



Penrith Town Council

EMERGENCY PLAN

2020-2022

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Penrith Community Response Group (PCRG)

| NAME | TELEPHONE | EMAIL |
|--|-----------------|--|
| *Viv Tunnadine Town Clerk | 01768 899773 | townclerk@penrithtowncouncil.gov.uk Chair and Vice chair have home contact details for Town Clerk |
| Ian Parker Services and Contracts Manager | 01768 899773 | scmanager@penrithtowncouncil.gov.uk Town Clerk has home contact details for Services and Contracts Manager |

*Indicates the person who will coordinate the community response, and be the point of contact for local authorities / emergency services. If unavailable, the next person listed will do this.

Copies of this Emergency Plan with full contact details are restricted, and will only be held by the PCRG members.

The Council Chair and Vice Chair act as members of the PCRG

Introduction

This Plan has been initiated by the Council so that there is a clear understanding of the roles and responsibilities of the various support agencies, and a plan to enlist local people to help others in the community should residents require help in the event of an emergency.

The plan provides a self-help response, during any emergency affecting the community when the normal emergency response by the Emergency Services and District and County Councils is delayed because of the scope or nature of the emergency.

Dealing with an emergency

It is important to be ready to follow the instructions from the Police and other emergency services as it will almost certainly mean the Police, Fire Brigade and Ambulance Service are in the front line of a tough situation. Although every incident is different, the emergency services operate in accordance with principles set out in the District Council's General Emergency Plan.

Public utilities, voluntary organisations and many businesses also have their own emergency plans.

Aim of this plan

The plan provides a framework plan that will assist in the local response to an emergency. We work in partnership with Cumbria County Council's Eden Resilience Unit and Eden District Council to prepare and plan for dealing with emergencies.

Our Emergency Plan sets out information and procedures to ensure a timely response to an emergency reducing to a minimum the distress and disruption caused by such an incident. The plan aims to co-ordinate the response of the Council with those of other local authorities, health authorities, emergency services and other public sector organisations, to any incident that threatens the safety of the community, or environment, or disrupts the Council's normal provision of services.

Objectives of this plan

- To establish a local emergency management structure.
- To give an overview of roles and responsibilities.
- To detail cascade, call out arrangements.
- To identify available community resources
- To deliver an effective corporate response
- To support the multi-agency response by deploying appropriate staff and resources

What is an emergency?

"An incident arising, with or without warning, threatening or causing death or serious disruption to significant numbers of people, property or the environment, in excess of that which can be dealt with by the public services operating under normal conditions and requiring the special mobilisation and organisation of those services and the deployment of local authority staff and resources". Under the Civil Contingencies Act 2004 an emergency is defined as 'An event or situation which threatens serious damage to

- Human welfare
- The environment
- Security of the United Kingdom.

In Cumbria 5 Emergencies have been identified that would activate a response from the Cumbria Resilience Forums:

- 1.** Flooding
- 2.** Loss of electricity
- 3.** Pandemic
- 4.** Emerging infectious disease
- 5.** Multiple emergencies – e.g. Flooding resulting in a loss of power

Cumbria County Council has a local Resilience Unit that can be activated in Eden that works in partnership with the Emergency services, Eden District Council, parishes, and voluntary agencies in order to provide a coordinated response to a major incident.

The Police have overall "**Gold**" responsibility for control and coordination in an emergency.

The Penrith Fire Service has a command centre for emergency coordination for **“Silver”** level coordination.

“Bronze” level coordination operates at other external and is the community facing part of the response

The County and District Councils have specific responsibilities, which include establishing emergency centres, providing temporary accommodation for those made homeless and managing the longer-term recovery phase.

The purpose of this document is to provide guidance and information about local resources that may be essential in the event of an emergency within Penrith.

A key element is individual Councillors/community emergency wardens who would be the main contact for each limited geographical area, who would co-ordinate local needs, in communication with a “nerve centre” at the Town Council Office.

With the location of the Counties Police and Fire Headquarters in Penrith, Eden District Council based in Penrith and Cumbria County Councils Eden Resilience Team based in Penrith, the activation of the PCRG are limited to (3 overleaf) and predominantly PCRG’s role will be of an information dissemination/liaison role.

Levels of emergency

There are three recognised levels of emergency:

- 1. A major catastrophic event** requiring large capacity shelters and support. Such incidents would require very large premises to accommodate and manage large numbers of temporary “refugees”. We need not concern ourselves too much with this category as the Council would be approached as part of a measured, coordinated scheme initiated by a higher tier authority.
- 2. A major emergency at County or District level**, or beyond, where the management of the event would be undertaken at County or District level when local support services would be galvanised into action.
- 3. A local emergency within the Penrith** which, though inevitably involving the higher levels of Government for support (such as the supply of sandbags to deal with flooding, food and medications during the pandemic), needs a higher level of local involvement by the community, as it is they who are most likely to know who is likely to be at risk and/or in need.

This Plan concentrates entirely on this third category.

Who is responsible, for what, in an emergency?

This document lists the principal actions of each organisation. However, it must be noted that it may not always be possible for all actions to be carried out during all emergencies.

Responding organisations have limited resources so may not be able to help in all circumstances. In such cases, the owners and occupiers need to be aware that they should make their own arrangements to protect their property from risk, especially flooding.

Many factors may influence the level of response to specific emergencies. Priority is to be given to those that are vulnerable or at high risk when assisting people.

This plan will be activated by the Penrith Community Response Group (PPCRG). The group will meet in person or communicate remotely to assess the situation, ring Emergency Services and consult with the District Council or County Council if necessary. The PCRG will then put all or part of the Plan into effect as appropriate.

The Plan may be activated when:

- An emergency has occurred
- Warnings are received prior to an anticipated emergency
- Emergency services request support or are not able to attend immediately.
- No emergency / warning has occurred but it is felt a community response would be of benefit, particularly for more vulnerable residents e.g. prolonged cold snap and icy conditions.

Volunteers may be put on stand-by prior to full activation of the plan, depending on the situation.

Parish roles and responsibilities

Emergencies, by their nature, tend to be chaotic. In the early stages, there may be a degree of confusion and disorganisation. This should dissipate because of the calm assurance of officers. Each individual of the Council team has his or her part to play.

Role of the Council Emergency Co-ordinator

It is essential that the Emergency Co-ordinator have a clear overview of the situation.

The role of the Parish emergency co-ordinator is:

- i. To advise and help local community preparations for the response to an emergency.
- ii. To assess local problems that may arise in the event of abnormal circumstances such as a major incident or a natural disaster occurring.
- iii. To identify vulnerable residents such as the elderly who may require assistance.
- iv. To determine the capabilities of the community to care for itself during an emergency in the absence of support from the emergency services and county/district authorities.
- v. To prepare, maintain and review the plan.
- vi. To be responsible for the maintenance, validation and exercising of the Council's Business Continuity Plan and for making appropriate links between the emergency plan and the Business Continuity Plan.

Role of the Parish emergency co-ordinator during a major incident.

- i. To assess the situation within the community.
- ii. To report the local situation to the appropriate authority.
- iii. To organise such local resources as are available within the community.
- iv. To provide local knowledge to the emergency services or other organisations, as and when they can respond to the incident.

Responsibilities of the Council Emergency Co-ordinator

- i. To ensure that Councillors are aware of their role should an emergency occur.
- ii. To ensure that the local community is aware of the Council's Emergency Plan and that residents are aware of Councillors' contact details. To ensure that all those involved in the cascade call out system are aware of what action they must take.
- iii. To identify suitable training that may be available to emergency volunteers.

Responsibilities of councillors

Councillors may become aware that an incident has happened in their ward. Contact with the Council should be through the 01768 899 337 telephone number.

Outside of normal work time, calls should be made to the Chair of the Council:

- To assist the Co-ordinator in identifying other community volunteers.
- To take part in exercises arranged to test the cascade call out system and working of the register.
- To assist the Council in dealing with any emergency which may affect the community.
- To support and encourage the efforts of officers of all service areas involved in the response to the emergency.
- To focus on lifting morale both amongst staff and amongst the affected community.
- To maintain close links with local communities and feedback views to the Emergency Co-ordinator.

Councillors are requested not go to the scene, or attempt to cross police cordons, for Health and Safety reasons. However, Councillors can pass important safety information and other advice from emergency managers to the affected communities.

Roles and responsibilities of other agencies

The Emergency Services will normally provide most of the initial response. The local authorities (District and County Councils), Environment Agency, utility (Gas, water, and electricity) companies and voluntary organisations will support them. The emergency services' main role will most frequently be to save life. If there is any risk to life at all, contact 999.

- The Fire and Rescue Service is responsible for rescuing survivors.
- The Ambulance service is responsible for treating casualties and taking them to hospital.
- The Police will help co-ordinate this work.

Police

- Inform other emergency services about the incident.
- Co-ordinate the emergency services and other organisations during the response phase.
- Protect and preserve the scene.
- Investigate the incident alongside other investigative organisations.
- Collect and pass on information about casualties.
- Identify those involved.
- Restore stability with the aim of restoring normality.

Fire and Rescue Service

- Inform other emergency services.
- Respond to all emergency incidents as required.
- Assist the populace where a need is identified, and the use of Fire Service personnel and equipment is relevant.
- Tackle fires or chemicals, which have been spilt and other dangerous situations.
- Make sure all personnel involved in the rescue work are safe.
- Gather information and carry out hazard assessments.
- Help ambulance service get live casualties away from the scene.
- Help Police recover bodies.
- Restore stability with the aim of restoring normality.

Ambulance Service

- Inform other emergency services about the incident.
- Provide a focal point for all medical resources.
- Identify and contact the appropriate receiving hospitals.
- Set up a casualty clearing station.
- Prioritise casualties so that their injuries can be treated.
- Prioritise which casualties must be evacuated using appropriate transport.
- Restore stability with the aim of restoring normality.

Environment Agency phone

- Issue Flood Warnings
- Receive and record details of flooding incidents.
- Monitor the situation and advise other organisations.
- Deal with emergency repairs and blockages on main rivers, adopted critical watercourses and their own structures.
- Respond to pollution incidents.
- Advise on waste disposal issues.

Cumbria County Council (CCC)

- Co-ordinate emergency arrangements and voluntary agency support.
- Support the emergency services and district/borough councils.
- Help people in distress e.g. through the provision of a trauma support service.
- Maintain safe conditions on the roads excluding those managed by the Highways Agency or private roads.
- Put flood-warning signs on the highway.
- Organise road closures and traffic diversions.
- Clear blockages on highway drainage systems.
- Clear roadside gullies.
- May take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system.

Eden District Council (EDC)

- Assess local risks
- Put in place Emergency Plans and business continuity management arrangements
- Put in place arrangements to make information available to the public about civil protection matters
- Maintain arrangements to warn, inform and advise the public in the event of an emergency
- Share information with other local responders to enhance co-ordination
- Co-operate with other local responders to enhance co-ordination and efficiency
- Provide advice and assistance to businesses and voluntary organisations about business continuity management.
- Support emergency services.
- Emergency assistance — e.g. provision of sandbags, emergency accommodation and welfare assistance.
- Provide environmental advice, street cleaning etc.
- Environmental health issues — pollution and public health issues.
- Warn and inform the public regarding emergencies.
- Emergency planning support to the Parish Councils.

Penrith Town Council

- Creation of an Emergency Plan, with emergency contacts.
- Information dissemination
- Appointment of "ward wardens" for each local area.
- Identification of vulnerable groups – e.g. elderly or disabled.
- Assist with distribution food, medicines, sandbags etc.
- Assist the District Council to warn and inform the public regarding emergencies, at local level via local radio, G.P's and social media.
- Pass information regarding local issues and needs to key responders, via the Eden Emergency Resilience team

Response action

Activation arrangements

The Eden District Council Emergency Management Centre or Eden Resilience Team will contact the Council Emergency Co-ordinator of the PCRG in the first instance call an ad hoc meeting of PCRG **(the Clerk, the Services and Contracts Manager, Chair of the Council and Vice Chair of the Council)**.

The PCRG will inform Members via a cascade and co-opt volunteers with specialist knowledge when they have been identified, e.g. trained first aiders. Cumbria CVS hold a central register of sources of voluntary assistance. Volunteers working under the sole control of the Town Council would be covered under the Council's Insurance Policy. Depending on the situation, the following procedure will be followed:

Initial Contact

The District Council (Emergency Centre) or the Eden Resilience Team will contact ONE named person on the Penrith Contact Cascade about the incident, ideally starting with the Penrith Emergency Co-ordinator. They will:

- a. Give as much information as possible.
- b. Advise on a course of action, if appropriate.
- c. Request advice on the local situation, if appropriate.

Penrith Cascade

The person contacted ideally the Penrith Emergency Co-ordinator will:

- a. Activate the Cascade by calling the next person on the list who will contact the next and so on, skipping a name in the case of non-availability.
- b. Convene, if necessary, a meeting of the PCRG.

PCRG

The Group will:

- a. Comply, if possible, with any advice or request from EDC or CCC or Emergency Services.
- b. Establish a communications link with the Emergency Centre and maintain it for the duration of the emergency.
- c. Consolidate and disseminate information to residents and outside organisations.

Parish emergency control centre

A building should be identified that is capable of being used as a 24-hour parish emergency centre. It should preferably have a central location and be well known to residents. Consideration should be given to communications e.g. telephone and computer links. The accommodation should include cooking, washing and toilet facilities. This is not the same as

The address of the Penrith Emergency Control Centre (PECC) is:

Penrith Town Council Office
Unit 1, Church House
19-24 Friargate
Penrith Cumbria
CA11 7XR

An incident box containing this plan, contacts, ward maps, copies of the electoral roll are held by the Town Council in the fire safe.

Temporary accommodation

In the event of people being made homeless or needing shelter, the District Council have responsibility for opening and managing rest centres, supported by Cumbria County Council's Services for Families and voluntary organisations.

Communications

Loss of communications

If telephones are affected by the emergency, communications within the community should be considered using couriers carrying written or verbal messages if safe to do so. In the event of an emergency, two of the Council's primary channels of communication with the public will be its website and its social media presence. This will normally involve posting links to/re-tweeting communications

Communications beyond the community

Passing messages via amateur radio operators and asking them to relay messages to the Police may be an option.

Local and national radio

In major emergencies, it may be necessary to issue warnings and advice to the public. Radio and television stations would broadcast these. Remember to cater for power cuts. You should have a battery-operated radio. You should know how to tune into your local stations. Consider maintaining a listening watch on local and national radio and television channels for information.

BBC Radio Cumbria
Telephone: 01228 592 444
Email: radio.cumbria@bbc.co.uk

Eden FM

edenfm.co.uk
Telephone: [0176 8899 101](tel:01768899101)
Email: studio@edenfm.co.uk
Email: admin@edenfm.co.uk

Plan review and update

This plan, plus any supplementary documents will be reviewed and updated as needed.

The plan will be reviewed as a minimum annually.

Useful links:

Penrith Town Councillors

<https://www.penrithtowncouncil.co.uk/your-council/councillors/>

Eden District Council

Emergency Plan:

<https://www.eden.gov.uk/media/5672/edc-emergency-response-plan-april-2019-front-part-for-the-web.pdf>

District Councillors Details:

<https://democracy.eden.gov.uk/mgMemberIndex.aspx?bcr=1>

Cumbria County Council

Coordination Plan:

<https://www.cumbria.gov.uk/eLibrary/Content/Internet/535/600/4145711441.pdf>

Roles and Responsibilities:

<https://www.cumbria.gov.uk/eLibrary/Content/Internet/535/600/4159612754.pdf>

Reception Centres:

<https://www.cumbria.gov.uk/elibrary/Content/Internet/535/600/4337111265.pdf>

CCC Eden Councillors:

<https://councilportal.cumbria.gov.uk/mgFindMember.aspx?XXR=0&AC=DISTRICT&D2=13472>

| EMERGENCY SERVICES | TELEPHONE | WEBSITE |
|-----------------------------|------------------|--|
| Ambulance Service | 0300 123 0999 | |
| Fire & Rescue | 03456 009 009 | |
| Police | 101 | www.cumbria.police.uk @Cumbria police |
| Penrith Hospital | 01768 245555 | http://www.cumbriapartnership.nhs.uk/ |
| Environment Agency | 03708 506 506 | www.environment-agency.gov.uk |
| Flood line | 0345 988 1188 | flood-warning-information.service.gov.uk @EnvAgencyNW |
| NHS Direct | 111 | www.nhsdirect.nhs.uk |
| National Flood Forum | 01299403055 | www.floodforum.org.uk |
| Highways | 0300 303 2992 | www.cumbria.gov.uk/Landing_page/highways.asp |
| UTILITIES | TELEPHONE | WEBSITE |
| Electricity | 0800 404090 | www.ukpowernetworks.co.uk www.enwl.co.uk @electricityNW |
| Power Cuts | 105 | www.ukpowernetworks.co.uk |
| Gas | 0800 111999 | www.nationalgrid.com |
| Telecommunications | 150 | www.bt.com |
| Water | 0345 672 3723 | https://www.unitedutilities.com/ |

GP AND HEALTH CENTRES

The Lakes Medical Practice

<https://www.thelakesmedicalpractice.co.uk/>

Tel: 01768 214345

Address:

Bridge Lane, Penrith

Cumbria CA11 8HW

Non-Medical General Enquiry Contact: cuccg.lakesadmin@nhs.net

Birbeck Medical Group

<https://www.birbeckmedicalgroup.co.uk/>

Tel: 01768 214620

Out of Hours: 01768 214620

Address:

Penrith Health Centre

Bridge Lane

Penrith

CA11 8HW

Glenridding Health Centre

<https://www.glenriddinghealthcentre.co.uk/>

Tel: 017684 82297

Address:

Glenridding Health Centre

Greenside Road

Glenridding

Penrith

CA11 0PA

CHEMISTS For more information, including opening hours, click on a name.

- [WellPenrith](#)
PenrithHealthCentre
BridgeLane
Cumbria
Penrith
CA11 8HW

- [LloydsPharmacyInsideSainsbury's](#)
1CommonGardenSquare
Penrith
CA11 7FG

- [JosephCowperLimited](#)
49-50KingStreet
Penrith
Cumbria
CA11 7AY

- [Boots](#)
AngelSq
Penrith
Cumbria
CA11 7BT

- [MorrisonsPharmacy](#)
MorrisonsSupermarket
BrunswickRoad
Penrith
Cumbria
CA11 7JU

Neighbouring parishes 1

Catterlen Parish Council

Contact Details

Clerk: Mr F Barbour

Loncaster House

Newton Reigny

PENRITH

Cumbria

CA11 0DY

Telephone: 01768 863120

Email: frank.barbour@talk21.com

Hesket Parish Council

Contact Details

Clerk: Mrs Lisa Beken

2 Folly Brow

Armathwaite

CARLISLE

CA4 9SN

Telephone: 07522 939696

Email: clerk@hesket.org.uk

Neighbouring parishes 2

Lazonby Parish Council

Contact Details

Clerk: Ms R Wyatt

15 Dunfell View

Kirkby Thore

PENRITH

Cumbria

CA10 1UT

Telephone: 0843 2894416

Email: LazonbyPC@googlemail.com

Great Salkeld Parish Council

Contact Details

Clerk: Ms R Lytollis

Garth Hill

Castle Carrock

BRAMPTON

Cumbria

CA8 9NE

Telephone: 01228 670451

Email: greatsalkeldparishcouncil@hotmail.co.uk

Neighbouring parishes 3

Langwathby Parish Council

Contact Details

Clerk: Mr John Fleming

Fell View

Blencarn

PENRITH

Cumbria

CA10 1TX

Telephone: 07768 468634

Email: langwathbypc@hotmail.co.uk

Brougham Parish Council

Contact Details

Clerk: Mrs Caroline Fancott-Beynon

Green Head Barn

Gt Asby

Appleby

Cumbria

CA16 6EX

Telephone: 07725 351880

Email: brougamparishcouncil@outlook.com

Neighbouring parishes 4

Yanwath/Eamont Bridge Parish Council

Contact Details

Clerk: Mrs A Noble

Town End Cottage

Laithes

PENRITH

Cumbria

CA11 0AW

Telephone: 017684 84317

Email: annetmable@btinternet.com

Dacre Parish Council

Contact Details

Clerk: Ms B Carter

40 Windebrowe Avenue

KESWICK

Cumbria

CA12 4JA

Telephone: 077866 78283

Email: dacreparishclerk@yahoo.co.uk

Retail

| OUTLET | SERVICE | CONTACT |
|--|--|--|
| J and J Graham, Penrith | Telephone ordering & payment service. | Telephone: 01768 862281 |
| Starfruits, Penrith | Home delivery of fresh fruit and vegetables, milk, bread, butter etc. including XL Cheese crisps. Orders must give 2 days' notice. No minimum order, no charge for delivery. | Telephone: 01768 890255 Email: starfruits.penrith@hotmail.com |
| The Arcade Pet Store, Penrith | Delivery across Eden on various days | Telephone: 01768 863809 |
| Mackays4meat | Free Delivery. | Telephone: 07543 024991 Email: mackays4meat@btinternet.com |
| The Chopping Block, Penrith | Offering delivery in Penrith. | Telephone: 01768 899092 Email: shop@thechoppingblockpenrith.co.uk |
| Greenwheat, | | Telephone: 01768 744240 |
| Foundry 34 AND Sandgate Friery, Penrith | Partnered with Sandgate Friery to offer delivery and collection Wednesday, Thursday & Sunday 5pm - 8:30pm, Friday & Saturday 5pm - 9pm. Menu and online order available | Telephone: 01768 210099 https://www.foundry-34.co.uk/takeaway-and-delivery |
| Just Greek, Penrith | Order and collect or local delivery. | Telephone: 01768 744120 |
| Four and Twenty, Penrith | Meal delivery suitable for freezer. | |

| OUTLET | SERVICE | CONTACT |
|---------------------------------------|---|--|
| Dana Indian Take Away, Penrith | Take away and delivery service. | Telephone: 01768 863812 |
| Spicy Kitchen, Penrith | Delivery service. | Telephone: 01768 744141 |
| Xaviers, Penrith | Take Away and delivery of meals. | Telephone: 01768 867644 |
| The Wolfe | Offering meals for those in isolation, a range of dinners to cover 3 days and more, contact via email to arrange a chat | Email: wolfefood@aol.com |
| Fixit4Eden | Gardening service in Penrith. | Telephone: 07729 364240 |
| Natures Health Stores, Penrith | Can order food in advance to minimise contact and can arrange delivery. | Telephone: 01768 899262 Email: |
| Deniz Food, Penrith | Order for delivery or collection online. Collection and delivery available 4.00pm-9.00pm | Online: www.denizfood.co.uk |
| Woodstone Pizza, Penrith | Order for delivery or collection, online or by phone. Collection and delivery available 4.00pm- | |

Community & third sector groups

| GROUP | ACTIVITY | CONTACT |
|--|---|--|
| Coronavirus Community Support Penrith | Facebook support group for local residents to offer support to each other. | Facebook |
| Penrith Salvation Army | The café is currently operating a takeaway service. | Telephone: 01768 866732 Email: penrith.corps2@salvationarmy.org.uk |
| Alzheimer's Society | National Dementia Connect helpline 0333 150 3456. | Telephone: 01228 819299 |
| Cumbria Cruse Bereavement care | National Bereavement Helpline 0808 808 1677. | Telephone: 0300 600 3434 |
| Age UK Carlisle & Eden | Support by phone. | Telephone: 01228 536673 |
| Carlisle Mind Eden | Mindline: telephone, web chat, text and email support connect - Support for people who are struggling with mental health issues and economic hardship or crisis includes housing issues, debt and benefits. | Telephone: 0300 561 0000 Online: www.mindlinecumbria.org Text: 'Mind' to 81066 followed by your message |
| Eden Support Sight | Telephone befriending service to people in the Penrith area with impaired sight. Taking referrals but due to home working there may be a delay in contact, as messages are not picked up daily. | Telephone: 01768 891724 Email: edensightsupport@btconnect.com |

| GROUP | ACTIVITY | CONTACT |
|--|--|--|
| Citizens Advice Carlisle & Eden | Offers free, confidential, independent, and impartial advice and information throughout the Carlisle and Eden districts: help with housing and employment issues or deal with queries about consumer or tax issues. We can advise on legal matters, answer questions about immigration and experience on family and personal matters too. | <p>Reception: 03300 563037 for referrals for money advice appointments, foodbank and Macmillan.</p> <p>Email Support via the 'Contact Us' page on our website.</p> <p>Online Support Help to Claim" Universal Credit service. www.citizensadvice.org.uk</p> <p>Direct Phone Advice 03444 111 444 Advice line – for general advice issues. 0800 1448 444 Help to Claim Universal Credit. 0808 223 1133 Consumer Helpline.</p> |
| Christians Against Poverty | In partnership with churches across the UK, bringing life-changing freedom and good news to people in desperate need. | Debt Help service via our helpline 0800 328 0006. |
| Cumbria Law Centre | Free and impartial advice on Housing, Employment and Welfare Benefit issues. | Tel: 01228 515129 |
| Victim Support | | 0300 303 015 or online in their live chat, Monday |
| Family Action Family Line | Family pressures can sometimes be difficult to manage without emotional support and guidance to help. Family Line is a free service that offers access to a team of trained volunteers, with the knowledge and experience of family issues, to support service users via telephone, text, web chat and email. Whether it's emotional support or practical advice on any aspect of parenting or broader family issues | 0808 802 6666, text: 07537 404282 or email familyline@family-action.org.uk, Monday to Friday: 9am – 3pm and 6pm – 9pm |

Community groups

| Group | Address | Tel No |
|---|--|--|
| ACTion with Communities | The Old Stables, Redhills, Penrith, CA11 0DT | 01768 840827 |
| Age UK Carlisle and Eden | Resource Centre, Sandgate, Penrith, CA11 7TP | 01768 863 618 |
| Alzheimer's Society | Merlin Court, Friargate, Penrith, CA11 7XW | 0800 270 7061 |
| Anchor Trust | Merlin Court, Friargate, Penrith, CA11 7XW | 0800 270 7061 |
| Army Cadets | ACF Hut, Friargate, Penrith, CA11 7XR | acf.cumbria@btconnect.com |
| Bridge Youth Cafe | Wordsworth Street, Penrith, CA11 7QY | 01768 862787 |
| British Heart Foundation | 53 King Street, Penrith, CA11 7AX | 01768 890 253 |
| Cancer Research | 10 Angel Lane, Penrith, CA11 7BP | 01768 890 495 |
| Carlisle & Penrith Federation of Small Businesses | | 01228 526795 sierasgold@hotmail.com |
| Carlisle Eden Mind | | enquiries@cemind.org |
| Castletown Community Centre | Recreational Ground, Castletown, Penrith, CA11 9BL | Angela Simpson. 01768 868961 info@wetheriggsunited.co.uk |
| Castletown Residents Association | Laura Tuer c/o Greenwheat, Brunswick Rd, Penrith | 017687 44240 |
| Christ Church | Drovers Lane, Penrith, CA11 9EL | Mr. Alex Paris |
| Conservative Club | 10-10a Crown Square, Penrith, CA11 7AB | 01768 862140 penrithconservativeclub@hotmail.co.uk |
| Cumberland and Westmorland Freemasons | 6 Portland Place, Penrith, CA11 7QN | 01768 866640 |

| Group | Address | Tel No |
|---|---|--|
| Cumbria Action for Sustainability | Eden Rural Foyer, Penrith, CA11 8ET | 01768 210276 |
| Cumbria Council for Voluntary Service | 6 Hobson Court, Gillan Way, Penrith, CA11 9GQ | 01768 800350 info@cumbriacvs.org.uk |
| Cumbria County Council | Headquarters, The Courts, Carlisle, CA3 8NA | 01768 242242 info@cumbria.gov.uk |
| East Cumbria Family Support Association | The Office, Mardale Road, Penrith, CA11 9EH. | 01768 593102 or 862917 info@eastcumbriafamilysupport.org.uk |
| Eden Carers | The Office, Mardale Road, Penrith, CA11 9EH | 01768 890280 enquiries@edencarers.co.uk |
| Eden Community Alarms | 12 St Andrews Churchyard, Penrith, CA11 7YE | Kath Hetherington. 01768 890657 eca.admin@btconnect.com |
| Eden Mencap Society | Ullswater House, Duke street, Penrith, CA11 7LY | 01768 892014 |
| Eden Mind | | 01228 543354 Contact form on website www.cemind.org.uk |
| Eden Rivers Trust | Dunmail Building, Newton Rigg Campus, Penrith, CA11 0AH | 01768 866788 office@edenriverstrust.org.uk |
| Eden Rural Foyer | Old London Road, Penrith, CA11 8ET | 01768 861650 erf@impacthousing.org.uk |
| Eden Sight Support | EdenSight Support, The Resource Centre, Sandgate, Penrith, CA11 7TP | 01768 891724 edensightsupport@btconnect.com |
| Kings Church Eden | The Play Station, Huntley Avenue, Penrith, CA11 8NU | 07973473280 or 01768 892360 admin@kingschurcheden.co.uk |

| Group | Address | Tel No |
|---|---|---|
| Penrith Air Cadets | Friargate, Penrith | 01768 891639 info@penrithaircadets.co.uk |
| Penrith & District Volunteer Transport Scheme | 33 Sandgate, Penrith, CA11 7TJ | 01768 867057 |
| Penrith & Eden Community Hospital League of Friends | Disley, 9 Brougham Avenue, Brougham, Penrith, CA10 2DD | 01768 864970. |
| Penrith BiD | UllswaterHouse Duke Street Penrith , Cumbria CA11 7LY | admin@penrithbid.co.uk |
| Penrith Chamber of Trade | Penrith Chamber of Trade c/o Dodd & Co, Clint Mill, Cornmarket, PENRITH, Cumbria, CA11 7HW | info@penrithchamberoftrade.co.uk |
| Penrith Citizens Advice Bureau | 2 Sandgate, Penrith, CA11 7TP | 01768 891 503 admin@edencab.cabnet.org.uk |
| Penrith Methodist Church | Penrith Methodist Church, Wordsworth Street, Penrith, CA11 7QY | 01768 862787 |
| Penrith Mountain Rescue Team | Isobella Carlton House, Tynefield Drive, Penrith, CA11 8JA. | info@penrithmrt.org.uk |
| Penrith Multicultural Group | Eden Rural Foyer, Old London Road, Penrith, CA11 8ET | 01768 861650 |
| Penrith Rugby Club | Winters Park, Penrith, CA11 8RG | 01768 863151 |
| Salvation Army | 1 Hunters Lane, Penrith, CA11 7UY. | 01768 866732 stuart.mcphee@salvationarmy.org.uk |
| St Andrew's Church | St. Andrew's Church, Penrith, CA11 7XX | Rev David Sargent. 01768 862867 office@parishofpenrith.plus.com |
| St Catherine's RC Church | Drovers Lane, Penrith, CA11 9EL | Fr Jerome Ainsworth. 01768 862273 penrithrc@btinternet.com |
| United Reform Church | Lowther Street, Penrith, CA11 7UW | 07789411969 |

Housing Associations

| Group | | Address | Contact |
|-------------------------|---------|---|--|
| Abbeyfield Association | Housing | The Abbeyfield Society, St Peter's House, 2 Bricket Road, St Albans, Herts, AL1 3JW | post@abbeyfield.com |
| Anchor Association | Housing | Brackenber Court, Musgrave Street, Penrith Cumbria CA11 9AT | |
| Eden Association | Housing | Blain House, Bridge Lane, Penrith, CA11 8QU | 01768 861 400 enquiry@edenha.org.uk |
| Hanover Housing | | | General.enquiries@hanover.org.uk |
| Harvest Housing | | The Manager | response@yourhousinggroup.co.uk bonita.hopkins@hanover.org.uk |
| Impact Association | Housing | Eden Rural Foyer, Old London Road, Penrith, CA11 8ET | 03448 736290 enquiry@impacthousing.org.uk |
| MHA | | Sue Emmerson, Woodlands, Bridge Lane Penrith | 01768 867490 |
| Two Castles Association | Housing | 3 Castle Street, Carlisle, Cumbria CA3 8SY | Tel 01228 597822 mailbox@twocastles.org.uk |

Press

| Group | Address | Contact |
|---------------------------------|--|--|
| Cumberland & Westmorland Herald | 14 King Street, Penrith CA11 7AH Editor: Colin Maughan | 01768 862313 |
| Cumberland News | Newspaper House, Dalston Road, Carlisle CA2 5UA Editor: David Helliwell | 01228 612617 |
| Westmorland Gazette | 1 Waitwright's Yard, Kendal LA9 4DP | 01539 790221 |
| Border TV | | Pam&ian@itv.com |
| BBC Look North | | Look.north.comment@bbc.co.uk |
| Eden FM | Lee Quinn | admin@edenfm.co.uk |
| Penrith Today | Paul Flint | editorial@penrith-today.co.uk |
| BBC Radio Cumbria | | 01228 592444 Radio.cumbria@bbc.co.uk receptioncumbria@bbc.co.uk |

Schools

| Group | Address | Contact |
|--|---|--|
| Beaconside Cof E Primary School 3-11 | 29 Hutton Hill, Penrith Ca11 8EN Head teacher: Nick Page | 01768840868 admin@beaconside.cumbria.sch.uk |
| Brunswick School 3-7 | Brunswick Road, Penrith CA11 7LX Head teacher: Sharon Sanderson | 01768 213200 admin@brunswick.cumbria.sch.uk |
| Hunter Hall School 3-11 | Frenchfield Bungalow, Carleton, Penrith CA11 8UA Head teacher: Alan Short | 01768 891291 office@hunterhall.cumbria.sch.uk |
| North Lakes School 7-11 | Huntley Avenue, Penrith CA11 8NU Head teacher: Mike Pinscombe | 01768 899876 admin@northlakes.cumbria.sch.uk |
| St Catherine's RC Primary School 4-11 | Drovers Lane, Penrith CA11 9EL Head teacher: Angela Hill | 01768 864612 admin@st-catherines.cumbria.sch.uk |
| QEGS | Grammar School House, Ullswater Rd, Penrith CA11 7EG Head teacher: Paul Buckland | 01768 864621 pbuckland@qegs.cumbria.sch.uk |
| Ullswater Community College | Wetheriggs Lane, Penrith CA11 8NG Head teacher: Nigel Pattinson | 01768 210206 eflood@ullswatercc.co.uk |

Incident event log template

Location:

Date:

| TIME | ACTION | BY WHOM |
|------|--------|---------|
| | | |

DO NOT DESTROY THIS LOG IT WILL BE IMPORTANT WHEN ANALYSING THE RESPONSE TO AN EMERGENCY. IT MUST BE RETAINED FOR LEGAL PURPOSES.

Situation report template

| | |
|--|--|
| Council name | |
| Name & role | |
| Contact details | |
| Time & date | |
| Overview | |
| Casualties | |
| Hazards | |
| Roads | |
| Vulnerable people at risk | |
| Summary of emergency service activity | |
| Current tasks | |
| Resources available | |
| Resources needed | |