



CIO 1205090

POWER OUTAGE PLAN

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1.0	Rob Coles	
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3.0	Liz Hampson/Jo Crozier/Rob Coles	17/6/24



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POWER OUTAGE PLAN

We will respond to requests for help from the statutory authorities and the Cumbria Resilience Network. This plan will be shared with the Resilience Network and outlying parish councils so they are aware of what support we can offer them. **This plan will be reviewed when and if the Council prepare their own emergency plan.** In the event of a national power outage, it is envisaged that community support will be at the forefront of any response as statutory authorities will have higher priorities. **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.**

Cockermouth Mountain Rescue Team anticipate having access to generator power during a power outage and are actively planning for this. They have agreed our administrator can work from their base if need be if we have no access to other sources of power. This should enable actions detailed within this plan, but if this is not possible then a dynamic risk assessment will be conducted. Allerdale House also have a generator.

ACTIVATION

Assembling volunteers may well be difficult as there is a possibility that mobile services and the internet will be down. All volunteers are trained to report to Christ Church Rooms at 10am and 2pm if there is a power outage across town for more than 24 hours. This is included in our volunteer induction pack. Upon a request for help, or there being no power for more than 24 hours (whichever is the sooner) a member of CERG Ops team will be on duty at our Operational Control Centre (OCC) at these appointed hours.

In the event of a 'partial outage' or just one street being affected, there should still be some form of communications available. We will then ask to attend if required. A dynamic risk assessment will be conducted, and we will put out messages via social media. We will then proceed to contact vulnerable householders registered with us. This will be by phone or personal visit if no volunteers to be deployed.

The Ops team will have wind up radios which will allow them to stay up to date with the news. The Ops Director or Duty Ops/Administrator will implement the plan by visiting each

board member in their homes if any other form of communication is not possible. A briefing meeting will be conducted at 0800 hours at Christ Church Rooms (or elsewhere if required) before any requests for help are processed. It is envisaged that we will run two shifts systems i.e. 10-2 and 2-6 to ensure volunteer fatigue is kept to a minimum.

Upon the decision to deploy our volunteers, then our lead volunteers will be called upon. A full list of their contact details and addresses are at Annex Y of the emergency plan. If insufficient volunteers are available, then these lead volunteers will be tasked to conduct a telephone tree to call volunteers or visit their addresses if necessary. The list of volunteers will be printed by admin at the time.

It is likely that we will have received requests from the statutory authorities or power companies to open up our OCC to serve hot food and drinks. Cockermouth WI will be asked to staff the kitchens as they are aware of basic food preparations guidelines and have the equipment to allow them to do this. (N.B. We may have to seek authority from the Environment Health Services to authorise us to do this as per a flood event.). We will offer Cockermouth WI additional support from our volunteer ranks if required.

It is envisaged that there will also be requests for help from outlying villages. These will be treated on their individual merits if their individual residents' groups (formed during Covid 19 lockdown of 2020) cannot help. We may also get requests from ENWL to take hot food to remote householders. A dynamic risk assessment will be conducted on our volunteer being able to do so safely.

A list of these resident groups that we are aware of is attached at Annex P1. These details are from Covid Lockdown 2020, but it is a good starting point. All volunteers will work in pairs and be asked to wear weather appropriate clothing and CERG hi vis jackets. Only pastoral support will be offered we are not in a position to start repairing anything.

HOT FOOD & DRINKS

If there is a supplier identified by e.g. Electricity North West Limited (ENWL) or the Council we will need email confirmation that the contract is between the supplier and payee. The outage supplier should pay for this entirely. All food purchased on behalf of others must be reimbursable. CERG cannot bear these costs alone. Any purchases made will be recorded by Admin and receipts must be provided.

REQUESTS FOR HELP

We will respond to the identified needs for people with vulnerabilities as they arise during an outage if they are not already known to us. A dynamic risk assessment will be conducted by a board member on all requests for help from whatever source. The document enabling this is attached at Annex P2. If inappropriate for us to offer support,

then we will escalate the request to the emergency services. Once completed and it is judged it is safe for our volunteers to go then a copy of the request will be made for completion by Admin on the second laptop (if available). All forms must be returned to Admin so that they can note the action is complete by the end of the day.

The volunteers will be individually tasked as required. They will be provided with a map of the destination address from admin if required. If requests are received from addresses outside Cockermouth Town boundaries this is an additional factor for consideration as there may be a need to preserve fuel. Any volunteers using their own vehicle must be insured for 'business use'. They must sign to confirm this in the key decision log. Consideration will be given to asking the Council to retrospectively agree the use of the Community Minibus based at Distington by our volunteers as this currently has to be renewed every year. We can provide evidence of driving licences etc if required. The Council also have a number of contracts with bus companies and taxi firms who can also be used. An outage could stop fuel supplies so we need to give careful consideration to using our or volunteers' fuel.

Each of these requests will be treated on their individual merits and be subject to a risk assessment. We will ask each householder for their What 3 Words location if available.

TOWN ALERTS

It is possible that we will need to identify which areas of town are suffering from power outages and to then offer an information service. If it is electricity, then ENWL website shows where the reported outages are in live time. If we are without the internet then we can approach other Emergency Response Groups or statutory authorities to check and obtain details for us.

Our information service will be conducted on a door-to-door basis of the affected areas. The colour zone maps will be used on this occasion. Two zone leaders will be allocated to each affected area with a number of volunteers who must work in pairs. They will have records of householders who are registered with us who have said they might need extra help. These will be priorities under our normal RAG rating system and any other issues will be reported back as they arise. It may be necessary to appoint 'runners' to support the zone leader to relay urgent messages back to the OCC.

There may be a number of householders that we are aware of who might need immediate support e.g. medical conditions etc. Any information shared should ideally be done so with a data sharing agreement, but in extremis we will pass on this information to the emergency services.

ARRIVAL & REGISTRATION

We will record the arrival and allocation of volunteers as per the normal emergency plan although this will be done by the same person. Equipment (thought to only be hi-vis and notebooks) will be distributed at the same time if required. Briefings will then be given (by zone) before the volunteers are despatched. When zone leaders are allocated, their numbers will be displayed for volunteers to note.

LIAISON WITH STATUTORY AUTHORITIES

This will be led by Paul or Liz from the CERG board if possible as they are ex emergency authority personnel. Runners will be allocated to relay messages if no comms are available – and it is likely that they may remain in Bronze Command (likely to be CMRT) for the duration.

CONTACT WITH ENWL – Our contacts are likely to change during an incident. It is envisaged that they will contact us for support. Call 105 to contact them during a power outage

POINTS TO REMEMBER: Shops are likely to lose the ability to take card payment when they lose power – and ATMs won't be working. Supermarkets may be quite happy to hand out perishable good they can't sell. A food distribution point may need to be set up.

In the event of a national outage - Police stations may be able to give briefings on the latest situation. Try Cockermouth first, and then Workington who will have a generator and working communications

Examples of the most vulnerable people in Storm Arwen were:

- Babies fed on formula
- People who are medically dependent on power e.g. those with sleep apnoea, dialysis
- Those with stair lifts may not be able to get around their home e.g. get to bed
- Where there are specific needs like these ENWL will prioritise any allocation of generators to them or a base where hot water can be given for babies etc.

Please see the emergency plan for job descriptions etc

ROOM PLAN (with public)

