



Penrith Town Council

EMERGENCY PLAN

2020-2026

CONTENTS

Penrith Community Response Group (PCRG).....	2
Introduction	2
Dealing with an emergency	2
Aim of this plan.....	2
Objectives of this plan	3
What is an emergency?.....	3
Levels of emergency.....	4
Who is responsible, for what, in an emergency?.....	5
Parish roles and responsibilities	5
Responsibilities of councillors.....	6
Roles and responsibilities of other agencies	7
Response action.....	9
Activation arrangements	9
Parish emergency control centre	10
Temporary accommodation	10
Communications	10
Plan review and update.....	11
Useful links:	12
Emergency Services	163
GP and Health Centre	Error! Bookmark not defined.
Chemists.....	Error! Bookmark not defined.
Neighbouring parishes	Error! Bookmark not defined.
Retail.....	18
Community & third sector groups	20
Community groups.....	22
Housing Associations	25
Press	26
Schools.....	27
Incident event log template.....	28
Situation report template.....	29

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 Westmorland and Furness 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 Westmorland and Furness Council's Resilience Unit 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

Westmorland and Furness Council has a local Resilience Unit that can be activated and that works in partnership with the Emergency services, 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

Westmorland and Furness Council have specific responsibilities, which include establishing emergency centres, providing temporary accommodation for those made homeless and managing the longer-term recovery phase.

[Cumbria Resilience Forum | Cumberland Council and Westmorland and Furness Council \(cumbriaprepared.org.uk\)](http://cumbriaprepared.org.uk)

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, Westmorland and Furness Council 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** area 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 (PCRG). The group will meet in person or communicate remotely to assess the situation, ring Emergency Services and consult with Westmorland and Furness 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 899 773 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 authority (Westmorland and Furness Council), 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.

Westmorland and Furness Council

- Co-ordinate emergency arrangements and voluntary agency support.
- Support the emergency services.
- 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.
- 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 Westmorland and Furness 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 Westmorland and Furness Council Emergency Management Centre or Resilience Team will contact the Council Emergency Co-ordinator of the PCRG in the first instance and 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

Westmorland and Furness 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 Westmorland and Furness Council 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 control 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 and Emergency Reception Centre.

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, Westmorland and Furness Council have responsibility for opening and managing rest centres, supported by Westmorland and Furness 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

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: 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.

Adopted: 2020

Updated: December 2023

Review: 2026

Note

The update in December 2023 was to amend wording references to the previous Eden District Council and include Westmorland and Furness Council. Some other minor wording amendments were made and contacts updated.

Useful links:

Penrith Town Councillors

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

Westmorland and Furness Council

Preparing for Emergencies

<https://legacy.westmorlandandfurness.gov.uk/emergencyplanning/default.asp>

Business Continuity:

<https://www.westmorlandandfurness.gov.uk/business-and-licensing/business-support/business-continuity>

Westmorland and Furness Councillors:

<https://westmorlandandfurness.moderngov.co.uk/mgMemberIndex.aspx?bcr=1>

Adopted: 2020

Updated: December 2023

Review: 2026

Note

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EMERGENCY SERVICES	TELEPHONE	WEBSITE
Ambulance Service	0345 112 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	01299 403055	www.floodforum.org.uk
National Highways	0300 123 5000	https://nationalhighways.co.uk/
UTILITIES	TELEPHONE	WEBSITE
Electricity North West	0800 195 4141	www.ukpowernetworks.co.uk www.enwl.co.uk @electricityNW
Electricity NW Power Cuts	105	www.ukpowernetworks.co.uk
Northern Gas	0800 111999	https://www.northerngasnetworks.co.uk/ 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

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

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

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

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

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

Neighbouring Parish Council Contacts

Catterlen Parish Council

<https://westmorlandandfurness.moderngov.co.uk/mgParishCouncilDetails.aspx?ID=160&LS=3>

Hesket Parish Council

<https://westmorlandandfurness.moderngov.co.uk/mgParishCouncilDetails.aspx?ID=175&LS=3>

Lazonby Parish Council

<https://westmorlandandfurness.moderngov.co.uk/mgParishCouncilDetails.aspx?ID=184&LS=3>

Great Salkeld Parish Council

<https://westmorlandandfurness.moderngov.co.uk/mgParishCouncilDetails.aspx?ID=170&LS=3>

Langwathby Parish Council

<https://westmorlandandfurness.moderngov.co.uk/mgParishCouncilDetails.aspx?ID=183&LS=3>

Brougham Parish Council

<https://westmorlandandfurness.moderngov.co.uk/mgParishCouncilDetails.aspx?ID=158&LS=3>

Yanwath/Eamont Bridge Parish Council

<https://westmorlandandfurness.moderngov.co.uk/mgParishCouncilDetails.aspx?ID=247&LS=3>

Dacre Parish Council

<https://westmorlandandfurness.moderngov.co.uk/mgParishCouncilDetails.aspx?ID=167&LS=3>

Other Parish Councils:

<https://westmorlandandfurness.moderngov.co.uk/mgParishCouncilDetails.aspx>

Retail

OUTLET	SERVICE	CONTACT
J and J Graham, Penrith	Telephone ordering & payment service.	Telephone: 01768 862281
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
Foundry 34 AND Sandgate Friery, Penrith	Partnered with Sandgate Friary 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	Food Service	https://www.fourandtwentypenrith.co.uk/ 01768 210231
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

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	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 Sight Support	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	<p>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> <p>Email us</p> <p>advicehub@ca-ce.org.uk</p> <p>Visit our website</p> <p>https://www.cac-e.org.uk/</p>	<p>2 Sandgate, Penrith, CA11 7TP 0808 2787844.</p> <p>Reception: 03300 563037 for referrals for money advice appointments, foodbank and Macmillan.</p> <p>Online Support Help to Claim" Universal Credit service.</p> <p>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	<p>In partnership with churches across the UK, bringing life-changing freedom and good news to people in desperate need.</p>	<p>Debt Help service via our helpline 0800 328 0006.</p>
Cumbria Law Centre	<p>Free and impartial advice on Housing, Employment and Welfare Benefit issues.</p>	<p>Tel: 01228 515129</p> <p>https://www.cumbrialawcentre.org.uk/</p>
Victim Support		<p>0300 303 015 or online in their live chat, Monday</p>
Family Action Family Line	<p>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</p>	<p>0808 802 6666, text: 07537 404282 or email familyline@family-action.org.uk, Monday to Friday: 9am – 3pm and 6pm – 9pm</p>

Community groups

Group	Address	Tel No
ACTion with Communities	The Old Stables, Redhills, Penrith, CA11 0DT	01768 425666
Age UK Carlisle and Eden	20 Spencer Street, Carlisle, CA1 1BG	01228 819299
Alzheimer's Society	32 Tynefield Drive, Penrith, CA11 8HZ	0800 270 7061
Army Cadets	ACF Hut, Friargate, Penrith, CA11 7XR	acf.cumbria@btconnect.com
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 0300 561 0000
Christ Church	Drovers Lane, Penrith, CA11 9EP	Mr. Alex Paris 01768 863744
Conservative Club	11 Crown Square, Penrith, CA11 7AB	01768 862140 penrithconservativeclub@hotmail.co.uk
Cumberland and Westmorland Freemasons	6 Portland Place, Penrith, CA11 7QN	01768 866640

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
East Cumbria Family Support Association	The Office, Mardale Road, Penrith, CA11 9EH.	01768 593102 or 862917 info@eastcumbriafamilysupport.org.uk
Carer Support Carlisle and Eden	The Office, Mardale Road, Penrith, CA11 9EH	01768 890280 enquiries@edencarers.co.uk
4Eden 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	4 Cowper Road, Gilwilly Industrial Estate, Penrith, CA11 9BN	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

Penrith Air Cadets	Friargate, Penrith	01768891639 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	080082787844 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 Eden Refugee Network		hello@pern.org.uk
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	01768862273 penrithrc@btinternet.com

Housing Associations

Group	Address	Contact
Abbeyfield Housing Association	The Abbeyfield Society, St Peter's House, 2 Bricket Road, St Albans, Herts, AL1 3JW	post@abbeyfield.com 01727 857536
Anchor Housing Association	Brackenber Court, Musgrave Street, Penrith Cumbria CA11 9AT	0800 7312020
Eden Housing Association	Blain House, Bridge Lane, Penrith, CA11 8QU	01768 861 400 enquiry@edenha.org.uk
Hanover Housing		General.enquiries@hanover.org.uk 01768 863309
Harvest Housing	The Manager	response@yourhousinggroup.co.uk bonita.hopkins@hanover.org.uk
Riverside Group	Eden Rural Foyer, Old London Road, Penrith, CA11 8ET	0345 111 0000 01768 861650 enquiry@impacthousing.org.uk
Methodist Homes	Sue Emmerson, Woodlands, Bridge Lane Penrith	01768 867490
Castles and Coasts Housing Association	3 Paternoster Row, Carlisle, Cumbria CA3 8TT	Tel 0800 0851171

Press

Group	Address	Contact
Cumberland & Westmorland Herald	33 Middlegate Penrith CA11 7SY Editor: Emily Atherton	01768 862313
Cumberland News	Newspaper House, Dalston Road, Carlisle CA2 5UA Editor: Joy Yates	01228 612617
Westmorland Gazette	1 Waitwright's Yard, Kendal LA9 4DP Editor: Joy Yates	01539 790221
Border TV		Pam&ian@itv.com
BBC Look North		Look.north.comment@bbc.co.uk 0191 2321313
Eden FM	Lee Quinn	admin@edenfm.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: Sam Waugh	01768 213200 admin@brunswick.cumbria.sch.uk
Hunter Hall School 3-11	Frenchfield Bungalow, Carleton, Penrith CA11 8UA Head teacher: Paul Borrows	01768 891291 office@hunterhall.cumbria.sch.uk
North Lakes School 7-11	Huntley Avenue, Penrith CA11 8NU Head teacher: Mike Pincombe	01768 899876 admin@northlakes.cumbria.sch.uk
St Catherine's RC Primary School 4-11	Drovers Lane, Penrith CA11 9EL Head teacher: Rebecca Davis	01768 864612 admin@st-catherines.cumbria.sch.uk
QEGS	Grammar School House, Ullswater Rd, Penrith CA11 7EG Head teacher: David Marchant	01768 864621 reception@qegs.cumbria.sch.uk
Ullswater Community College	Wetheriggs Lane, Penrith CA11 8NG Head teacher: Stephen Gilby	01768 210206 admin@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	