF NECESSARY:** call Christ Church key holders. Details held confidentially

Daytime phone number of church office 07593 265593

**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.

INITIATION

**1.1 KEY TASKS**

**AGREE:** Leader

Administrator & Admin Support

Comms team leader & Operators

Volunteer Co-ordinator

Equipment Co-ordinator

OCC Room Co-ordinator

**1.2 CONTROL ROOM SET UP - initial**

FRONT DOOR

REGISTRATION

EQUIPMENT

VOLUNTEER

CO-ORDINATOR

ADMIN

KITCHEN

HATCH

LEADERS DESK

REFRESHMENTS

PHONES

**1.3 CONTROL ROOM SET UP – with public**

**FRONT DOOR/REGISTRATION**

**REFRESHMENTS AREA**

**KITCHEN**

**ADMIN & PHONES**

**VOLUNTEER CO-ORD & EQUIPMENT**

**EXIT**

**1.4 ROLE STRUCTURE –**

**KEY OPS=Ops team /LV=LEAD VOL**

2. EMERGENCY SCENARIOS AND RECOMMENDED ACTIONS

**2.1. FLOODING**

In the event of flood risk in Cockermouth 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 NO MATTER HOW SHALLOW IT APPEARS**

|  |  |
| --- | --- |
| Warn households and businesses to prepare for flooding after monitoring EA flood alerts. Advise them to consider whether to evacuate. CERG volunteers will act as the initial raising of awareness | Use teams of volunteers to do door to door knocking, assistance offered to vulnerable people as necessary. Install temporary flood defences under instruction of householder  Take briefing cards  Record locations attended |
| Advice received from Bronze command that householders should evacuate | Use teams of volunteers to do door to door knocking to relay advice. Record locations attended and outcome of advice |
| Evacuation/Rest Centre (normally Cockermouth School) | If Cumberland Council are setting up the rest centre, ask for clarification on location, provide our contact details. Consider offering volunteers to support |
| On mobilising volunteers: | The administrative co-ordinator should send call out messages before deploying to Christ Church and print off a volunteer sign in sheet |

**2.2 PANDEMIC**

Following the Covid 19 crisis of 2020 we have a separate Pandemic plan covered by separate annex. CERG will consider responding to additional requests from statutory bodies.

Pandemics are one of the most severe natural challenges likely to affect the UK, but sensible and proportionate preparation and collective action by the government, essential services, business, the media, other public, private and voluntary organisations and communities can help mitigate its effects. 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.

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.

**2.3 EXTREME SNOW**

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**

In the event of a local emergency (major incident) refer to CERG’s Power Outage Plan. 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.

If there is a general widescale loss of utilities (especially electricity) the CERG board will liaise in person as normal forms of communications will be down. They will meet at 0800 at Christ Church Rooms. Volunteers are asked to assemble here at 1000 and 1400 whichever is the soonest if electrical power is lost across the town for more than twenty-four hours previously on the same day across the town. The loss of other utilities would not necessarily have an impact on our means of communications.

**2.5 MISSING PERSON**

We may be asked to provide volunteers to assist the statutory services in a search for a missing person. We may also be called upon to act as a ‘perimeter’ for Cockermouth Mountain Rescue Team searches. We will act under the direction of the service responsible for undertaking the overall search.

**3 ROLE GUIDANCE**

Role guidance and tick sheet for each assigned role in the emergency. In the event of the absence of any named person, any Board member shall and can be used in their place.

**YOU HAVE MOBILISED YOUR VOLUNTEERS NOW – PAUSE – ENSURE EVERYONE HAS READ THEIR ROLE GUIDANCE.**

**3.1 LEADER - must remain in the OCC at all times**

Role: to lead the volunteer response to the emergency

|  |  |  |  |
| --- | --- | --- | --- |
| **REF** | **ACTION** | **WHO** | **DONE** |
| 1. | Nominate Cockermouth volunteers to take lead roles in zones, administrator, comms, volunteer co-ordinator, equipment co-ordinator and OCC floater |  |  |
| 2. | Take lead with EA, Police, Fire and Rescue and local authorities |  |  |
| 3. | Maintain key decision log |  |  |
| 4. | Working with Emergency Services   * Agree priorities * Brief volunteers (Health & Safety Guidance) * Decide if and how spontaneous volunteers are to be used |  |  |
| 5. | Ensure consistent messages are communicated with all parties:  Operational Control Centre  Any rest centres that have been activated under our control or other support centres that have been activated  Other control rooms  Persons affected by the event  Remote communities that have been affected  Volunteer groups  Spontaneous volunteers |  |  |
| 6. | Ensure that there is a CERG central register of all persons displaced by the event. |  |  |
| 7. | Need to gather information on roads that are closed or due to close and alternative routes to access areas (particularly remote communities |  |  |
| 8. | Provide updates every 1-2 hours on developing situation |  |  |
| 9. | Consider post flood plan implementation – is shift working necessary |  |  |
| 10. | Consider interim householder check by phone |  |  |
| 11. | Liaise with multi agency before closing down OCC |  |  |
| 12. | Allocate continued support for administrative co-ord after closure. Consider relocation of this |  |  |

**3.2 ADMINISTRATIVE CO-ORDINATOR**

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, the Administrative co-ordinator can also cover communications and/or volunteer co-ordination. If large incident, consider need for Accommodation, Resources and Media Communications roles

|  |  |  |  |
| --- | --- | --- | --- |
| **REF** | **ACTION** | **WHO** | **DONE** |
| 1. | Ensure that OCC cabinet is opened and OCC set up | ADMIN LEAD |  |
| 2. | Liaise closely with the OCC Leader, comms leader and Volunteer/Equipment co-ordinator | ADMIN LEAD/OCC LEAD |  |
| 3. | Ensure that all persons working in the OCC have access to refreshments (tea, coffee, water, food etc) | ADMIN LEAD |  |
| 4. | Make sure that all roles identified and activated have the stationery requirements that they need | ADMIN |  |
| 5. | Update the situation specific contact list each day | ADMIN LEAD |  |
| 6. | Track actions taken in incident log | ADMIN/LEAD |  |
| 9. | Resolve incident log at the end of the day | ADMIN LEAD |  |
| 10. | Ensure all incident forms are suitably disposed of and logged | ADMIN |  |
| 11. | Answer email and phone enquiries on CERG phone | ADMIN |  |
| 12. | Maintain website and social media | ADMIN LEAD |  |
| 13. | Liaise with Environment Agency re individual support requests | ADMIN LEAD |  |

**3.3 COMMUNICATIONS TEAM LEADER**

This role ensures liaison between admin and comms so that the two teams know what incidents are live, and which have been resolved. The two teams are overseen by the Admin or another Ops Team member. When in doubt your team must refer to you.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Task** | **Who** | **Done** |
| 1 | At the beginning of the day that there are adequate incident forms printed for the Comms Team use | Team leader/admin |  |
| 2. | Record your team telephone numbers on the whiteboard for volunteers to record. | Team leader |  |
| 2 | Upon receipt of a call from the volunteers, ensure that the incident report is completed fully by the member of the comms team. | Comms leader and their team |  |
| 3 | **Once any necessary action is taken**, pass the form to the admin team. Make sure any actions taken by your team are also recorded. | Comms leader |  |
| 4 | Once logged, the admin leader will pass the form back to you if the action remains with the volunteers on the ground (See 7 below) | Comms leader |  |
| 5 | The comms team member who took the call is responsible for recording the outcome of the action. Pass the form back to them. This should be returned to you when completed. | Comms Team |  |
| 6 | Once the outcome is recorded, the comms leader then passes the completed form back to the admin leader for recording the action as complete | comms/admin leader |  |
| 7 | If the admin leader decides that the action is appropriate for their team to take e.g. contacting an outside authority, they will retain the responsibility for completing the action and incident form | Admin leader/admin team |  |
| 8 | The admin leader will have the responsibility for the escalation of any concerns to the Leader. ***If there is a genuine emergency then ensure that the comms leader briefs the leader directly and then reports the issue to the admin leader for recording*** | Admin leader/comms team/leader |  |
| 9 | Ensure that all forms have been passed to the admin leader on a regular basis for them to update the live incident log. | Comms leader |  |
| 10 | Check at the end of the day that all desks are clear to ensure GDPR compliance, and that an adequate supply of forms is available. | Comms leader |  |

**3.4 VOLUNTEER CO-ORDINATOR**

ROLE: To be a link between volunteers out in the field and the operational control centre (OCC).

|  |  |  |  |
| --- | --- | --- | --- |
| **REF** | **ACTION** | **WHO** | **DONE** |
| 1. | Nominate volunteers to maintain registration desk | VOL CO-ORD/LEADER |  |
| 2. | Ensure all lead volunteers (both admin, comms and zone leaders) have recorded their mobile numbers on white boards | VOL CO-ORD |  |
| 3. | Ensure that volunteers, time in and out and tasks are recorded in the volunteer location form    Check if comms have phone lead for each zone – if not then allocate | VOL CO-ORD |  |
| 4. | Everybody must work in pairs, including zone leaders who should be shadowed by volunteer even if minimal numbers  Ensure that there is are enough volunteers for each zone location as per the breakdown. Ideally we need at least as many per this breakdown | VOL CO-ORD |  |
| 6. | Liaise with leader whether rota is required if emergency if longer than six hours | VOL CO-ORD |  |
| 7. | Ensure volunteers take breaks | VOL CO-ORD |  |
| 8. | Inform OCC leader if additional volunteers despatched to a zone following admin request | VOL CO-ORD |  |
| 9. | Inform zone leaders if additional volunteers despatched to their zone | VOL CO-ORD |  |
| 10. | Ensure full debrief passed onto admin by zone leaders and yourself at end of shift | VOL CO-ORD |  |

Role: smooth activation of OCC once operations are initiated

**3.5 OPERATIONAL CONTROL CENTRE (OCC) CO-ORDINATOR**

|  |  |  |  |
| --- | --- | --- | --- |
| **REF** | **ACTION** | **WHO** | **DONE** |
| 1 | Arrange layout of hall with Ops Team & lead volunteers including:   * Signs up * Tables in correct place * Equipment on correct tables |  |  |
| 2 | Role descriptions are available and read |  |  |
| 3 | As volunteers arrive ensure they are welcomed and up to speed with situation |  |  |
| 4 | Use whiteboard at entrance with key information on current situation and next meeting time |  |  |
| 5 | Ensure OCC staff are following the relevant emergency plan job description and allocate assistance if necessary |  |  |
| 6 | Regular checks on Leader |  |  |
| 7 | Ensure OCC team are taking breaks |  |  |
| 8 | Work closely with Leader, administrator and OCC staff to ensure smooth transition of information |  |  |
| 9 | Monitor activity/noise levels and make sure people leave after their shift – after signing out |  |  |
| 10 | Once situation changes to supervise change of hall layout if required |  |  |
| 11 | Contact Cockermouth WI to assist in kitchen and arrange for kitchen supplies |  |  |
| 12 | At closedown of OCC, check each ‘role box’ is complete and includes job description, pen/paper, list of contents (with all therein) and hi-vis jacket |  |  |

**3.6 Zone leader**

ROLE: To be a link between volunteers in the field and the OCC

|  |  |  |  |
| --- | --- | --- | --- |
| **REF** | **ACTION** | **WHO** | **DONE** |
|  | Before you leave the OCC, check all your volunteers have had a safety briefing |  |  |
|  | Ensure all your volunteers have your mobile number |  |  |
|  | Ensure you have the telephone numbers for admin and phones for your zone |  |  |
|  | Ensure you have your zone maps |  |  |
|  | Ensure you have the mobile numbers and names of your volunteers recorded on your sheet. Ask them to pair up |  |  |
|  | Ensure you have your zone maps |  |  |
|  | In your area, work street by street  Ensure that your volunteers (and you) remain in each others sight at all times |  |  |
|  | Decide where to go first – e.g. where are the highest numbers of recorded vulnerable people  ***In a flooding scenario*** – ensure you have considered where told most likely to flood first  ***In power outage –*** work street by street methodically |  |  |
|  | Ensure volunteers:  Work in pairs at all times  Request additional resources via you  Do not go into houses unless a genuine emergency  Monitor the volunteers – do they need breaks |  |  |
|  | Check with volunteers before returning to the OCC that they have either escalated issues to you or reported them to the admin/phones team |  |  |
|  | On return to the OCC – remind all volunteers to sign out before they go home |  |  |
|  | Ensure you and your volunteers check in with admin that there is an accurate record of issues encountered |  |  |

**3.7 MEDIA COMMUNICATIONS**

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

|  |  |  |  |
| --- | --- | --- | --- |
| **REF** | **ACTION** | **DUE/WHO** | **DONE** |
|  | Nominate someone from the Ops team to handle Media communications regarding our work.  The administrative co-ordinator will update social media |  |  |

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

**4.0 VULNERABLE SITES**

Vulnerable sites (we have identified) are

* Victoria Court
* Bridge End Court
* Derwent Mills
* Kirklands Care Home
* Dalton Court
* Hames Hall
* Abbeyfield

The first three are vulnerable to flooding so should be treated as a priority. Possible breach sites where extra support might be offered are Bridge Street Close and or Derwentside Gardens