

# 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



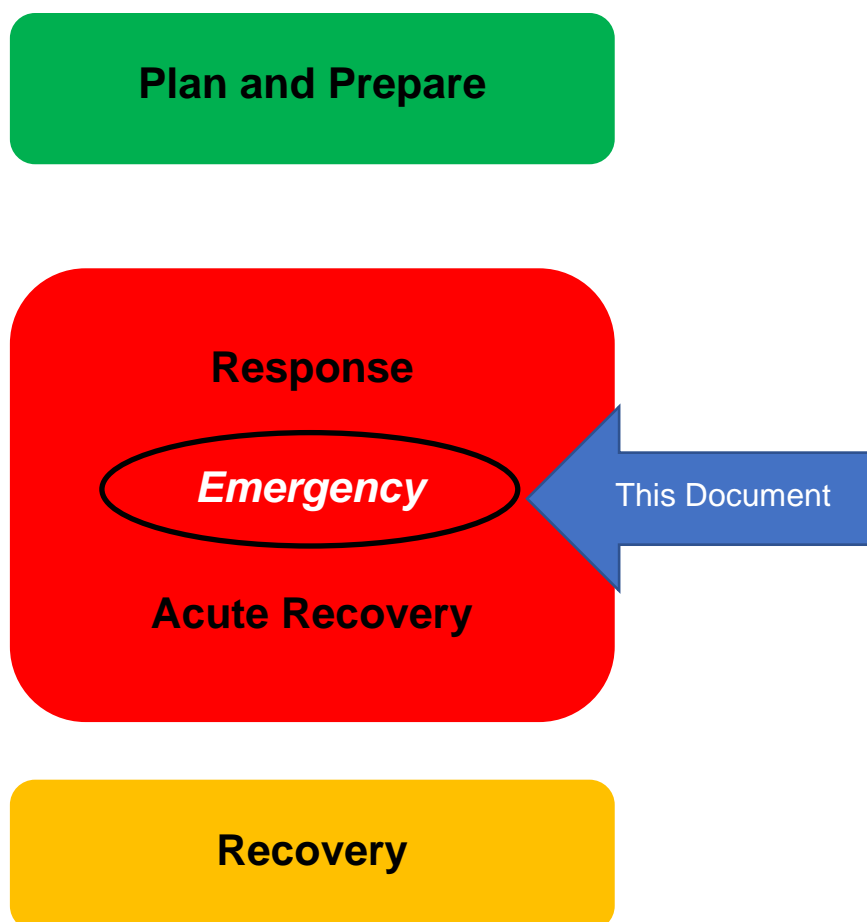
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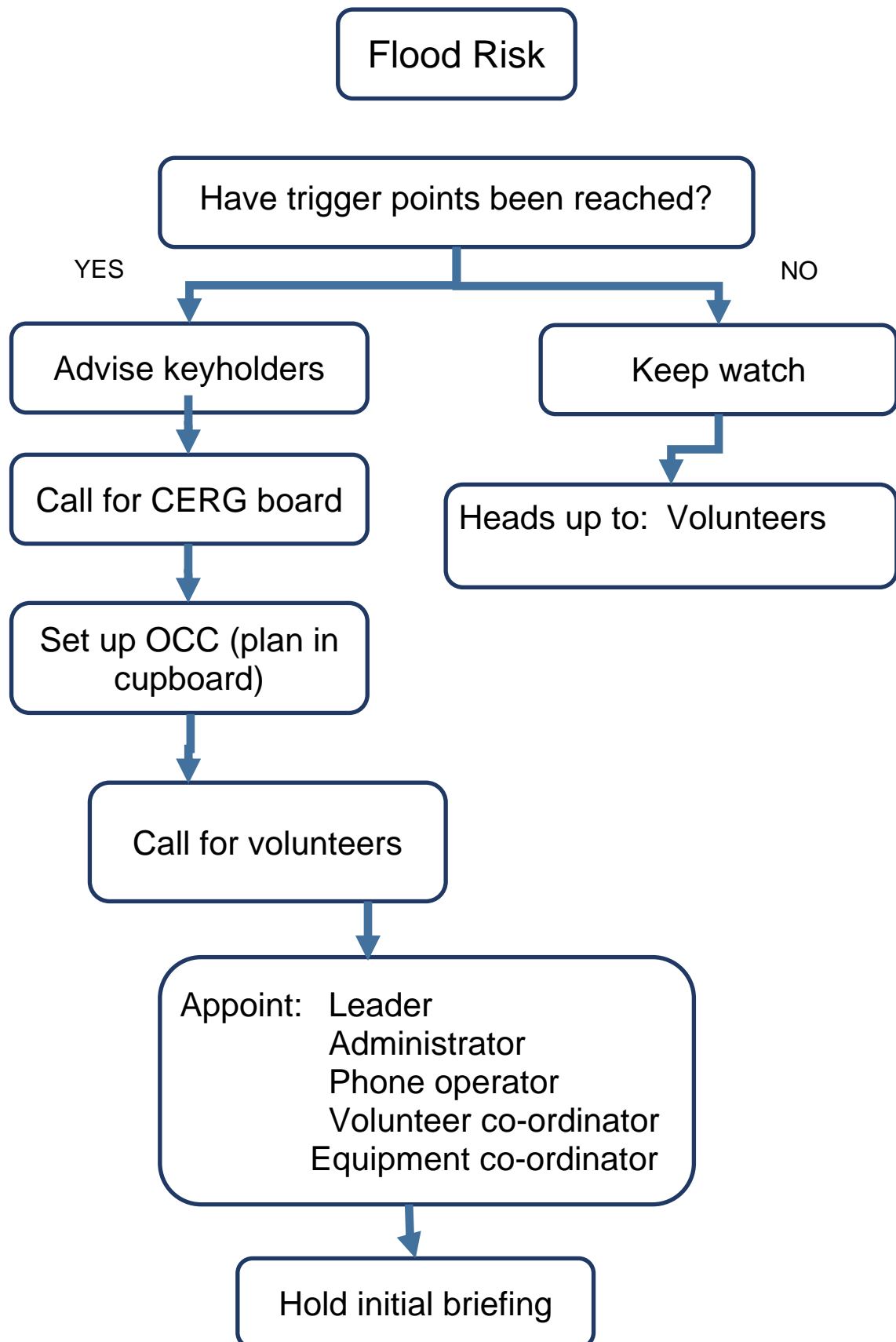
Cockermouth Emergency Response Group

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
3	CERG board	22 August 2022
4.0	Jo Crozier/Liz Hampson	11 August 2023

# 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.





## 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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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 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.

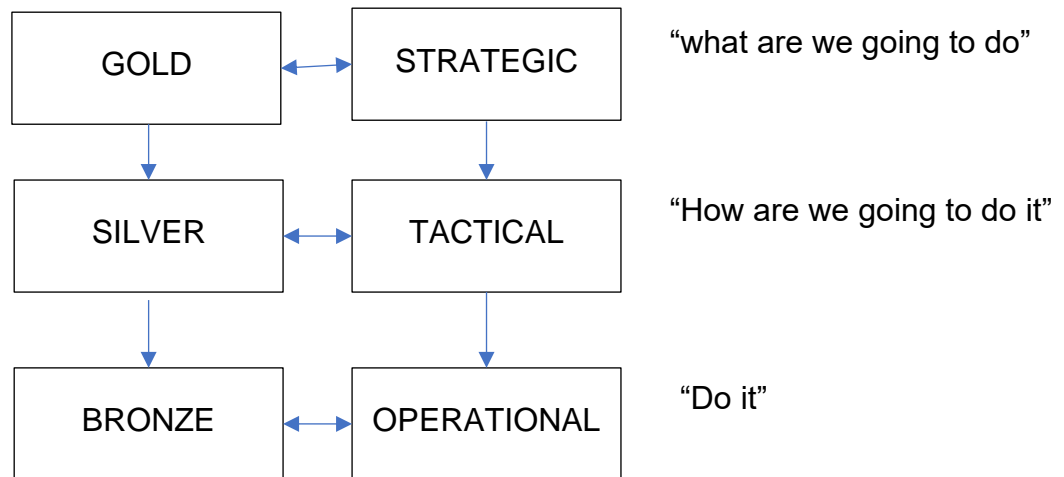
## OCC EQUIPMENT LIST

### 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 Js

## 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 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.

## 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.

**IF NECESSARY:** call Christ Church key holders:  
Daytime phone number of church office 01900 823269

### 1.2 CONTROL ROOM SET UP

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

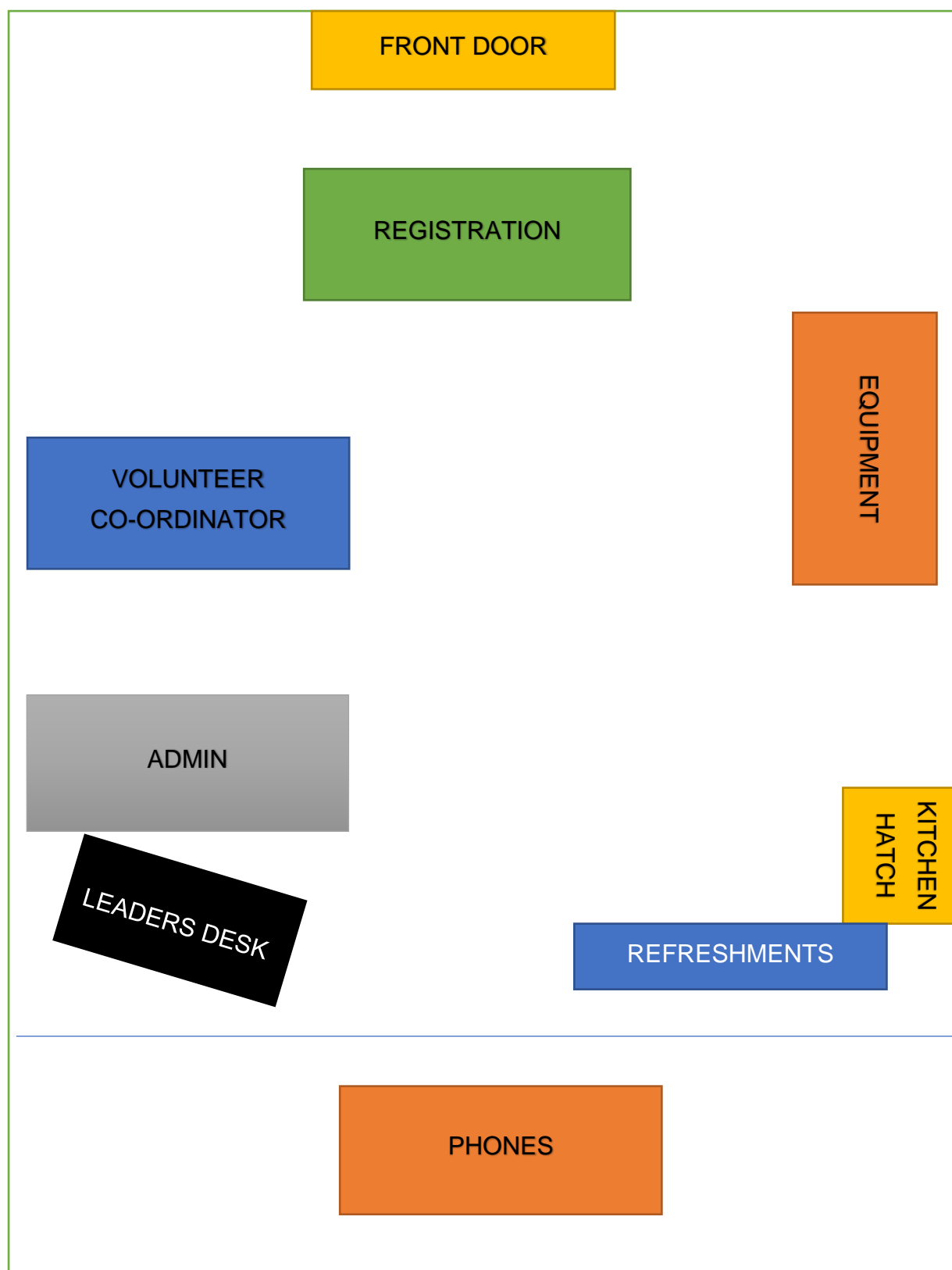
**AGREE:**

- Leader
- Administrator & Admin Support
- Phones/Radio Operator
- Volunteer Co-ordinator
- Equipment Co-ordinator

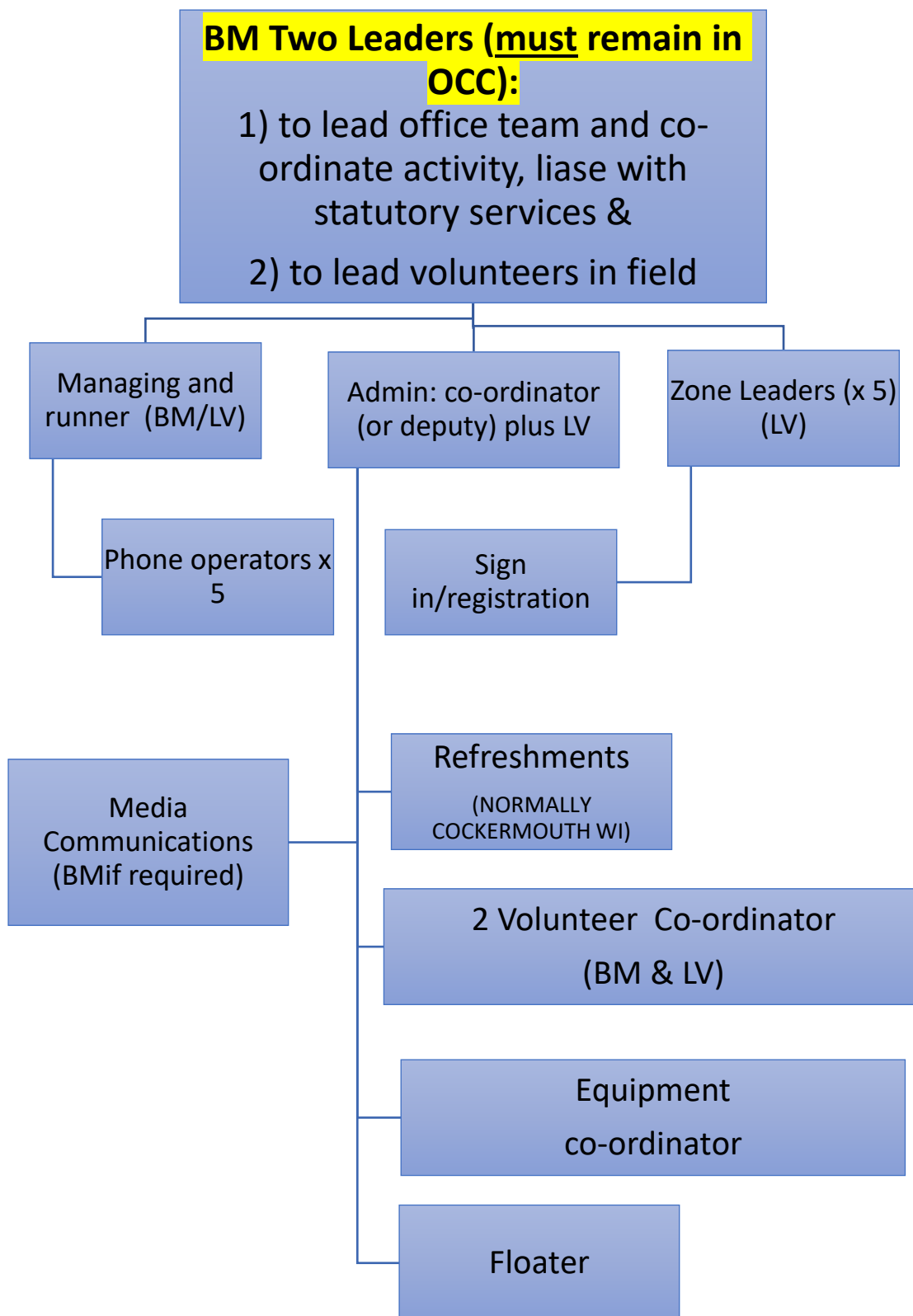
#### **SET UP ROOM:**

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

**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.



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



## 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 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 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 - both must remain in the OCC at all times

## Cockermouth Community Emergency Plan

Role: to lead the volunteer response to the emergency

BRONZE LEADER: must act as liaison with the emergency services and statutory services.

OCC LEADER: The other works closely with the phone operators, administrator and zone, volunteer & equipment co-ordinators leading the response on the ground.

REF	ACTION	DUE/WHO	DONE
1.	Nominate Cockermouth volunteers to take lead roles in zones, administrator, phones operatives, volunteer co-ordinator, equipment co-ordinator and OCC floater	OCC	
2.	Take lead with EA, Police, Fire and Rescue and local authorities	BRONZE	
3.	Maintain key decision log	BRONZE/OCC	
4.	Working with Emergency Services <ul style="list-style-type: none"><li>• Agree priorities</li><li>• Brief volunteers (Health &amp; Safety Guidance)</li><li>• Decide if and how spontaneous volunteers are to be used</li></ul>	BRONZE/OCC OCC BRONZE/OCC	
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	BRONZE  BRONZE/OCC 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.	Consider post flood plan implementation – is shift working necessary	BRONZE/OCC	
10.	Consider interim householder check by phone	BRONZE/OCC	
11.	Liaise with multi agency before closing down OCC	BRONZE	
12.	Allocate continued support for administrative co-ord after closure. Consider relocation of this	OCC	

### 3.2 ADMINISTRATIVE CO-ORDINATOR

Date last updated: 11 August 2023

## Cockermouth Community Emergency Plan

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	DUE/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.	Request help from Cockermouth W.I. 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.	Check on volunteer co-ordinator and OCC leader	ADMIN LEAD/OCC LEAD
7.	Update the situation specific contact list each day	ADMIN LEAD
8.	Track actions taken in incident log	ADMIN/LEAD
9.	Make sure the Bronze leader, OCC leader and volunteers taking breaks as appropriate	ADMIN
10.	Resolve incident log at the end of the day	ADMIN LEAD
11.	Ensure all incident forms are suitably disposed of and logged	ADMIN
12.	Answer email and phone enquiries on CERG phone	ADMIN
13.	Maintain website and social media	ADMIN LEAD
14.	Liaise with Environment Agency re individual support requests	ADMIN LEAD

### 3.3 COMMUNICATIONS TEAM LEADER

## Cockermouth Community Emergency Plan

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 telephone 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. <b><i>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</i></b>	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	DUE/WHO	DONE
1.	Nominate volunteers to maintain registration desk	VOL CO-ORD/OCC 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 OCC 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	VOL CO-ORD	

### 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 board 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
- Holmewood Care Home

Possible breach sites where extra support might be offered are Bridge Street Close and or Derwentside Gardens