

COCKERMOUTH COMMUNITY EMERGENCY PLAN



The main CERG contacts in an emergency are:

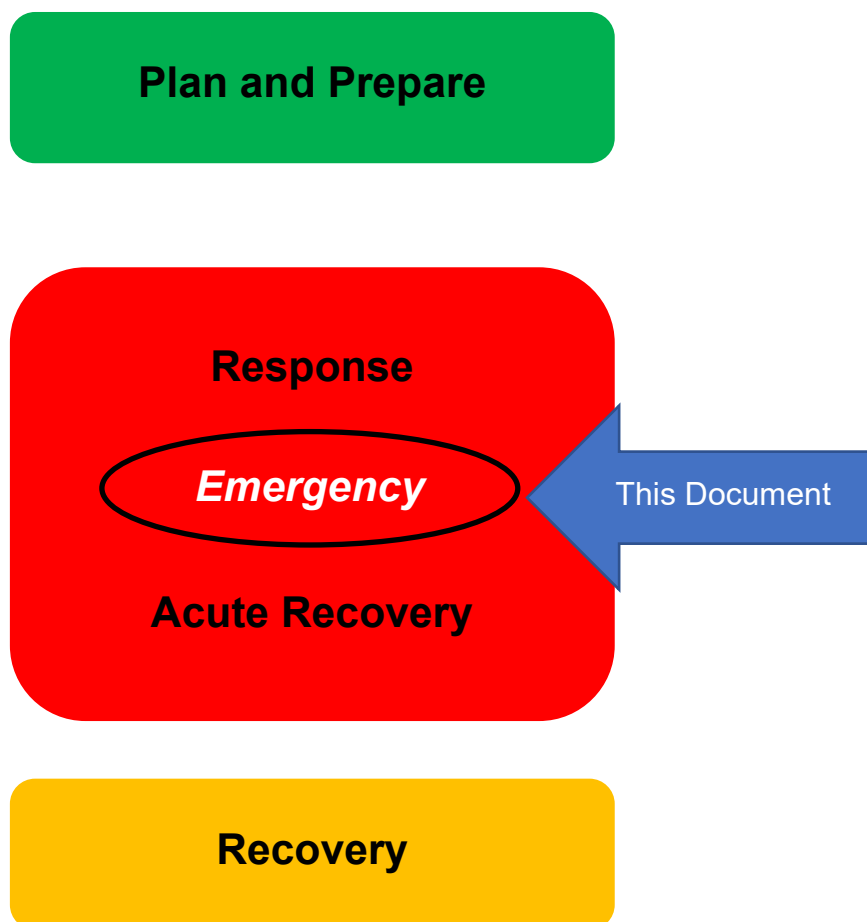
Control Centre	Address	Contact Name	Contact Number
Christ Church Rooms	South Street, Cockermouth, Cumbria, CA13 9RP	Paul Mogford	07834 993572
		CERG mobile/Ops team	07852 599794

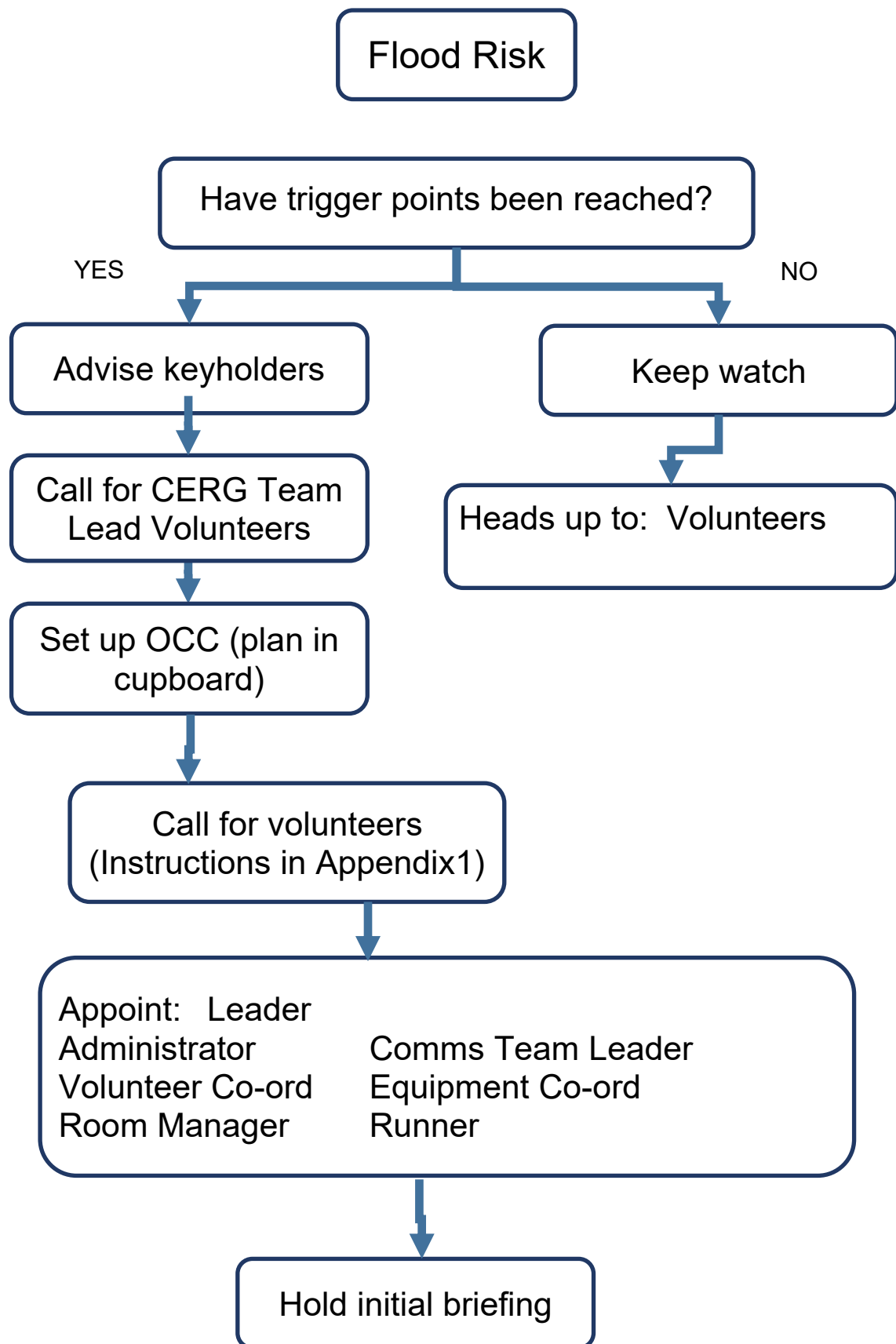
Cockermouth Emergency Response Group
CIO 1205090

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
5.1	Paul Mogford/Ian Allison/Helen Donohoe	25 May 2025
5.2	Paul Mogford/Helen Donohoe	19 Sept 2025

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.





FOR A MORE IN-DEPTH TRIGGER RESPONSE FLOW CHART SEE **APPENDIX 3**

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
		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.

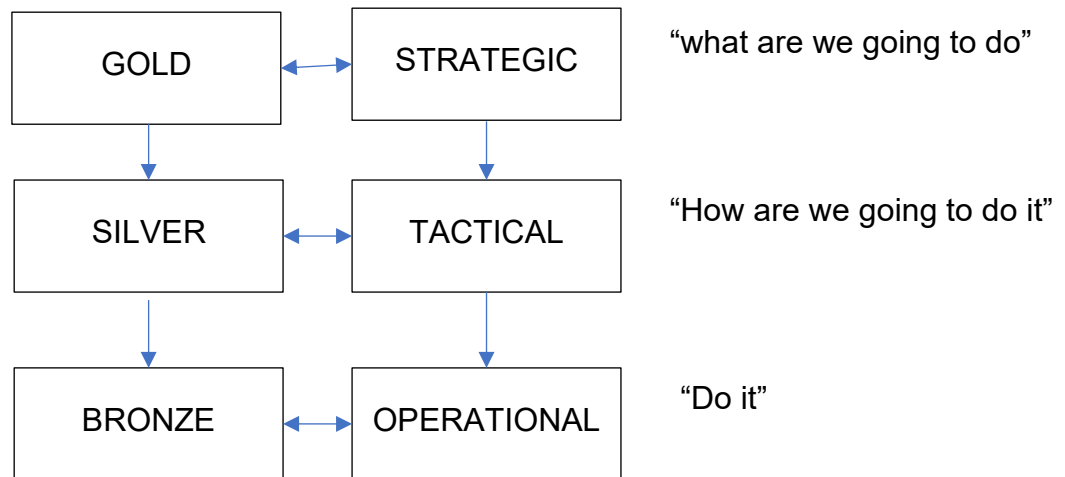
OCC EQUIPMENT LIST

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”.



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:

Chris Albon 01900 826125/07873 289229

Terry Peate 01900 829616/07971 506225

Roger Pritchett 07807 779989

Daytime phone number of church office 07593 265593

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

AGREE:

- Leader
- Administrator & Admin Support
- Comms team leader & Operators
- Volunteer Co-ordinator
- Equipment Co-ordinator
- Room Manager
- Runner

SET UP ROOM:

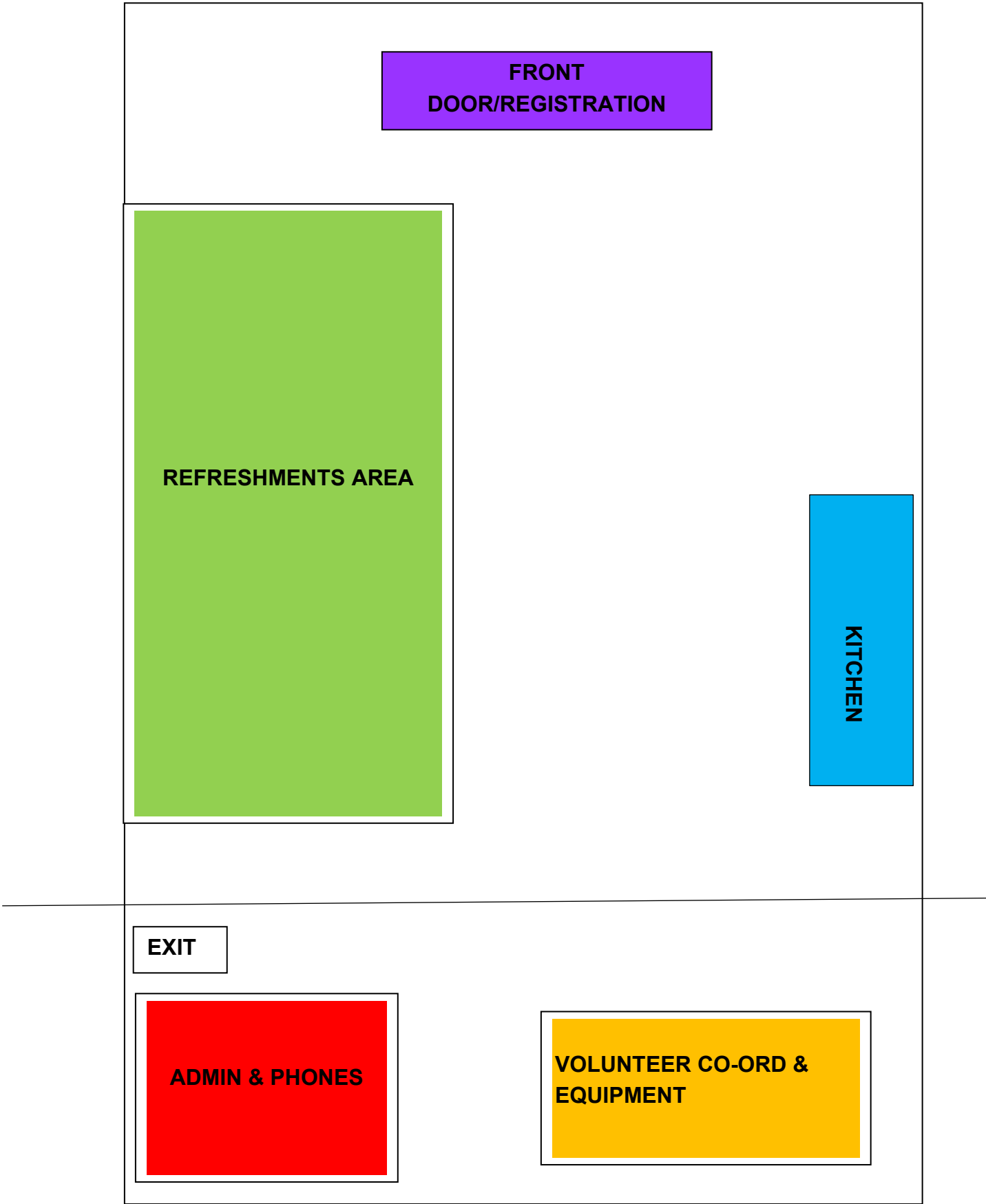
- **Signage, Dry floor sheeting**
- Put up town maps and zone maps
- Put up temporary white board sheets
- One central information point

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 Ops Team or Lead Volunteer.

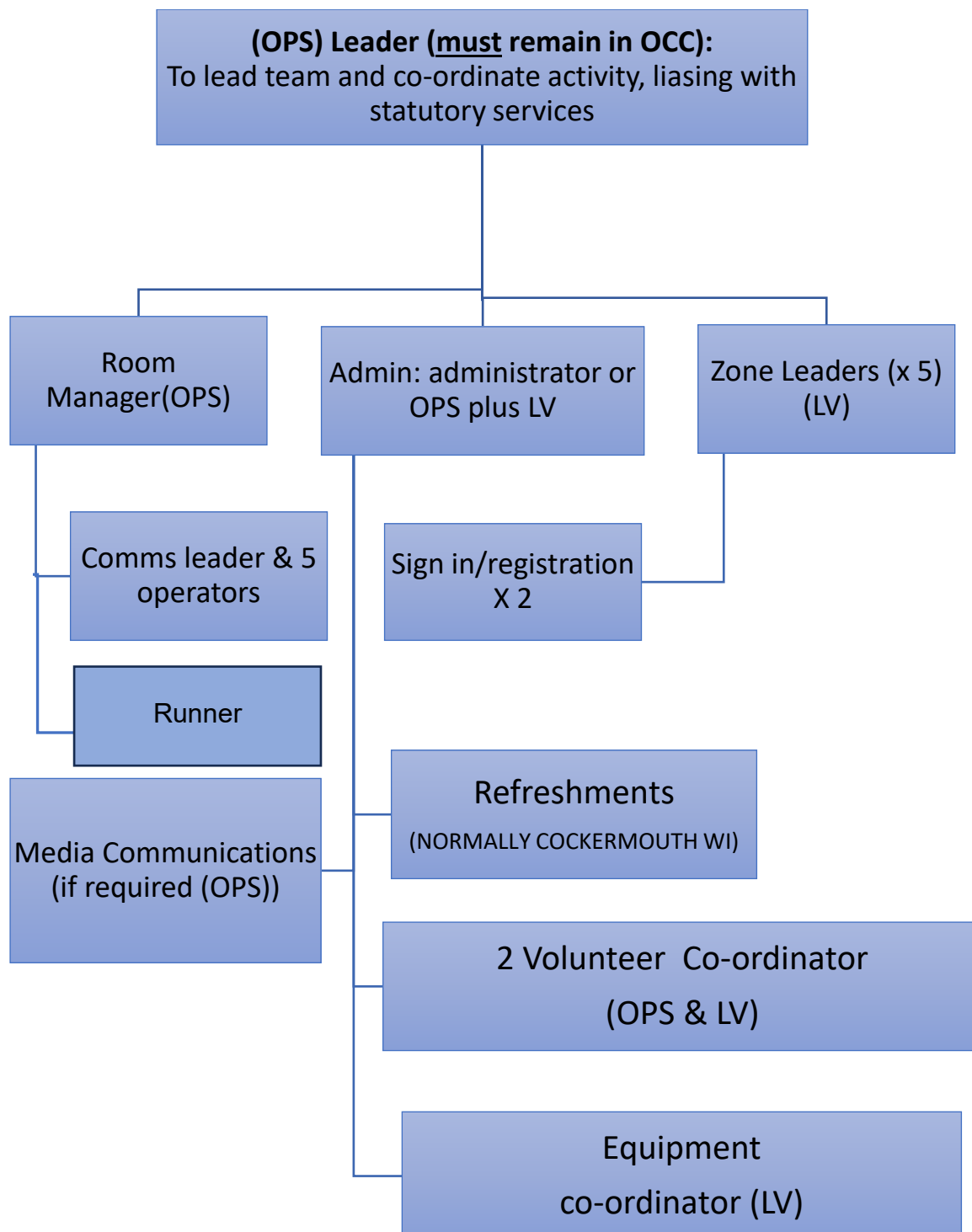
1.2 CONTROL ROOM SET UP - initial



1.3 CONTROL ROOM SET UP – with public



**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 Annex Z. CERG will consider responding to additional requests from statutory bodies.

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.

2.6 CONTINGENCY VENUE

In the event of Christ Church being unavailable or no power, we can have access to the Scout Centre, St Helen’s Street CA15 6TW. See Appendix 2 for Contingency Venue Plan. [Contact details for keyholders:](#)

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 runner		
2.	Take lead with EA, Police, Fire and Rescue and local authorities		
3.	Maintain key decision log		
4.	Working with Emergency Services <ul style="list-style-type: none"> • 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

(LV OR OPS ROLE)

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

(LV OR OPS ROLE)

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. <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>	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

(LV OR OPS ROLE)

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	

3.5 ROOM MANAGER

(LV OR OPS ROLE)

Role: smooth activation of OCC once operations are initiated

REF	ACTION	WHO	DONE
1	Arrange layout of hall with Ops Team & lead volunteers including: <ul style="list-style-type: none"> • 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

(LV ROLE)

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

REF	ACTION	WHO	DONE
1.	Before you leave the OCC, check all your volunteers have had a safety briefing		
2.	Ensure all your volunteers have your mobile number		
3.	Ensure you have the telephone numbers for admin and phones for your zone		
4.	Ensure you have your zone maps		
5.	Ensure you have the mobile numbers and names of your volunteers recorded on your sheet. Ask them to pair up		
6.	Ensure you have your zone maps		
7.	In your area, work street by street Ensure that your volunteers (and you) remain in each others sight at all times		
8.	Decide where to go first – e.g. where are the highest numbers of recorded vulnerable people <i>In a flooding scenario</i> – ensure you have considered where told most likely to flood first <i>In power outage</i> – work street by street methodically		
9.	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		
10.	Check with volunteers before returning to the OCC that they have either escalated issues to you or reported them to the admin/phones team		
11.	On return to the OCC – remind all volunteers to sign out before they go home		
12.	Ensure you and your volunteers check in with admin that there is an accurate record of issues encountered		

3.7 RUNNER ROLE

(LV ROLE)

This role is primarily a support role to the Team Lead to field information and log Team Lead decisions.

REF	ACTION	WHO	DONE
1	Receive and log information from Administrator, bronze command and team lead		
2	Log all decisions with times, include who and why		
3	Take away any information to administrator to be logged		

3.8 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 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

Cockermouth Community Emergency Plan

- 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

APPENDIX 1

CONTACTING ALL VOLUNTEERS

- 1) Decision on CERG OPS TEAM WhatsApp that we will be standing up.
- 2) Inform LEAD VOLUNTEERS WhatsApp group that we will be standing up and indicate a time and location that we would like Lead Volunteers to attend.
- 3) Contacting Volunteers. We use Webex to send a group text message to all volunteers. Follow instructions below.

Webex Instructions

Login: admin@cerg.org.uk **Password:** December2015!

Web address: <https://app.webexinteract.com/>

Login: SEE CERG OPS TEAM FOR DETAILS

- Webex will open up on the dashboard
- In the 'quick send' campaign: In 'to section' click 'select from uploaded lists'
- Select appropriate contact list/groups (eg Flood Risk Households) from the dropdown menu
- Compose message
- Include opt-out message by selecting the arrow tool
- Select, preview and once reviewed select 'quick send campaign'
- Logout of the account

APPENDIX 2

ALTERNATIVE ARRANGEMENTS

It may be that for some unforeseen reason, we may not be able to access Christ Church rooms in whole or part.

We will maintain a small resource presence in the Scout Hut (St. Helens Street) and move our centre of operations to this venue should this be the case.

Scout Hut

Contact Details:

EMAIL:

GSL@cockermouthscouts.org.uk

CERG Admin have phone contact details.

APPENDIX 3

Trigger Response

As a flood situation builds in Cockermouth

