

COCKERMOUTH COMMUNITY FLOOD RECOVERY PLAN



CIO 1205090

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 |
| | | Administrator | 07852 599794 |
| | | Ops Team/CERG mobile | 07852 599794 |

| Version Number | Author | Date |
|----------------|-------------------------------------|------------|
| 1.0 | Rob Coles | |
| 1.1 | CERG board | 8/1/2020 |
| 1.2 | Rob Coles/Jo Crozier | 23/1/2020 |
| 1.3 | Paul Mogford/Jo Crozier | 03/08/2021 |
| 2.0 | Liz Hampson/Jo Crozier | 22/9/2022 |
| 2.1 | CERG board | 11/10/22 |
| 2.2 | Liz Hampson/Jo Crozier | 15/8/23 |
| 3.0 | Liz Hampson/Jo Crozier/Rob Coles | 17/6/2024 |

INTRODUCTION

Cockermouth Emergency Response Group (CERG) has a plan in place for the immediate actions prior to a flood. Flooding can have a major impact on a community for months, if not years, and the remit of this plan is to cover the immediate aftermath of a flood.

The primary assistance to the community will be from statutory bodies such as the emergency services, local councils, NHS and social services. The role of CERG is to assist these bodies in any way and it should be understood that the statutory bodies will always take precedence. The county-wide structure is such that Gold (Strategic) command is in charge during the flooding event. Halfway through the immediate emergency, the Recovery group (chaired by the Council) will be set up. In the transition between a flooding event and recovery we may well be tasked by the Recovery Group to support our community. **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.**

Following a flood there may be a period of great confusion and it is not possible to state what the exact requirements of the community will be, **consequently this plan should be regarded as a template to assist recovery in the first week following the flood.** Much will depend on the extent of the damage, resources available and the availability and skills of volunteers. It is envisaged that the main areas that CERG will be able to assist with will be 'practical help', signposting householders to services and running an emergency relief centre.

The problems associated with flooding continue long after the initial event. In 2015, Sellafield, Allerdale BC and Cumberland Council co-funded a container work canteen and an ordinary 40' container that were placed on Wakefield Road around 10 days after the event. Kings Church Cockermouth took the lead (along with Churches Together in the Cockermouth Area) in staffing (volunteers) and all the ongoing costs such as food, fuel, equipment etc. There was also funding from the Cumbria Community Foundation towards the running of the canteen. These facilities remained in this set up for around 4 months. The canteen operated as a drop in cafe for those affected by the flood and as a place where Cumbria County Council (CCC)(as was) and Allerdale Borough Council (ABC)(as was) supported residents in accessing available grants and signposted to other useful information around flood recovery and future resilience. The Drop In café still operates, as those affected by

flooding (especially the elderly and vulnerable) have needed ongoing emotional support.

The container was used for storing donated food and cleaning products which were available to those who flooded. This was operated by the Cockermouth Rotary primarily with support from Kings Church, CCC and ABC. It is anticipated that, should another flood event occur, these facilities will be needed again, and should that be the case, so funding and structural help will be required.

1 INTERIM PERIOD

Once volunteers have been withdrawn due to conditions becoming dangerous, there will be an interim period prior to the Flood Recovery Plan being fully implemented. At the request of the emergency services/Cockermouth Mountain Rescue Team (CMRT), a team of volunteers will contact, where possible, householders registered with CERG to ascertain their location and plans if unknown. This will be done under the direction of the emergency services/CMRT if required.

1.1 ACTIVATION OF PLAN

The plan will naturally follow on from the main emergency plan and existing CERG Ops team members will take on roles in the Flood Recovery plan. Annex A is a contact list of CERG Ops Team members who will be instrumental in activating both the Emergency Plan and the Flood Recovery Plan.

1.2 OPERATIONAL CONTROL CENTRE (OCC)

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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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

This building will continue to be the OCC in the flood recovery phase. It will be led by a Leader at all times and they will be the point of contact with statutory bodies. They must maintain a strategic overview of the operation and not become involved in the minutiae. They (as well as admin) will have contact details for resources available within the community. The primary role of the OCC Leader will be to bring some framework in the chaos of the flood recovery period. It is envisaged that this could be up to ten days and after that all statutory bodies should have their plans up and running. There will be a main administrative area – all communications will go through this area and a log of actions will be kept.

1.4 VOLUNTEER INFORMATION

Volunteers will be deployed to assist householders following a flood. A dynamic risk assessment should be conducted by the Leaders before the deployment of any volunteers. This should be logged and returned to admin for retention. The key decision log is also the responsibility of the Leader. Mobile phones will be used to communicate. Volunteer information is retained by CERG Ops Team – and will be made available at time of event. The information is for emergencies only and will not be shared.

1.5 VULNERABLE PEOPLE

See spreadsheet list- this information **should not** be shared.

1.6 OCC EQUIPMENT LIST

Emergency Cabinets in Christ Church rooms:

The cabinets are on the balcony above the rooms. .

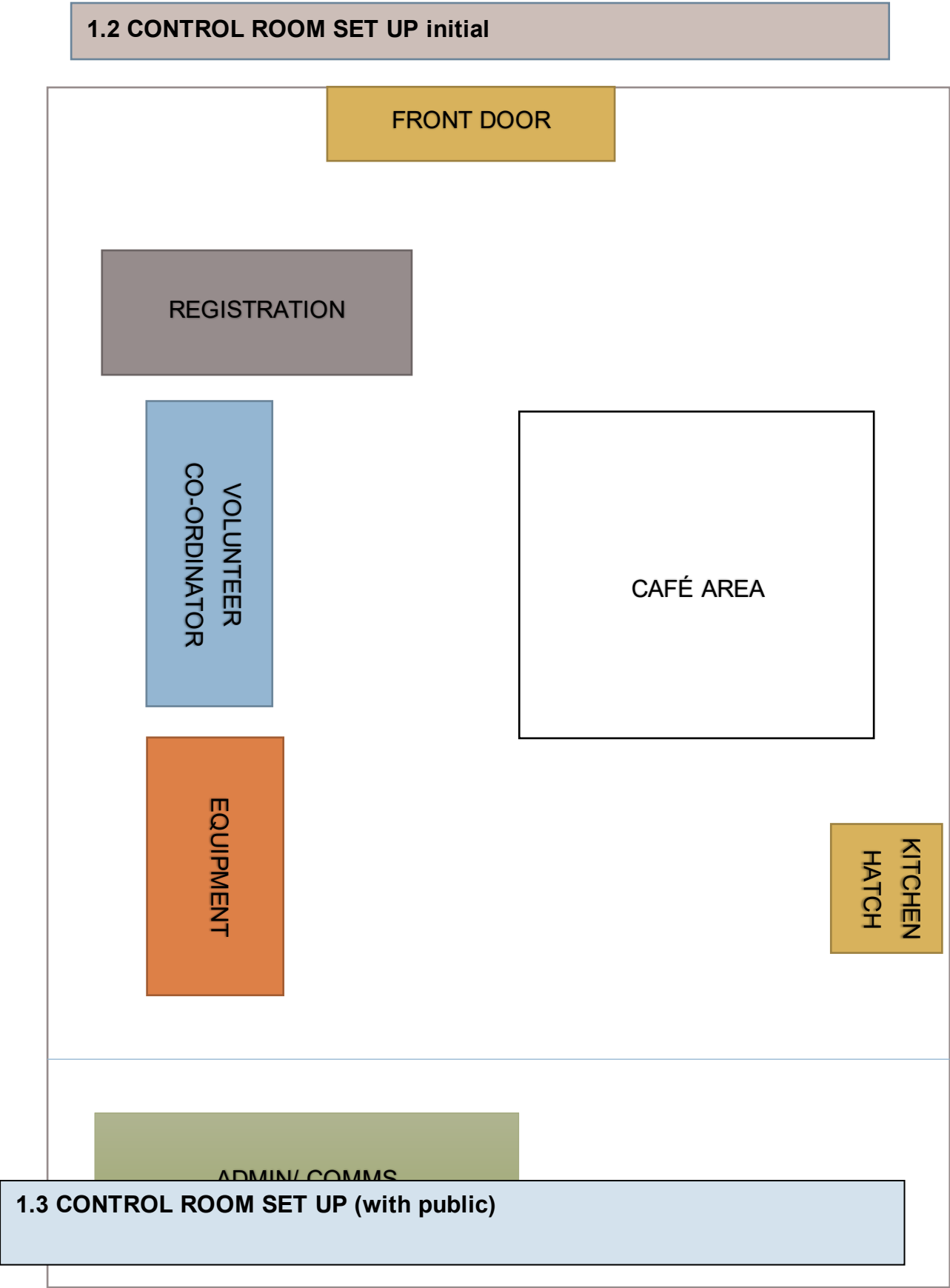
2. KEY TASKS

LAYOUT OF CHURCH ROOMS: Tables for the following are needed:
Volunteer registration, Administration & Comms team, Volunteer co-ordinator, Equipment co-ordinator, Leader, café area

| | | |
|---------------------------------|--------|----------------------------|
| AGREE: | Leader | |
| Administrator and admin support | | Volunteer Co-ordinator |
| Equipment Co-ordinator | | Communications team leader |
| OCC co-ordinator | | |

SET UP ROOM:

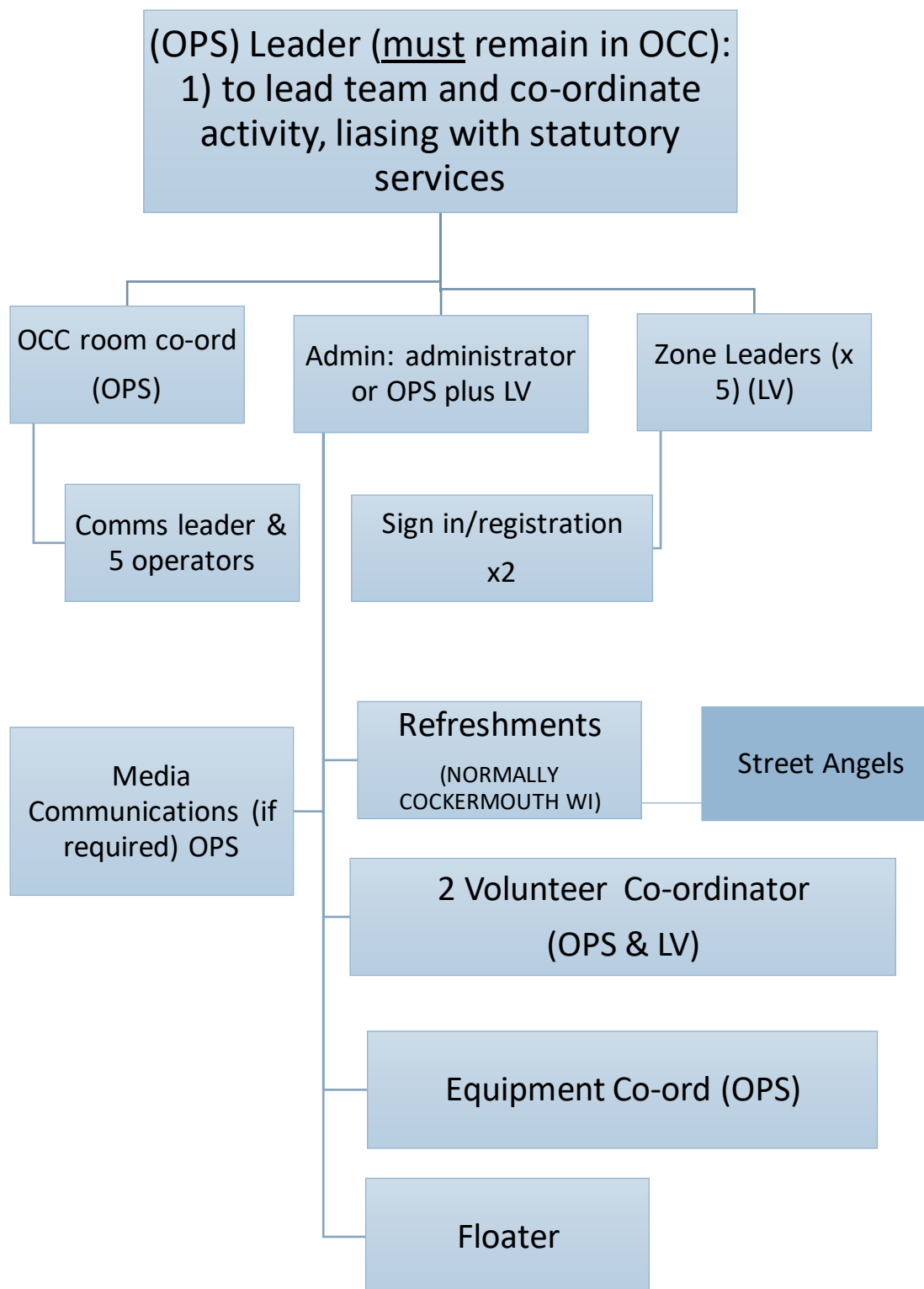
- Put up signage
- Put up town maps and zone maps
- Put up temporary white board sheets
- One central information point



1.3 ROLE STRUCTURE

OPS= Ops Team

LV= LEAD VOLUNTEER



1.4 MULTI-AGENCY RESPONSE

RECEPTION CENTRES

These are the responsibility of the Council. In the event of an emergency that requires the opening of an Evacuation Centre, the Council 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 the Council. In extreme circumstances we may be asked to assist/open one up. We would be tasked by the Council to do so and where it will be. We should not become involved in moving people – this should be the responsibility of the emergency services or the Council.

3. PRACTICAL TEAM

There will be considerable damage post flood and a huge amount of help (see 1.4) will be required. By this stage many CERG volunteers may either be dealing with their own problems or helping family, friends or neighbours. Therefore, it is important that people realise CERG will normally prioritise vulnerable people registered with us. There will be a Volunteer Co-ordinator who will liaise closely with the Leader to allocate resources. To ensure priorities are set and safety considerations are met, the team should only take on tasks allocated by the Administration Team. To help with flexibility, if team members receive ad-hoc requests following the completion of a task, they should ask the householders to log their request with us either by email, phone or social media.

We will consider requests for:

Food and drinks delivery via the 'street angels'

Pet relocation advice (see pet advice & contact RSPCA. Also see list of catteries and kennels.

House clearance – a dynamic risk assessment required on each property – if in doubt check with the Leaders (***Volunteers should ensure householders have been in touch with their insurance company or taken photographs to prove the damage before any clearance is started***)

.... and anything else reasonably practicable.

Updates will be given out via our website and Facebook page – the admins for this are Liz Hampson and Paul Mogford and Andy Turner

2.1 EMERGENCY FOOD AND ASSISTANCE

There will undoubtedly be generous donations from many people and business. Only dried, sealed or tinned food can be accepted. Initially food could be donated at Christ Church rooms, where a minimum would be stored for immediate use and any surplus initially stored elsewhere (at Highfield Community Centre initially). A dynamic risk assessment would be conducted as to where best to store any surplus dependent upon prevailing conditions. This may be at Sullart Street or Wakefield Road car parks for example. The essential store at Christ Church rooms would be replenished daily from the main store as required.

It is likely that people will wish to donate clothes and toys. We do not have the personnel or facilities for them to be sorted and stored and **so we cannot accept them.**

2.2 FLOOD RELIEF CENTRE

It is envisaged that a café/reception area will be set up initially in Christ Church rooms and this will act as a 'hub', where people can come to unwind, relax and speak with others in a similar situation. This will be run by the W.I. and open to the entire community. Within this area there will be potential for volunteers to act as a listening service and possibly signpost people to relevant services, it is important that it is emphasized that CERG volunteers do not actively recommend any services or actions.

In addition to a café as a focal point, there will be a need for 'street' food' which will be run from the relief centre. It is important that all food and drink provisions meets food safety requirements. Consequently, any food must be prepared and cooked on the premises. This will be relayed to businesses and householders by the Street Angels.

In the past clearance has been given by the Environmental Health Officers only for food prepared in Christ Church to be offered to the householders and those visiting our relief centre. This is to limit any chance of food poisoning etc. It must be stressed to other organisations that this is why we cannot accept any donations of food cooked elsewhere. (Consideration might be given to a professional catering establishment who have their own hygiene certificates but we would need to check with the Environmental Health Officer).

2.3 ADMINISTRATIVE SUPPORT

There will be significant form filling for flood residents/property owners, whether it be insurance claims, grant applications or general advice; many will be in state of shock and distress and as a consequence struggle with this. The Soroptimists have agreed to give assistance and the form at Appendix A may be of use. If the flood victims fill out the form, it will have all their vital details in one place for any applications, and could be shown to any statutory bodies who request the information to save them having to endlessly repeat the same information. **This form will be held by the applicants and is for their use only.**

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. A supply of stationery items, large scale maps, HI Viz vests and some resources available in the CERG storage boxes.

Please see CERG's Emergency Plan for Job roles/descriptions not covered below

The Ops Team should meet regularly at the beginning of any period of operation. In the recovery period this should be at least twice a day to review task requests, action taken and to ensure that all have been appropriate and resolved.

LEADER – Flood recovery

Role to lead the volunteer response to the emergency (OCC) and liaison with the emergency services and statutory services (BRONZE). Must remain in the OCC at all times. Works closely with the Phone operators, Administrators and Volunteer/Equipment Co-ordinators

| REF | ACTION | WHO | DONE |
|-----|---|-----|------|
| 1. | Nominate Cockermouth volunteers to take lead roles in zones, administrators, volunteer co-ordinator, equipment co-ordinator in liaison with permanent administrator who may be able to advise of skills etc | | |
| 2. | Take lead with EA, Police, Fire and Rescue and local authorities | | |
| 3. | Working with the Council <ol style="list-style-type: none"> 1. Agree priorities and obtain formal tasking for insurance cover 2. Brief volunteers (Health & Safety Guidance) 3. Decide if and how spontaneous volunteers are to be used | | |
| 4. | Ensure consistent messages are communicated with all parties: <ol style="list-style-type: none"> 1. Operational Control Centre (regularly at least once am/pm) 2. Persons affected by the event 3. Remote communities that have been affected 4. Volunteer groups 5. Ad hoc volunteers | | |
| 6. | Need to maintain situation report on roads that are closed or due to close and alternative routes to access areas (particularly remote communities) | | |
| 7. | Provide updates every 1-2 hours on developing situation | | |
| 8. | Maintain key decision log | | |
| 9. | Co-ordinate the preparation of dynamic risk assessments where required | | |
| 10 | Oversee the allocation of 'street angels' for food delivery with Volunteer Co-ord | | |

ADMINISTRATION & COMMS TEAM – Flood recovery

This team will be key in maintaining an overview of all that is going on. It is important that all requests for information and assistance go through this area and that a log of communications is maintained, as per the emergency plan. The OCC Leader will hold regular meetings with the Admin Team, and other relevant personnel, to review the log. There is no prescribed interval for these meetings, however as a minimum one should be held on handover of key staff. The Comms team will be part of this team

Communication with the administration team will be either through CERG mobile phone numbers or in person. To ensure the smooth running of this area there should ideally be an Admin Lead and up to five staff. Contact from the general public along with requests for help will be dealt with on the main CERG mobile number. They are also responsible for keeping records of the volunteer hours worked.

| REF | ACTION | WHO | DONE |
|-----|--|-----------------|------|
| 1. | Maintain log of events, tasks & requests ensuring it is regularly reviewed. This will form the basis of much of the activity and would be used in a review to identify problem areas | ADMIN CO-ORD | |
| 2. | Queries or requests to Statutory bodies to be passed to the OCC Leader | | |
| 3. | Prioritise requests for practical assistance in liaison with the Leader | | |
| 4. | Maintain a register of new volunteers, establishing their skills and allocating tasks. Volunteers cannot work in CERG's name if the relevant paperwork has not been completed. That is: <ul style="list-style-type: none"> Reading volunteer guidance and have safety briefing Complete volunteer registration form (if individual rather than a group with their own insurance) | ADMIN CO-ORD | |
| 5. | Liaise with Cockermouth W.I. to ensure that the kitchen is adequately supplied during operational hours. Further supplies can only be organised by the Leader or the Administrator | ADMIN CO-ORD | |
| 6. | Keep records of volunteer hours worked from returns from co-ordinators | ADMIN CO-ORD | |

VOLUNTEER & EQUIPMENT CO-ORDINATORS – Flood Recovery

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

| REF | ACTION | DUE/WHO | DONE |
|-----|---|---------|------|
| 1. | Ensure volunteers have the equipment and resources they need (i.e., Hi-vis vests, torches, appropriate clothing, lanyards, ID cards and notebooks | | |
| 2. | Ensure that volunteers, time in and out and tasks are recorded in the volunteer location form | | |
| 3. | <p>Ensure that there is a lead volunteer for each zone location:</p> <p>Direct them to “check in” with the Comms/Admin Team lead volunteer to exchange numbers</p> <p>Ensure volunteers have all contact numbers from the Comms Team for their zone</p> | | |
| 4. | Consider using a rota if operations extend more than four hours | | |
| 5. | Ensure volunteers take breaks | | |