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

  Cockermouth Emergency Response Group

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

Date last updated: 27 April 2022

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

Response

Emergency

This Document

Acute Recovery

Recovery

Flood Risk

Have trigger points been reached?

YES

NO

Advise keyholders

Keep watch

Call for CERG board

Heads up to: Volunteers

Set up OCC (plan in cupboard)

Call for volunteers

Appoint: Leader
Administrator
Phone operator
Volunteer co-ordinator
Equipment co-ordinator

Hold initial briefing
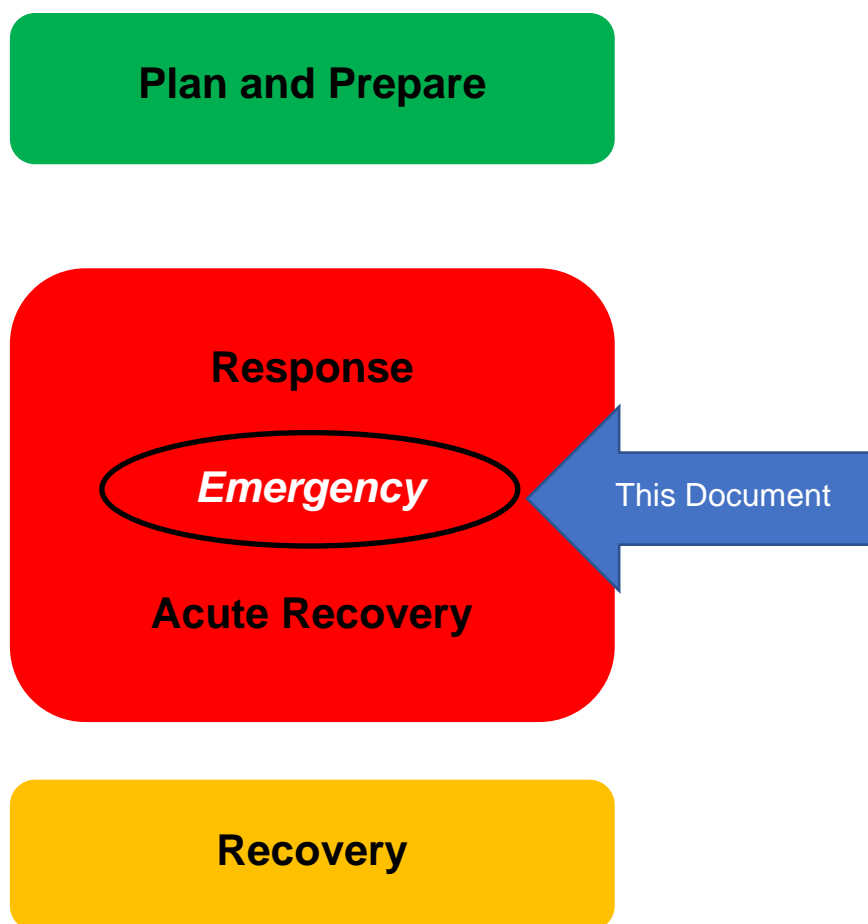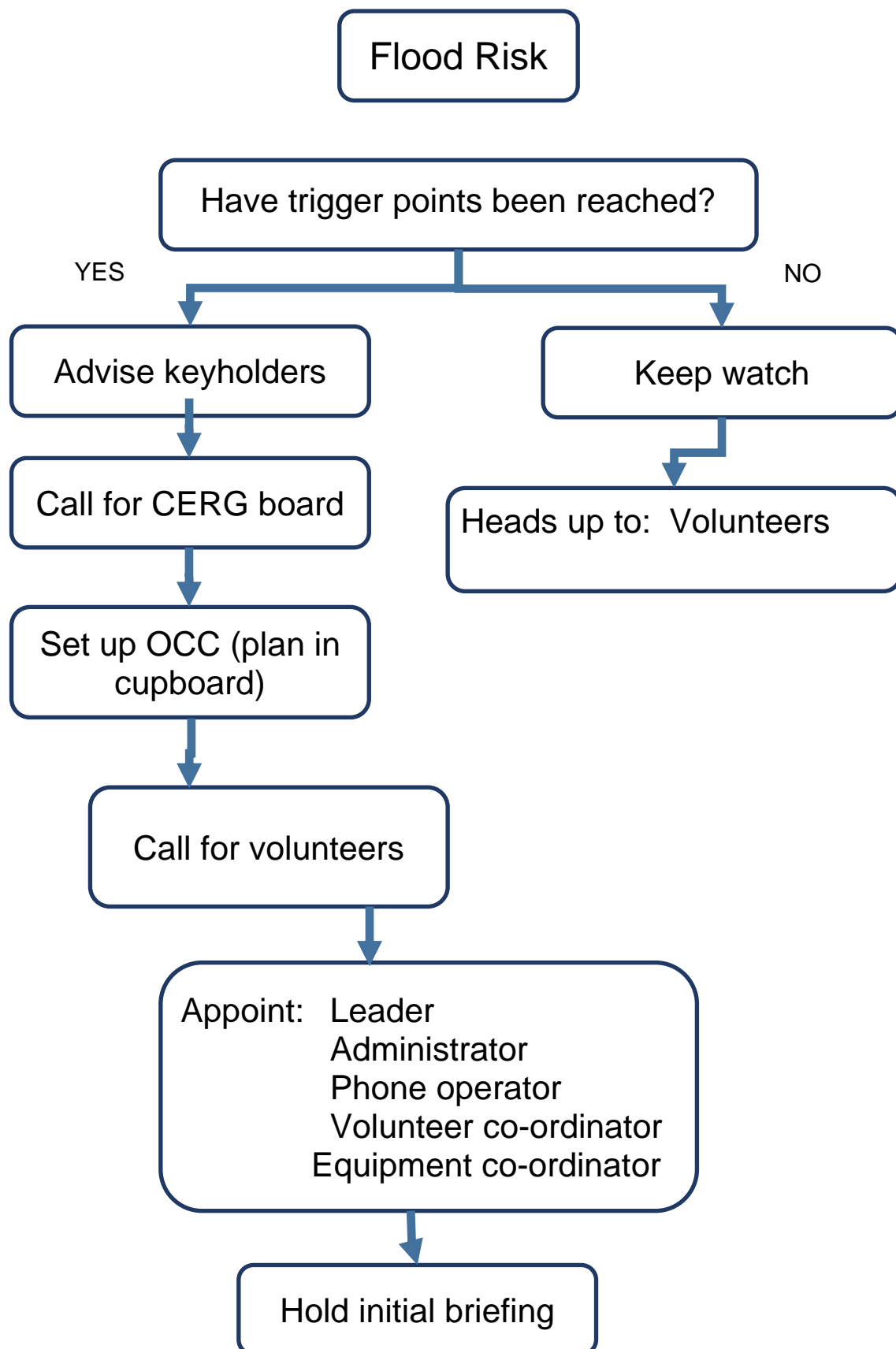
OPERATIONAL CONTROL CENTRE

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	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.
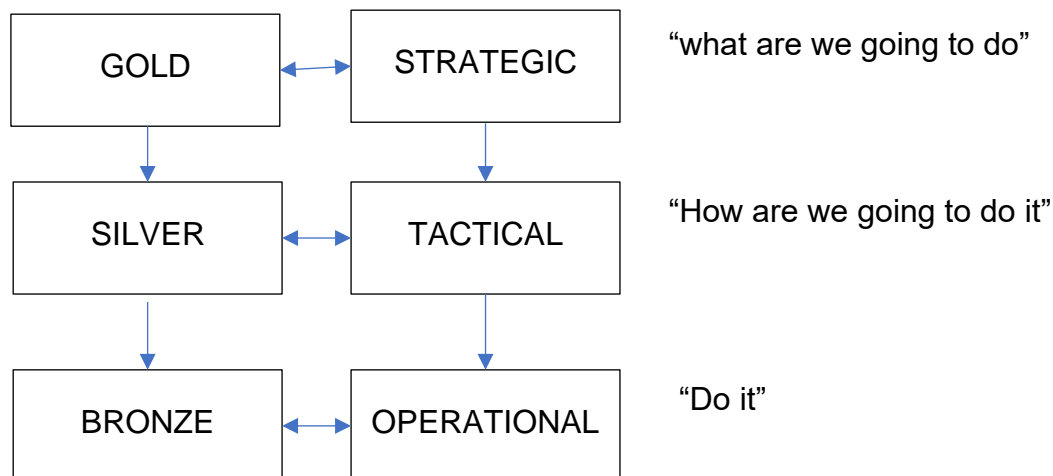
OCC EQUIPMENT LIST

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

Date last updated: 27 April 2022

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 ↔ STRATEGIC	"what are we going to do"
SILVER ↔ TACTICAL	"How are we going to do it"
BRONZE ↔ OPERATIONAL	"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.

INITIATION

1.1 KEY TASKS

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.

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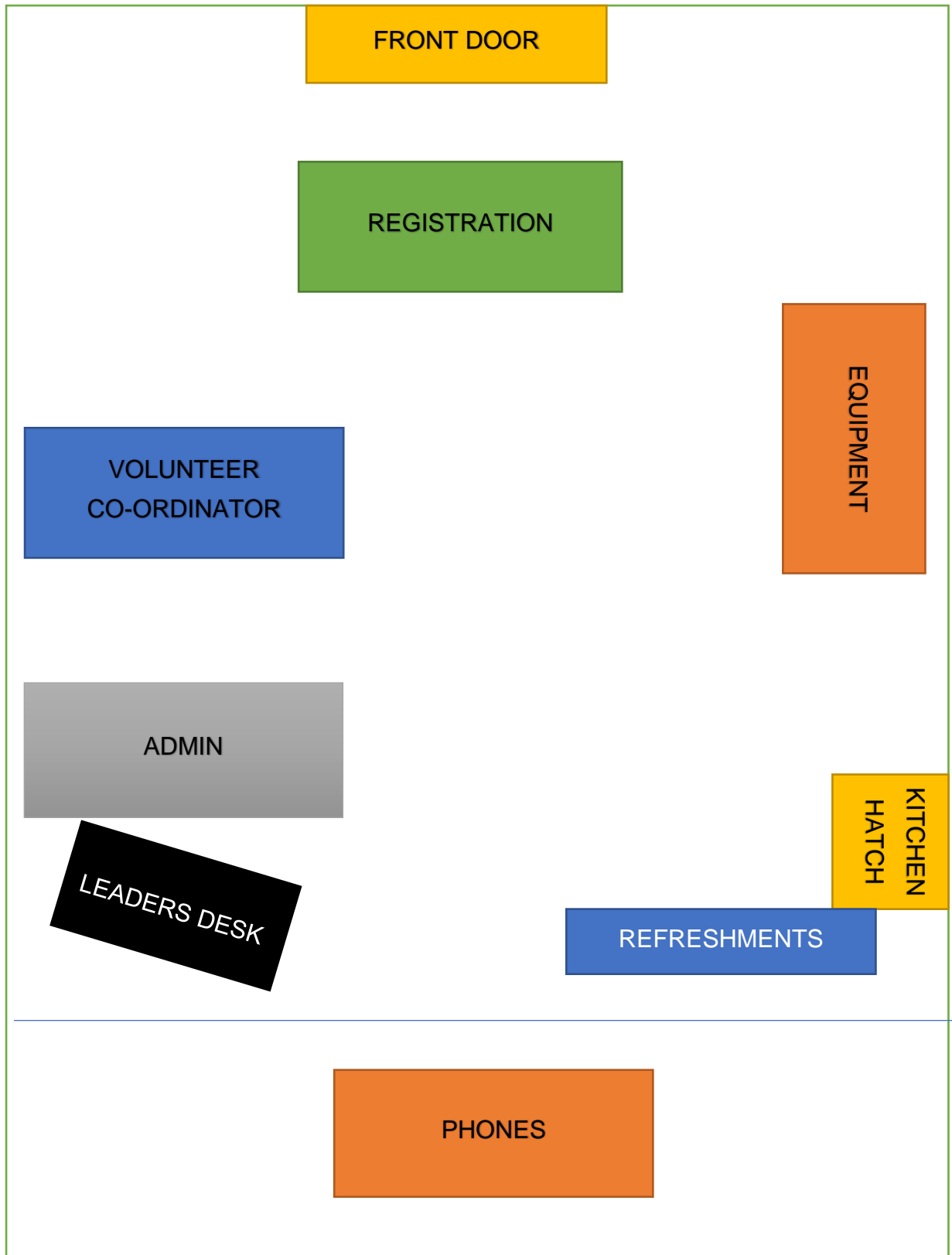
AGREE: Leader
Administrator
Phones Operator
Volunteer Co-ordinator
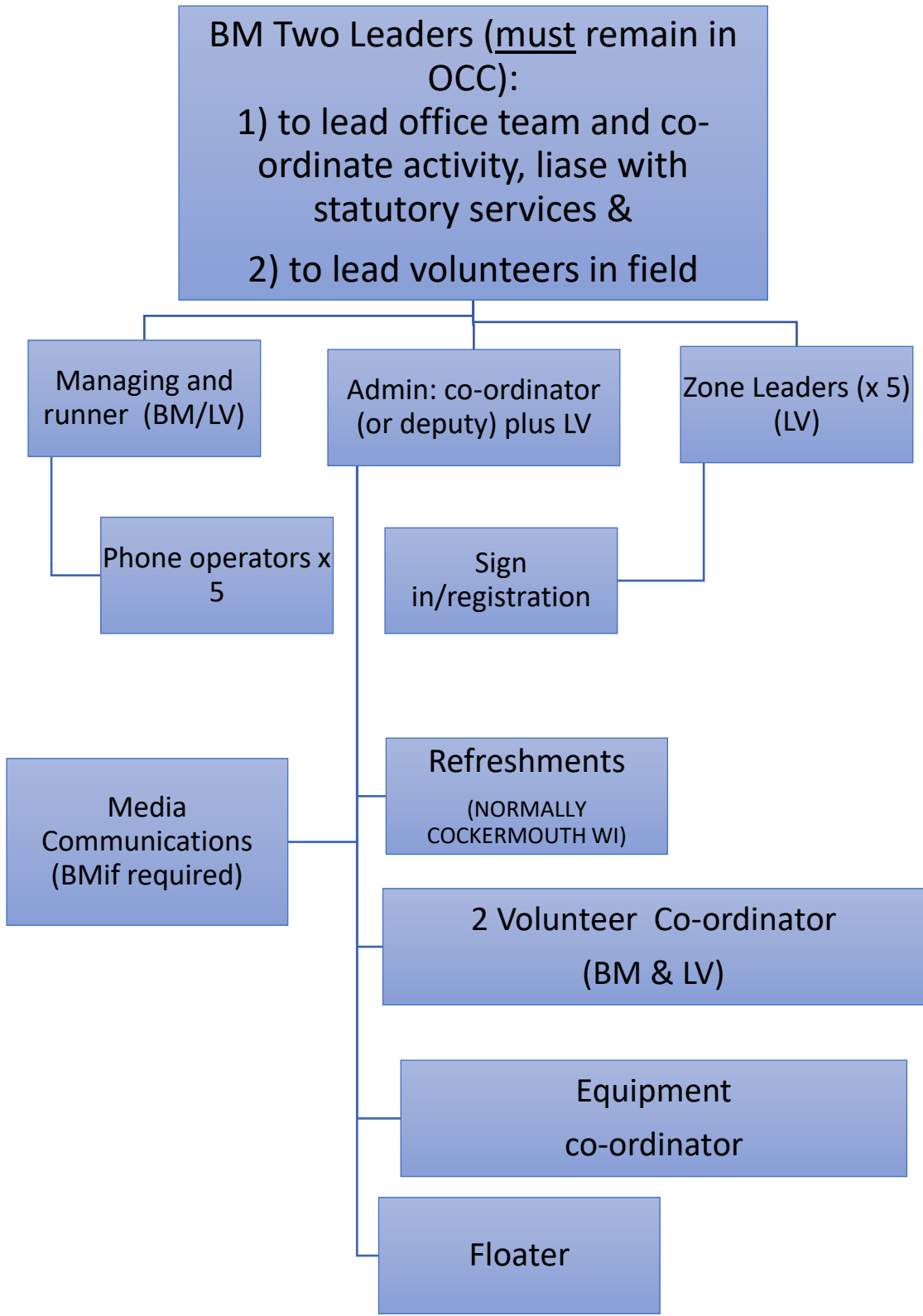Equipment Co-ordinator

SET UP ROOM:
- Put up town maps and zone maps
- Put up temporary white board sheets
- One central information point
- signage

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.

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Cockermouth Community Emergency Plan

1.2 CONTROL ROOM SET UP

FRONT DOOR

REGISTRATION

EQUIPMENT

VOLUNTEER CO-ORDINATOR

ADMIN

LEADERS DESK

KITCHEN HATCH

REFRESHMENTS

PHONES

Date last updated: 27 April 2022

1.3 ROLE STRUCTURE –
KEY BM=BOARD MEMBER/LV=LEAD VOL

BM Two Leaders (must remain in OCC):
1) to lead office team and co-ordinate activity, liase with statutory services &

2) to lead volunteers in field

Managing and runner (BM/LV)

Admin: co-ordinator (or deputy) plus LV

Zone Leaders (x 5) (LV)

Phone operators x 5

Sign in/registration

Refreshments

(NORMALLY COCKERMOUTH WI)

Media Communications (BMif required)

2 Volunteer Co-ordinator

(BM & LV)

Equipment co-ordinator

Floater

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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 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

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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), the objectives of CERG will be to provide:
- Support for the emergency services;
- Assistance to the statutory bodies;

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- Continuing support and care for the community;
- Mitigation of the effects of the emergency.

If there is a general widescale loss of utilities for more than 24 hours (especially electricity) the CERG board will liaise in person as normal forms of communications will be down. Volunteers are asked to assemble at Christ Church Rooms at either 10am or 2pm whichever is the soonest. Board members will meet you there and advise if we are to assist the statutory authorities. 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.

MOBILISING VOLUNTEERS? NOW PAUSE
ALL OCC LEADERS TO READ JOB SHEETS

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. The work will be shared between two Board members (OCC/BRONZE). 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, phone operatives, volunteer co-ordinator, equipment co-ordinator	OCC	
2.	Take lead with EA, Police, Fire and Rescue and local authorities	BRONZE	
4.	Working with Emergency Services • Decide priorities • Brief volunteers (Health & Safety Guidance) • Decide if and how spontaneous volunteers are to be used	BRONZE/OCC	
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 - Spontaneous volunteers	 BRONZE BRONZE BRONZE BRONZE BRONZE BRONZE OCC OCC	
6.	Ensure that there is a CERG central register of all persons displaced by the event.	OCC	
7.	Need to gather information on roads that are closed or due to close and alternative routes to access areas (particularly remote communities	BRONZE	
8.	Provide updates every 1-2 hours on developing situation	BRONZE/OCC	
9.	Maintain key decision log	BRONZE/OCC	
10.	Consider post flood plan implementation – 24hr working necessary?	BRONZE/OCC	
11	Consider interim telephone householder check	BRONZE	

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Cockermouth Community Emergency Plan

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.	Ensure that OCC cabinet is opened and OCC set up	Administrator and nominated team
2.	Liaise closely with both Leaders, comms manager and Volunteer/Equipment co-ordinator	Administrator and nominated team
3.	Call in Cockermouth WI to ensure that all persons working in the OCC have access to refreshments (tea, coffee, water, food etc)	Administrator and nominated team
4.	Make sure that all roles identified and activated have the stationery requirements that they need	Administrator and nominated team
5.	Check on OCC leaders and ensure they are taking breaks as appropriate.	Administrator and nominated team
6.	Appoint phone answerer to answer phone to ensure that information is recorded and shared for both residents and potential volunteers	Administrator and nominated team
7.	Update the situation specific contact list each day	Administrator and nominated team
8.	Track actions taken in incident log	Administrator
9.	Ensure all incident forms are suitably disposed of and logged	Administrator
10.	Answer email enquiries, maintain website/social media and liaise with Environment Agency re individual requests	Administrator

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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	

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3.4 VOLUNTEER CO-ORDINATOR

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

REF	ACTION	DUE/WHO	DONE
1.	Ensure that volunteers, time in and out and tasks are recorded in the volunteer location form		
2.	Ensure that there is a lead volunteer for each zone location and ensure they record their mobile numbers on white boards. Ensure zone leaders record the mobile numbers of comms manager and admin phone lead. Breakdown volunteers into zones as required using the zone allocation record		
6.	Consider using a rota if emergency if longer than six hours in conjunction with the OCC leader.		
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 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.