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 | Brian Mitchelhill | 07800 613122 |
| Paul Mogford | 07834 993572 |
| Jo Crozier (Administrator) | 0775 421 4201 |
|  |  | CERG mobile | 07852 599794 |

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| --- | --- | --- |
| **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** |
| **3.0** | **CERG board** | **28 October 2020** |



**Cockermouth Emergency Response Group**

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 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

Phone operator

Volunteer co-ordinator

Equipment co-ordinator

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

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|  |  |  |  |
| --- | --- | --- | --- |
| **Control Centre** | **Address** | **Contact Name** | **Contact Number** |
| Christ Church Rooms | South Street, Cockermouth, Cumbria,  CA13 9RP | Brian Mitchelhill | 07800 613122 |
| Paul Mogford | 07834 339572 |
| Jo Crozier (Administrator) | 0775 421 4201 |
|  |  | 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

**Volunteers:**

Volunteers will be deployed to warn and inform people of the flooding (or other emergency) situation. Mobile phones (or radios in extremis) will be used to communicate.

**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 local council under the auspices of a data sharing agreement. This information **should not** be shared. Access is given only to CERG board members and lead volunteers in line with the data sharing agreement.

**OCC EQUIPMENT LIST**

**Emergency Cabinet in Christ Church rooms:**

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

**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:**

* Put up town maps and zone maps
* Put up temporary white board sheets
* One central information point
* signage

**AGREE:** Leader

Administrator

Phones Operator

Volunteer Co-ordinator

Equipment Co-ordinator

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

**IF NECESSARY:** call Christ Church key holders:

Daytime phone number of church office 01900 823269

**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**

**1.2 CONTROL ROOM SET UP**

FRONT DOOR

REGISTRATION

EQUIPMENT

VOLUNTEER

CO-ORDINATOR

ADMIN

KITCHEN

HATCH

REFRESHMENTS

PHONES

**1.3 ROLE STRUCTURE**

**ANNEX F - INITIATION MEETING**

**1.5 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)

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

**2.1. FLOODING**

2. EMERGENCY SCENARIOS AND RECOMMENDED ACTIONS

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**

|  |  |
| --- | --- |
| 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  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 Allerdale Borough Council are setting up a rest centre, ask for clarification on location, provide our contact details. Consider offering volunteers to support |

**2.2 PANDEMIC**

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

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), 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. Volunteers are asked to congregate at Christ Church Rooms at 1600 if electrical power is lost more than four hours previously on the same day across the town. If the loss of power occurs during the night, volunteers are asked to assemble at Christ Church rooms at 1000 the following day. 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 committee member shall and can be used in their place.

**3.1 LEADER**

Role to lead the volunteer response to the emergency, liaising with the emergency services and statutory services. Must remain in the OCC at all times.

Works closely with the Radio operators, Administrators and Volunteer/Equipment Co-ordinators

|  |  |  |  |
| --- | --- | --- | --- |
| **REF** | **ACTION** | **DUE/WHO** | **DONE** |
| 1. | Nominate Cockermouth volunteers to take lead roles in zones, administrator, phones operatives, volunteer co-ordinator, equipment co-ordinator |  |  |
| 2. | Take lead with EA, Police, Fire and Rescue and local authorities |  |  |
| 4. | Working with Emergency Services   * Decide 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  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 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 |  |  |

**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, the 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. | Identify and nominate phones team | Administrator and nominated team |
| 2. | Ensure that OCC cabinet is opened and OCC set up | Administrator and nominated team |
| 3. | Liaise closely with the Leader, phone Operator and Volunteer/Equipment co-ordinator | Administrator and nominated team |
| 4. | Ensure that all persons working in the OCC have access to refreshments (tea, coffee, water, food etc) | Administrator and nominated team |
| 5. | Make sure that all roles identified and activated have the stationery requirements that they need | Administrator and nominated team |
| 6. | Check on volunteer co-ordinator | Administrator and nominated team |
| 7. | Appoint phone answerer and runner to answer phone to ensure that information is recorded and shared for both residents and potential volunteers | Administrator and nominated team |
| 8. | Update the situation specific contact list each day | Administrator and nominated team |
| 9. | Track actions taken in incident log | Administrator |
| 10. | Make sure the incident commander and all volunteers taking breaks as appropriate | Administrator and nominated team |
| 11. | Ensure all incident forms are suitably disposed of and logged | Administrator |

**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 leader (normally Jo Crozier) or another CERG board member. When in doubt your team must refer to you.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Task** | **Who** | **Done** |
| 1 | Please check 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 numbers on the whiteboard for volunteers to record. Include admin teams numbers | Team leader |  |
| 2 | Upon receipt of a telephone call from the volunteers on the ground, 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 from Comms is taken, pass the form to the admin leader/ CERG board member actively manning the incident log. Make sure any actions taken are also recorded. | Comms leader |  |
| 4 | Once logged, the admin leader will pass the form back to you to return to the comms team 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).

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| --- | --- | --- | --- |
| **REF** | **ACTION** | **DUE/WHO** | **DONE** |
| 1. | Appoint equipment co-ordinator |  |  |
| 2. | Nominate volunteer administrators to check people in and out |  |  |
| 3. | Ensure volunteers have the equipment and resources they need (i.e. Hi-vis vests, torches, gloves, strong footwear, trekking pole etc) |  |  |
| 4. | Ensure that volunteers, time in and out and tasks are recorded in the volunteer location form |  |  |
| 5. | Ensure that there is a lead volunteer for each zone location:  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 |  |  |
| 6. | Consider using a rota if emergency if 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.

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| --- | --- | --- | --- |
| **REF** | **ACTION** | **DUE/WHO** | **DONE** |
|  | Nominate Cockermouth Volunteer from the CERG committee to handle Media communications regarding our work. |  |  |

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