

The Stages of an Emergency

1. Build up – ‘Preparation Phase’

- a) **Information** comes in from the Met Office on [weather warnings](#) and the Environment Agency **Floodline: 0345 988 1188** uses this to issue [‘Flood Alerts’](#), [‘Flood Warnings’](#) and [‘Severe Flood Warnings’](#).
- b) **Declaration of an emergency.** Initially multi agency teleconferences are used to pull together all the key agency people to make a decision on preparedness.
- c) Responding agencies decide on the level of preparedness and agree a **Command and Control** structure. SLDC, CCC and the EA are part of this process.
- d) Local, Regional or National **resources** are put on standby.
- e) A public **communications** team is set up to prepare public safety information.
- f) The need for **evacuation and reception centres** is considered.

2. During an emergency – ‘Acute Phase’

- a) Where necessary **evacuation** is advised, (Residents will be contacted by the Emergency Services), and/or Reception Centres are setup.

Reception Centres are typically secondary schools, leisure centres or town halls. SLDC administers the centres and CCC manages welfare needs.

- b) **Emergency Services** respond to priorities
- c) Agencies release **public safety messages** via the Media:

[BBC Radio Cumbria](#) has the main Cumbria emergency message role (keep spare batteries for your radio in case of power cut), as well as [Lakeland Radio](#), [The Bay](#) and [Century FM](#). [Cumbria Community Messaging](#) relays messages and information to registered residents.

Breaking news may also be available at [Westmorland Gazette](#) and [North West Evening Mail](#).

Other useful links:

- [Cumbria Police](#)
- [Cumbria Fire and Rescue Service](#)
- [Maritime and Coastguard Agency](#)
- SLDC on [Twitter](#), or [Facebook](#) or [Website](#)
- **Travel information** - [Northern Rail Train Service Virgin trains](#)
[TransPennine express](#)

- d) Agencies receive **calls from public** and collate intelligence on impacts

Factsheet from the LAP Flooding Conference Nov 2016

During an emergency **SLDC** often opens its Contact Centre for 24hrs **01539 733333**. The Contact Centre lays within the Council's Emergency Control Centre and much intelligence is provided by the public ringing in.

A **Councillors role** in an emergency is to communicate local issues to agencies, support local Community Emergency Planning groups or Flood Action Groups and pass on key public information messages to their electorate.

e) Agencies agree the **Recovery Phase Command and Control** structure

3. After the emergency – 'Recovery Phase'

a) At end of Acute Phase the Police handover responsibility to **Local Authorities** for the Recovery Phase.

b) **Agencies support residents** with many services:

- **Housing advice, Domestic & bulky waste removal, Removal of sandbags, Council Tax relief, Advice to businesses, Flood Alleviation Grants:** call SLDC on 01539 733333, 8am to 6pm, follow us on [Twitter](#), or [Facebook](#) or [Website](#)
- **Roads:** for **Flooded / closed roads and blocked road drains, surface water from land and problems with minor watercourses** contact **CumbriaHighways 0300 303 2992** Twitter: [@CumbriaCC](#)
- **A590 and M6:** responsibility of [HighwaysEngland](#)
- **Sewer flooding:** see [United Utilities](#) for contacts information
- **River flooding:** see [Environment Agency](#) for contacts information
- **Power cuts:** see [Electricity North West Power outage map](#)
Vulnerable customers, including some older or disabled people, or those with a medical dependency on electricity, can also sign up to the Priority Services Register by visiting the [Priority service customer page](#)
- **Gas emergencies** see [National Grid](#) for contacts information

c) **Learning from Emergencies**

[Cumbria Resilience Forum](#) holds multi agency debriefs after incidents. These debriefs indicate what went well and what needs to improve. Recommendations and actions are developed as a result of this activity.

Emergency Telephone Numbers:

- Emergency Services: **999**
- Non-Emergency Police: **101**
- Floodline: **0345 9881188**
- United Utilities: **0345 6723 723**
- Electricity North West: **105 (Report a power cut)**
- Gas Emergency Services: **0800 111 999**
- Cumbria Safeguarding Hub: **0333 240 1727**

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Communities and individuals can prepare for emergencies

Many villages and towns across South Lakeland have put in place their own emergency arrangements – very often to do with checking on neighbours to see if they will be ok. The following information is what these groups have used.

Community Emergency Planning:

[Cumbria Community Risk Register](#) – this is a prioritised list of emergencies relevant to Cumbria. This list might be useful to focus your planning – you can use local knowledge also.

[Community Emergency Planning Toolkit](#) – this walks you through the simple 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.

[Flooding Advice](#) contains information on the risk of flooding in your area, flood warnings in your area and actions to take before, during and after a flood. Also see a link to the Lead Local Flood Authority (LLFA.)

[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 information from Agencies by phone, text or email - registration is quick and free. (This may be renamed as 'Cumbria Alert' soon)

[Flooding: Help and Advice](#) – provides advice on various forms of flood relief and support following Storm Desmond 2015.

For householders:

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

[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.