

South Lakeland

Community Resilience across South Lakeland

Contacts and Resources: September 2017

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Why is this information useful?

It helps you to find out who your local Community Resilience Groups are - and how to get in touch.

You may want to make contact with other groups to share ideas, establish links or set up your own new local resilience group.

What is Community Resilience?

Community Resilience is about communities and individuals harnessing local resources and expertise to help themselves in an emergency, in a way that complements the response of the emergency services.

Community Resilience is about low risk neighbourly support - it is not about duplicating the work of the emergency services who are trained to keep themselves safe in more threatening environments. For example community responders should never enter flood water – shallow water with a current is powerful and river banks or open manholes are hidden under the surface.

Communities plan to be more resilient by forming a coordination team, identifying the local risks, listing local assets and gaining support from existing local community groups. Communities know when to activate their emergency plan – they know the local thresholds or indicators that trigger the plan. These triggers may be Environment Agency or Met Office warnings or alerts via Cumbria Community Messaging. They complete risk assessments, seek insurance, train volunteers, obtain funding and plan press releases to generate local awareness.

Benefits of Community Resilience

Individuals and communities may need to rely on their own resources to ensure they are able to cope with the consequences of an emergency. Many communities already help one another in times of need, but experience has shown that those who have spent time planning and preparing for this are better able to cope, and recover more quickly. The great strength of communities is their local knowledge and numbers of willing people.

Resources for Community Resilience Planning

Many of the tools and resources used by Community Resilience Groups in Cumbria are provided below. The links are to help an individual or a community to protect against the impacts of an emergency.

[Cumbria Community Risk Register](#) – this is a list of the types of emergencies most relevant to Cumbria. This list might be useful to help review which types of emergency your plan focuses on – as well as using local knowledge.

[Community Emergency Planning Toolkit](#) – this walks you through the steps needed to produce a resilience plan for your area. It also provides an overview of emergency planning arrangements in Cumbria.

[Preparing for Emergencies](#) contains a wealth of information that will help individuals, businesses and communities be more prepared.

[The Climate Just website](#) contains many case studies - showing how local communities have taken forward resilience initiatives and projects to protect themselves. These are a few examples from the website:

- The benefits of a community resilience approach to flood risk management in a Hampshire village that has suffered two major floods in the last 20 years.
- A community resilience to flooding project in an area of Liverpool, involving a number of interventions.
- A small village in North Yorkshire established a group to clear snow during the winter of 2010 so that people, carers, and businesses in the area could carry on their regular activities as far as possible.
- The South Tyneside case study outlines the activities that were undertaken to implement local and natural solutions to flood risks.
- Communities and service providers in Doncaster were able to learn from flooding events in 2007 in order to develop a community flood warden scheme in flood affected areas.

The Climate Just website also has maps which allow a community to assess its own level of vulnerability to weather related incidents – although for more detail on flooding the EA links below are best.

The Environment Agency allows you to [check your flood risk](#) generally and to see any [current warnings](#). Call the 24/7 Environment Agency Floodline Service on 0345 988 1188 to ask about flooding or report flooding. To receive flood warnings [sign up for flood warnings](#) or call Floodline.

[Useful contacts for service providers](#) - for example telephone numbers for Electricity North West, United Utilities and the Environment Agency etc.

[Cumbria Community Messaging \(CCM\)](#) – this online system allows you to receive messages from agencies by phone, text or email - registration is quick and free. (This may be renamed as ‘Cumbria Alert’)

[Flooding: Help and Advice](#) – provides further links to advice and guidance.

How the Council can help:

South Lakeland District Council works with Communities to help them develop their own resilience plans. This support often comprises guidance at meetings, how to link in with Cumbria emergency response structures, providing plan templates and examples of good work and contacts with other groups and agencies.

For householders:

Do your residents know what they can do to get through emergencies more easily? These links will help families and householders to cope better with emergencies:

[Preparing Your Household for an Emergency](#) – see what things an individual or a family can do to be prepared for emergencies eg a household plan, a checklist of actions and an emergency grab bag.

[Household Emergency Plan](#) - households across the County are using this simple plan to be better prepared in the event of an emergency.

[Property Level Protection](#) – the National Flood Forum provides ideas for physical work to protect your property from flooding. Protecting your property is more effective than using sandbags.

Local Knowledge and Vulnerable People

Communities have a great wealth of local knowledge and are aware of many of their vulnerable people who may need help. Resilient Communities are able to help local people by checking if they are able to keep themselves safe. If life is in danger then they can call the emergency services. The value of response at the community level cannot be under-estimated.

Groups considered to be most vulnerable in emergencies include:

- Children and young people
- Homeless people
- Older people
- Pregnant women
- Mobility impaired people
- Minority language speakers
- People with mental health impairments
- Tourists
- Sensory impaired people
- Travelling community
- Temporarily or permanently ill people
- People cared for by relatives
- People supported by health or local authorities

[The Climate Just website](#) has maps which allow a community to assess its own level of vulnerability to weather related incidents.

Community Resilience Groups offer varying levels of support. Many groups limit their response to visiting residents and passing on important information – whilst checking if people are able to keep themselves safe. Some groups also offer physical support, for example opening a village hall to shelter residents or moving sandbags.

Rather than attempting to maintain a list of vulnerable people it is best to rely on local knowledge and check that people are safe. There are significant data protection issues associated with producing a list of named people and lists become out of date almost immediately as people's circumstances change and local residents change.

The Role of your Councillor in an Emergency

Councillors have a valuable role to play during any major emergency. A councillor may have a leading or key role within a community resilience group or may assist the group with contacts and information.

Residents will readily turn to councillors for information and support. Councillors may pass on important information to residents or communicate local issues to responding agencies.

During an emergency

The period at the start of an emergency is a crucial time – as the immediate danger is brought under control, briefings will be available to councillors and, in particular, to those whose areas are involved.

A councillor may be involved in:

- Supporting and providing reassurance to the affected community
- Support the response with local knowledge e.g. identifying vulnerable people
- Support liaison with Town and Parish Councils and community resilience groups
- As a community leader channelling information to the public

During the Recovery Stage

The recovery process involves re-establishing the community and local businesses.

As community leaders, elected members may become involved in:

- Using local knowledge and community contacts to provide support
- Promoting joint working between County, District and Parish authorities
- Liaising with other elected representatives including Members of Parliament

Contacts for Community Resilience Groups

Nearly all of the resilience groups below are known about by [Parish Councils](#) or [Ward Councillors](#). Resilience groups can have different titles – the most common being Flood Action Group, Community Emergency Planning Group or Community Resilience Group.

Resilience group	Find contacts online
Ambleside	Lakes Parish Council
Backbarrow	Backbarrow and Haverthwaite Parish Council
Burneside	Burneside Parish Council
Cark-in-Cartmel	Lower Holker Parish Council
Cartmel	Lower Allithwaite Parish Council
Casterton	Casterton Parish Council
Coniston	Coniston Parish Council
Dent	Dent Parish Council
Finsthwaite and Lakeside	Colton Parish Council
Grange (Windermere Road area)	Grange-over-Sands Town Council
Grasmere	Lakes Parish Council
Hawkshead	Hawkshead Parish Council
Holme	Holme Parish Council
Kendal	Kendal Community Emergency Planning Group (KCEPG): facebook.com/KCEPG Kendal Town Council
Kendal Hardknott Gardens area	Ward councillors for Kendal Oxenholme and Natland Ward
Kendal Helsington Mills	Ward councillors for Levens Ward
Kendal Castle Street area	Ward councillors for Kendal Mintsfeet Ward
Kendal Mintsfeet	Ward councillors for Kendal Mintsfeet Ward
Kendal Sandylands	Ward councillors for Kendal Far Cross Ward

Resilience group	Find contacts online
Kendal Benson Green area	Ward councillors for Kendal Fell Ward
Kendal Sand Aire House	Ward councillors for Kendal Fell Ward
Kendal Top Oak Tree area	Ward councillors for Kendal Castle Ward
Kentmere	Kentmere Parish Meeting
Kirkby Ireleth	Kirkby Ireleth Parish Council
Pennington	Pennington Parish Council
Preston Richard	Preston Richard Parish Council
Sedbergh	Sedbergh Parish Council
Sedgwick	Sedgwick Parish Council
Stainton	Stainton Parish Council
Staveley and Ings	Staveley with Ings Parish Council
Troutbeck Bridge	Windermere Town Council
Ulverston	Councillor Mark Wilson
Windermere Lakes Level Group	Windermere Town Council

Community Emergency Plan – a Template for Smaller Communities

(Name of Your Community)

Community Emergency Plan

1. PURPOSE

Definition of an emergency:

An emergency / major incident is any event or circumstance (happening with or without warning) that causes or threatens death or injury, disruption to the community, or damage to property or to the environment on such a scale that the effect cannot be dealt with by the emergency services, local authorities and other organisations as part of their normal day-to-day activities.

Aim of the Community Emergency Plan:

To increase resilience within the local community before, during and after emergencies, and to link into the county and district councils', and emergency services' emergency response structures. This Plan documents how *(insert name of your community)* would respond in an emergency situation e.g. while awaiting the assistance of statutory authorities / emergency services, or in support of them.

It is not the role of the community to take on the responsibilities of these agencies e.g. to save life, to take any risks to themselves or to cope for long hours without agencies' help and support.

Objectives:

- Identify the risks to the community and relevant response actions
- Identify vulnerable people / groups in the community
- Identify resources in the community available to assist during an emergency
- Provide contact details for the Community Response Group (CRG), key community resources, the Emergency Services, and County and District Councils.

2. COMMUNITY RESPONSE GROUP (CRG)

*Insert 3 names and contact details here. Mark with * the person who will coordinate, and be the point of contact with local authorities / emergency services.* Copies of this Emergency Plan are restricted, and will be held by the CRG members. The Plan will also be accessible to local authorities and emergency services via the Cumbria Community Messaging System (CCMS).

Name	Tel:	Email:	Postal address
*			

3. POSSIBLE EMERGENCIES AND RISK ASSESSMENT

Risk assessment of the types of emergencies that would have an impact on our community and how local emergency planning could help. *(Example given below, insert examples for your community)*

Type of emergency	Potential risks	Actions to address those risks
<i>Mains electricity power failure during cold weather conditions.</i>	<i>Residents with no access to power for a prolonged period of time. Most vulnerable are those with only electric power, heat, and cooking facilities. Also older residents, the sick, and very young are most at risk in cold conditions.</i>	<i>Identify residents most at risk. Activate 'telephone tree' to check on residents. Open up Place of Safety (Village Hall) for hot refreshments and information point. Coordinate hot refreshments delivery to housebound residents.</i>

Type of emergency	Potential risks	Actions to address those risks

4. ACTIVATION OF THE PLAN

This plan will be activated when an emergency has occurred or if warnings are received, prior to an anticipated event. It will also be activated when emergency services need support or are not able to attend immediately e.g. in severe weather.

If this is the case, the CRG will assess the situation, ring Emergency Services if necessary, and consult with the District Council (see contact below). The CRG will then put all or part of the Plan into effect as appropriate.

5. COMMUNITY RESOURCES

Volunteers have indicated what tasks they may be prepared to carry out if an emergency occurs and what resources they can offer. *(Add names etc in the table below, to be contacted by CRG as needed.)*

Name	Contact	Offer of help / resources

The information in this list is restricted to the Community Response Group. It is not for general distribution. Unrestricted copies of the Plan may be made available by deleting this contact list before distribution.

An **electronic** copy of the **unrestricted emergency plan** will also be made accessible to local authorities and emergency services via the secure Cumbria Community Messaging System (CCMS) - contact ACTion with Communities in Cumbria for details of how to do this.

Place of Safety:

District councils are responsible for setting up a central rest centre during an emergency. However, it may be necessary to set up a temporary place of safety within the community e.g. for visitors or for people evacuated from their homes. In our community, the place of safety will be *(insert place)*. The CRG will contact the keyholder and other volunteers as necessary.

During an emergency, volunteers will keep a record of actions taken. These will be entered in to a central log, kept by the CRG, so that they can be evaluated, and the plan altered if necessary. Information can be entered at the time, or directly after the emergency.

6. COMMUNICATION AND CONTACTS

Contact details for statutory authorities, emergency services can be found below.

Organisation	Telephone	Website / Email:	See public messages via Twitter
Emergency Services	999 emergency 101 non-emergency		@Kendalpolice @Cumbriafire
Cumbria County Council	Daytime 01228 606060 Out of hours General 01228 606060 In case of concern for vulnerable adults or children: 01228 526690 (adults) 0333 240 1727 (children)	www.cumbria.gov.uk	@CumbriaCC

CCC Highways Hotline	Highways hotline: Tel: 0300 303 2992 (answer phone service evenings, weekends and public holidays)		
Environment Agency	General Enquiries 03708 506 506 Floodline 0345 988 1188 (24 hrs) Incident Hotline for flooding, blocked culverts, etc: 0800 807060 (24 hrs)	www.environment-agency.gov.uk enquiries@environment-agency.gov.uk See flood warnings See local river levels	@EAgency
South Lakeland District Council	Daytime 01539 733333 Out of hours 08704 286905/6 (leave a message and you will be called back)	www.southlakeland.gov.uk	@SouthLakelandDC
United Utilities	0345 672 3723 (24 hrs - water)	www.unitedutilities.com	
Electricity North West	0800 195 4141 105 (Report a power cut)	www.enwl.co.uk Power outage map	@ElectricityNW
National Gas Emergency Service	0800 111 999 (24hrs - gas leak/emergency)	www.nationalgrid.com Gas emergency	@nationalgriduk
BBC Radio Cumbria	0345 3051122	radiocumbria@bbc.co.uk	@BBC_Cumbria
Lakeland Radio	01539 737380	www.lakelandradio.co.uk	@LakelandRadio

8. PLAN REVIEW AND UPDATE

In order to keep this plan up to date, contact lists will be revised as needed, and the plan reviewed (**how often and when*), by (** name of group*).