



COMMUNITY EMERGENCY PLAN

KIRKBY LONSDALE TOWN COUNCIL

WEB: [HTTP://KIRKBYLONSDALETOWNCOUNCIL.ORG.UK/](http://kirkbylonsdaletowncouncil.org.uk/)

NOTE: EMERGENCY MANAGEMENT

- I. The legal responsibility at County level for calling an emergency and delivering a response lies with The Emergency Services, Cumbria County Council, and South Lakeland District Council. If a serious incident is District or County wide, Emergency Services may be delayed.
- II. In the absence of the regular emergency services, the Kirkby Lonsdale Emergency Plan will be activated by the relevant member/s of the Response Team.
- III. The Plan will be the framework for a self-help response as far as town resources allow until the proper services arrive.

Date Adopted: xx/xx/xxxx

Last Reviewed: xx/xx/xxxx

Review Due: xx/xx/xxxx

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COMMUNITY EMERGENCY PLAN

Aims & Objectives

The objectives of this plan are:

- a. To protect lives & property
- b. To promote mutual assistance within our community; and
- c. To sustain acceptable living conditions

This will be achieved by:

- d. The identification of vulnerable elements within the community;
- e. The identification of hazards & possible self-help measures;
- f. The identification of resources & key contacts within the community

This Community Emergency Scheme builds on any existing individual preparations and moves these into the wider community. It identifies resources available to all and provides contact details for links to/from external assistance.

It should be recognised that the Town council is not an emergency service. It is not trained, equipped, empowered or resourced to carry out the functions of an emergency service. The response should generally be confined to looking after the welfare of people in the community or helping to maintain the infrastructure.

- a. By establishing a community “refuge” in a local Community Centre
- b. Managing the response of Town voluntary organisations
- c. Representing the community
- d. Assisting with community recovery
- e. Assisting with managing emergency funds

Town Council Emergency Responsibilities:

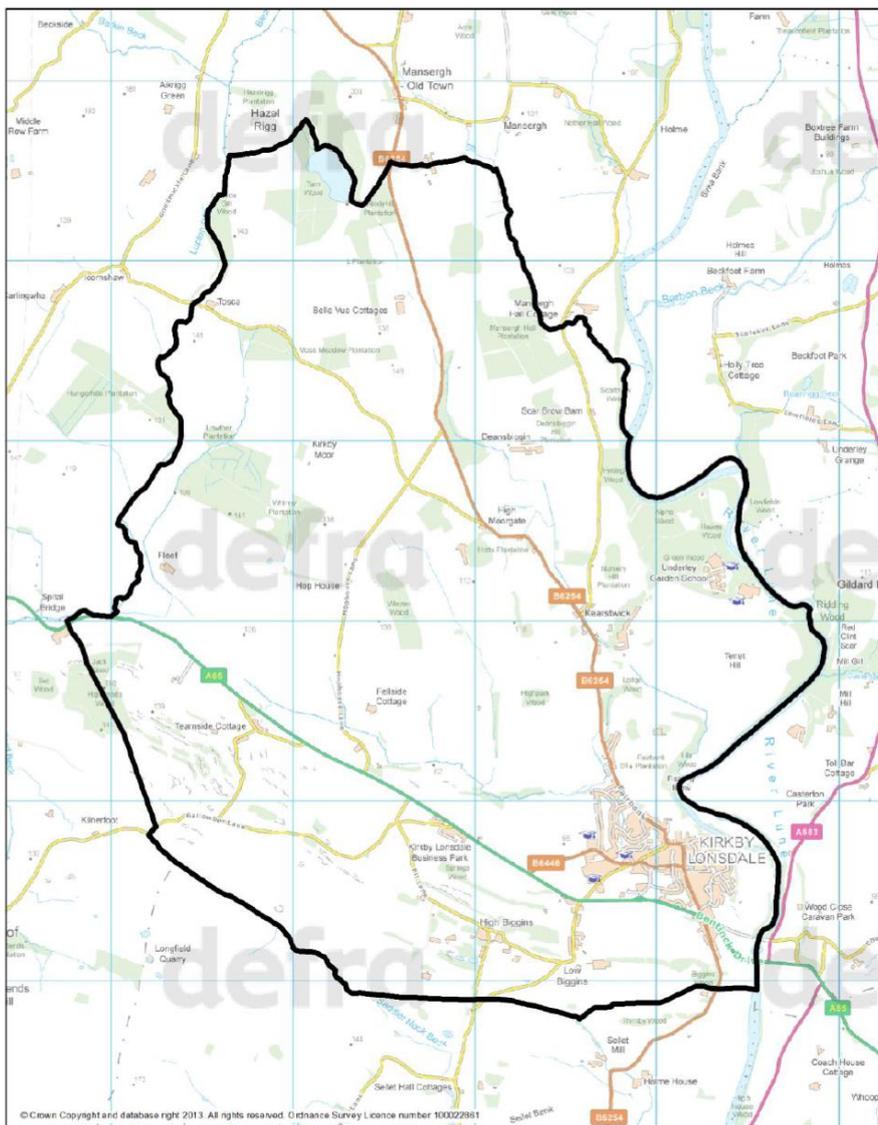
- a. Advise local residents what the emergency organisations plan to do.
- b. Follow the requests made by the emergency services and the local authorities.
- c. Maintain a contingency plan to cope with a serious situation until the Emergency Services arrive.
- d. Keep people informed so that they can help themselves.
- e. Ensure as many vulnerable people as possible are contacted and assisted.

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 as part of the emergency services, local authorities, and other organisations normal day-to-day activities.

The Community Covered

This Community Emergency plan covers the Kirkby Lonsdale Town Council area, situated in the Yorkshire Dales National Park, flanking the three counties of Cumbria, Lancashire, and North Yorkshire. This covers Kirkby Lonsdale and surrounding areas, including Kearswick, Low Biggins, High Biggins, Tearnside and Underley.



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Vulnerable Groups

There are a number of groups who, in a crisis, should be considered as potentially vulnerable and a priority for support and the deployment of resources:

- a. The elderly who may not be very mobile.
- b. Those who may be physically disabled.
- c. Those with learning difficulties.
- d. Parents and others looking after very young children.
- e. Those who are unable to see or have severe sight impairment.
- f. Those who are unable to hear or have a severe hearing impairment.
- g. Transient groups such as holiday makers or travelling communities.

It may not be appropriate or practical to identify vulnerable individuals in advance as this will be constantly changing and there is a need to be discrete in some cases. However, it should be possible to identify some vulnerable groups in advance e.g. sheltered housing, accommodation for those with learning difficulties etc.

It would be good practice to make an offer to help in a crisis to vulnerable groups and to identify individuals who may need help as a priority.

Priority Services Register

The Priority Services Register is a free support service to help people in vulnerable situations offered by energy suppliers and network operators. Each keeps their own register that you can get on by contacting your energy supplier or network operator.

Criteria to be classed as vulnerable include:

- have reached your state pension age
- are disabled or have a long-term medical condition
- are recovering from an injury
- have a hearing or sight condition
- have a mental health condition
- are pregnant or have children under 5
- have extra communication needs (such as if you don't speak or read English well).

Examples of help offered on the scheme:

- Advance notice of planned power cuts. If you rely on your energy supply for medical reasons your network operator can tell you about planned power cuts. For example, when they plan engineering work.
- Priority support in an emergency. Network operators could provide heating and cooking facilities if you are cut off supply.
- Nominee scheme. You can nominate someone to receive communications and bills from your supplier. For example, a family member, carer or someone you trust.
- Help with prepayment meter access. For example, moving a meter if you can't safely get to it to top up.
- Regular meter reading services. For example, if nobody can read your meter.
- Accessible information. For example, account info and bills in large print or braille.

Community Volunteer Response Team

Membership of the Group is purely voluntary with no financial pay-back involved. Kirkby Lonsdale Town Council make up the emergency team as well as a team of local volunteers who are resident within the Community. The role of this **Volunteer Response Team** role is to:

- a. Undertake the completion and maintenance of the Community Emergency Plan.
- b. Provide the focal point and management of the community response to an emergency.
- c. Work towards the recovery of the community after an emergency.

This group should appoint a **Response Co-ordinator** whose role will be to:

- a. Chair meetings of the **Volunteer Response Team**.
- b. Provide a link to the County Emergency Response Structure.
- c. Provide a link between the community and other organisations.
- d. Plan and respond to an emergency.
- e. Call a community meeting during an emergency (if deemed necessary).

This group should also appoint a Deputy Co-ordinator who will fulfil the role of Co-ordinator in the absence of that individual.

Team members will assume the role of Local Response Co-ordinators to specific geographical areas within their parish.

The names and contact details of volunteers are recorded along with more information on the needs and requirements of the role, in the **Emergency Response Handbook**.

It is vitally important that this team co-ordinates its activities with any existing parish or village group that is endeavouring to fulfil an emergency planning function to avoid duplication of effort.

Any member of this team should be prepared to declare an emergency, in consultation with others, in order to ensure a prompt response to the situation.

The Volunteer Response Team is formed to assist villagers/visitors and the emergency services if and when an emergency happens within the bounds of the Town. The Volunteer Response Team has been set up with the authority of the Town Council in response to the wishes of Central Government.

Some Volunteers may not wish to undertake any specific role but are willing to be trained to undertake assigned tasks if the need should arise, such as:

- Manning an evacuation centre.
- Escorting evacuees to the centre.
- Maintaining a log of the persons using the centre.
- Manning a canteen if required also persons will be needed for the erection.
- Manning of any road closures/diversions that may be needed.

Some volunteers may have special skills and equipment that they are willing to use to undertake tasks if the need arises, such as:

- tractor
- chainsaw

- minibus
- excavation equipment
- lifting equipment
- water pump
- hand tools such as crowbars, mattocks, shovels, etc

Animals – Domestic and Farm

Domestic Pets.

- With the exception of guide and hearing dogs no provisions will be made for domestic pets. The owners are encouraged to make their own emergency plans. Owners should be advised to secure their family pets at home, as appropriate.
- Advice could be sought from RSPCA. Advice Tel: 0300 1234 999

Farm Animals.

- Farmers should make their own arrangements for the safeguard of their animals.
- Advice could be sought from: National Farmers Union. Call first Tel: 0870 845 8458

Insurance and health & safety

? To be asked

Plan review and update

In order to keep details up to date, this plan, plus any supplementary documents, volunteer contact lists, risk assessment etc., will be reviewed and updated as needed. The plan will be reviewed yearly, by the Kirkby Lonsdale Volunteer Response Team *and the date recorded on the front page.*

Following review, an updated electronic copy of the unrestricted plan will be made available to local authorities and emergency services via Resilience Direct.

During an emergency, volunteers will keep a record of actions taken. These will be entered into 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.

Risk Analysis

Kirkby Lonsdale is not a dangerous place to live. However, we need to be prepared for any emergencies that could arise even if these events are highly unlikely to occur.

The Cumbria Community Risk Register has been put together by representatives from the Cumbria Resilience Forum (CRF). This risk register helps prioritise work in planning for emergencies and exercising emergency plans.

Risk is defined as the likelihood of an event happening + the impact of the event, where both likelihood and impact are measured on a scale of:

1 = Very Low, 2 = Low, 3 = Medium, 4 = High, 5 = Very High

The following table shows examples from the Cumbria register of risks that could possibly affect Kirkby Lonsdale.

Hazard	Likelihood score	Impact Score	Risk Rating
Fluvial Flooding (from the River Lune)	4	4	VERY HIGH
Influenza-type Pandemic	3	5	VERY HIGH
Failure of National Electricity Transmission Systems	3	4	VERY HIGH
Food Supply Contamination	3	3	HIGH
Poor Air Quality	3	3	HIGH
Natural Disaster Overseas	3	3	HIGH
Severe space weather	3	3	HIGH
The Growth and Spread of Anti-Microbial Resistance	3	3	HIGH
Emerging Infectious Disease	3	3	HIGH
Localised Surface Water Flooding	3	3	HIGH
Major Outbreak of Animal Disease	2	4	HIGH
Industrial Action (Public Transport)	5	2	MEDIUM
Landslide	5	2	MEDIUM
Inland Water Pollution	5	2	MEDIUM
Accidental Release of Biological Substance	4	2	MEDIUM
Industrial Action (Health services)	4	2	MEDIUM
Failure of the Regional Electricity Transmission Systems	4	2	MEDIUM
Heatwave	3	2	MEDIUM
Low Temperatures and Heavy Snow	3	2	MEDIUM
Storms	3	2	MEDIUM
Localised Transport Accident	3	2	MEDIUM
Localised Flash Flooding	3	2	MEDIUM
Major Fire	3	2	MEDIUM
Accident Involving High Consequence Dangerous Goods	2	3	MEDIUM
Drought	2	3	MEDIUM
Wildfires	2	2	MEDIUM
Water Infrastructure Failure or Loss of Drinking Water	2	2	MEDIUM
Gas Supply Failure	2	2	MEDIUM

Disruption to or Loss of Telecommunication System	2	2	MEDIUM
Industrial Action (Fuel Supply)	2	2	MEDIUM
Localised Transport Accident Involving Hazardous Materials	2	2	MEDIUM
Fire at a Fuel Distribution Site	1	4	MEDIUM
Civil Nuclear Accident	1	4	MEDIUM
Radiation Release from Overseas Nuclear Accident	1	4	MEDIUM
Aviation Crash	1	3	MEDIUM
Bridge Collapse or Long-term Closure	1	3	MEDIUM
Public Disorder	1	3	MEDIUM
Technological Failure at a Retail Bank	4	1	LOW
Influx British Nationals	4	1	LOW
Building Collapse	3	1	LOW
Earthquake (UK)	2	2	LOW
Industrial Action (Firefighters)	1	2	LOW
Insolvency Affecting Fuel Supply	1	2	LOW
Accidental Release of Biological Pathogen	1	2	LOW
Localised Aviation Accident	1	2	LOW

Risk Matrix

Relative Impact	Catastrophic (5)	HIGH	VERY HIGH	VERY HIGH	VERY HIGH	VERY HIGH
	Significant (4)	MEDIUM	HIGH	VERY HIGH	VERY HIGH	VERY HIGH
	Moderate (3)	MEDIUM	MEDIUM	HIGH	HIGH	HIGH
	Minor (2)	LOW	MEDIUM	MEDIUM	MEDIUM	MEDIUM
	Limited (1)	LOW	LOW	LOW	LOW	LOW
		Low (1)	Medium Low (2)	Medium (3)	Medium High (4)	High (5)
		Relative Likelihood				

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COMMUNITY EMERGENCY RESPONSE HANDBOOK

Immediate action following an emergency

NOTE: remember to take all reasonable steps to avoid causing harm to yourself and others.

Call 999

Give the following information:

- a. Your name
- b. Your contact number
- c. Details of the incident
- d. Exact location
- e. Emergency Services requested
- f. Estimated casualties
- g. Hazards & road blockages

Initiating the Kirkby Lonsdale Community Emergency Plan

The KL Community Emergency Plan may be initiated at any time either to mitigate a foreseeable emergency or in the event of an emergency requiring a community response.

The KL Community Emergency Plan can be initiated by:

- Emergency Services
- Environment Agency
- Response Team member

To initiate the plan phone the first available member of the Volunteer Response Team shown on the table below.

Give the following information:

- a. Your name
- b. Your contact number
- c. Details of the emergency including details of:
 - a. Its location
 - b. Area affected
 - c. Action taken so far
 - d. Emergency services and other agencies involvement

If the plan is activated by the Kirkby Lonsdale Volunteer response team, the group will meet in person or communicate remotely to assess the situation, ring Emergency Services and consult with the District Council if necessary. The CRG 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.

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Kirkby Lonsdale Volunteer Response team

KIRKBY LONSDALE Volunteer Response Team		
Name	Contact details	Notes
Geoffrey Buswell	Tel 015242 71630 Mob Email	Town council Chairman
Allan Muirhead	Tel 015242 71932 Mob Email	Town council Vice Chairman
Kevin Price	Tel 01539 821596 Mob 07712430932 Email kevtherev7@hotmail.com	Clerk to the Council
Mike Burchnall	Tel 015242 71618 Mob Email	Town councillor
Mike Marczynski	Tel 015242 73318 Mob Email	Town councillor
Robin Ree	Tel Mob 07977 985361 Email	Town councillor
David Storey	Tel 015242 71098 Mob Email	Town councillor
Edward Waller	Tel 015242 72431 Mob Email	Town councillor

Actions by the Volunteer Response Team:

The Volunteer Response Team member first contacted will contact the other response team members as appropriate, explaining the details of the emergency.

The Emergency Response team shall:

- a. Start a log
- b. Contact the District Council Emergency Centre ([0870 428 6905](tel:08704286905). Emergency only)
- c. Contact Key Holders
- d. If decision is made, open a Reception Centre:
- e. Contact appropriate Volunteers
- f. Contact schools and those at risk
- g. Assist Emergency Services as required with the resources at its disposal
- h. If Emergency Services cannot offer immediate help, coordinate efforts to mitigate the impact of the threat.
- i. Activate a communication and coordination centre at an appropriate location

When Emergency Services arrive:-

- a. Report to and support Emergency Services.
- b. Provide help with local knowledge and resources.
- c. Support Emergency Services with refreshments.

The Response Volunteer Team should:

- a. Be vigilant to any potential emergency in the community e.g. awareness of potential flood through local knowledge.
- b. Be responsible for an area of the village where they have a knowledge of the vicinity, and keep area data up to date with a review at least annually.
- c. Where new people move into area ensure that they have copies of *Emergency leaflets*.

During the emergency, the Response Volunteer Team will:

- a. Check and help the vulnerable or those with special needs, or request help via the Co-ordinators network.
- b. Maintain communication with the community in their area.
- c. Deploy appropriate skills/equipment they may have, and help generally.

The Response Co-ordinator & Deputy form the key focal point in the community for planning and responding to an emergency.

The Response Co-ordinators will:

- a. Be responsible for the completion and maintenance of the Community Emergency Plan.
- b. Provide the focal point for the community in response to an emergency.
- c. Provide the point of contact for the County / District Councils
- d. Reside in the community.
- e. Have the backing of the Parish Council to represent the community.
- f. Have a good understanding of the community and surrounding area.
- g. Be able to activate the support of the community and speak on behalf the community.

- h. Ensure that the identification of the vulnerable is a principle aim.
- i. Ensure that communications are maintained within the Town/Parish and with the County / District Council Liaison Officer wherever possible.
- j. Ensure that confidentiality is maintained where necessary.
- k. Consider the assembly of an Emergency Co-ordination Team.

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Managing an incident

An **Incident Control Point** will be established in a suitable location, with multiple phone lines and Wi-Fi available. [Options shown in Key Locations and Facilities]

Information is to be distributed to everyone in the community so that no-one should be left feeling isolated.

Following declaration of an Emergency, a record of the time and nature of actions taken should be kept.

A member of the Response Volunteer team will be asked to listen to local and national radio stations and will enable the community to assess the general situation and also to hear messages from the emergency services.

All information and actions will be reported back to the Incident Control for cascading and decisions.

Communications between the Volunteer Response Team will be by mobile phone assuming these are functioning, otherwise by written messages using the volunteers as couriers.

Contacting Vulnerable Residents is a Priority. Contact will be made either by phone or personal visits using the volunteers.

For an extended emergency such as severe weather, the Town Council website <http://kirkbylonsdaletowncouncil.org.uk/> will be used to provide an up to date situation report on a daily basis.

Identified Vulnerable groups

Name	Contact Details	Address	Notes
Binfold Croft	South lakes Housing: 0300 303 8540	Binfold Croft, Kirkby Lonsdale, Carnforth, Lancashire, LA6 2BN	Retirement Housing
Queen Elizabeth Court	McCarthy Stone Management Services: 0345 556 4121	Tram Lane, Kirkby Lonsdale, Carnforth, Cumbria, LA6 2FF	Retirement Housing
Eaveslea	Anchor: 0330 127 2225	New Road, Kirkby Lonsdale, Cumbria, LA6 2AB	Retirement Housing
Lunefield Gardens	South lakes Housing: 0300 303 8540	Lunefield Gardens, Kirkby Lonsdale, LA6 2AR	Retirement Housing
Green Square	South lakes Housing: 0300 303 8540	Green Square Flats, Kirkby Lonsdale, Carnforth, Cumbria LA6 2BU	Retirement Housing
Thirnby Court	South lakes Housing: 0300 303 8540	Thirnby Court, Kirkby Lonsdale, LA6 2BZ	Retirement Housing
The Gables	Fairbank Society: 015242 71077	Fairbank, Kirkby Lonsdale, Carnforth, Lancashire, LA6 2BD	Retirement Housing

Local Contacts (Accessing Community Skills)

The following table lists people who may be able to provide services and/or equipment during an emergency.

Name	Contact details	Notes
Rainbow Parish Team	Rector – Reverend Richard Snow Phone: 015242 72044 Email: rector@therainbowparish.org Team Vicar – Reverend Wendy Thornton Phone: 015242 73570 Email: wendy.thornton@methodist.org.uk Team Vicar – Reverend Anne Pettifor Phone: 015242 71904 Email: anne@therainbowparish.org Churches in Lunesdale Family Project Leader – Lol Wood Phone: 07413 68311 Email: lol@cilfamilyproject.org	Faith services, spiritual guidance.
Kirkby Lonsdale First Responders	Adrian Conway – 015242 72163 https://www.nwas.nhs.uk/get-involved/volunteering/community-first-responder/	Trained by North West Ambulance Service in first aid and use of defibrillator.
Kirkby Lonsdale Community Cupboard	Hub Number – 015242 36404 (Monday – Friday, 10:00 – 13:00) Coordinator – Issy Bradshaw – 07827974779/ coordinator@klcommunity.co.uk https://klcommunity.co.uk/	Access to volunteers around town who can help with shopping and prescription pick up through central phone line known to most of the town already. Access to ambient food, able to be distributed in an emergency.

Creation of an Evacuation Shelter

In the event of an emergency where large numbers of people (above 30) are required to leave their homes the Volunteer response team may set up an Evacuation Shelter. The Evacuation Shelter is designed to provide temporary shelter for the duration of the emergency (usually no more than 3 days).

Evacuation Shelter will have facilities for sleeping, hot food/drinks and information.

Due to the demands of an emergency it may not be possible for County/District Council or agencies such as the Red Cross to provide assistance and the Town may establish a shelter. The aim of the shelter is to provide a facility for members of the public to use as a refuge.

In order to avoid any problems of liability the public must not be directed to go to the shelter; rather they should be given the option so to do.

Evacuation Shelter Team

There will be a requirement for volunteers to man and run the Evacuation Shelter.

The minimum requirement is shown below.

- Shelter Manager
- Receptionist (Maintain Register of those entering)
- Nurse Provide (if possible)
- Cook
- Vicar
- Store person

The Shelter Team will be responsible for:

- Preparing the chosen Shelter to accept evacuees, including identification of any hazards
- Advising the **Volunteer Emergency Team** when the Shelter is ready
- Welcoming the evacuees, including: Register names and addresses of all evacuees, and passing on this information. (Note: Evacuees will be worried and stress and must be treated with consideration, but also evacuees themselves can be a good source for help at the centres, co-opt willing volunteers to help, this will help relieve stress and boredom as well).
 - SLDC has an EAC software to record residents sheltering in an evacuation shelter that can be accessed by police to reassure family members unable to get in touch. This will be added to the Emergency Plan once it is live.
- Identifying any Medical needs; i.e. prescriptions or injury, and passing this information to the Response Team.
- Identifying any clothing needs, i.e., evacuees may be soaked; and passing this information to the Response Team.
- Establish whether evacuees have made or can make alternative accommodation arrangements,
- and record these details, including contact details in case it is necessary to contact them.
- Allocating family, or individual, sitting or sleeping areas, and, if needed blankets.
- Providing hot drinks and food and activities for children.
- Providing information on the status of the emergency situation to the evacuees and where possible providing communication facilities for them to contact their families etc. This is important for reassurance.
- Taking names and addresses of any evacuees who subsequently leave
- Closing down the Shelter at the end of the incident.

Key Locations & Facilities

Key locations and facilities that may benefit the community in an emergency. These may include telephone boxes, public rooms, shops and filling stations and could include such information as capacity and whether the location has independent utility supply, heating, water and conveniences. It is useful to include mapping information.

The Parish will identify a location with suitable facilities (such as telephone/ internet connection and where possible not be affected by a known risk e.g. flooding.) for those involved in coordinating the response.

Evacuation Shelter Locations

Name & Address	Possible Use	Notes/Key Holder	Facilities
Lunesdale Hall, Bective Rd, Kirkby Lonsdale, Carnforth LA6 2BG	Evacuation Shelter / Meeting Place/ Kitchen/ Wi- Fi?	Mike Burchnell/ 015242 71618 Allan Muirhead/ 015242 71932	Capacity: Cooking Facilities: Y Car Parking Arrangements: Internet Access: Y/N
QES Sports Hall, Kirkby Lonsdale, Carnforth LA6 2FQ	Evacuation Shelter / Wi- Fi/ Showers/ Child-Care	Head of Sport – Dan Williams/ d.williams@qes.org.uk Office – 015242 71275/ office@qes.org.uk	Capacity: Cooking Facilities: N Car Parking Arrangements: Internet Access: Y
KLRUFC, Raygarth, Kirkby Lonsdale, Carnforth LA6 2DS	Evacuation Shelter / Meeting Place/ Wi-Fi/ Kitchen/ Community Cupboard ambient food/ Showers	Ben Muschamp/ 015242 59162/ ben@klrucf.co.uk	Capacity: Cooking Facilities: Y Car Parking Arrangements: Internet Access: Y
St Mary's Church, Church St, Kirkby Lonsdale, Carnforth LA6 2AX	Evacuation Shelter / Faith Services	<i>Rector – Reverend Richard Snow</i> Phone: 015242 72044 Email: rector@therainbowparish.org	Capacity: Cooking Facilities: N Car Parking Arrangements: Internet Access: Y/N
Methodist Church, 8 Queen's Square, Kirkby Lonsdale, Carnforth LA6 2AZ	Evacuation Shelter / Faith Services	<i>Team Vicar – Reverend Wendy Thornton</i> Phone: 015242 73570 Email: wendy.thornton@methodist.org.uk	Capacity: Cooking Facilities: Y/N Car Parking Arrangements: Internet Access: Y/N
St Mary's C Of E Primary School, Kendal Rd,	Evacuation Shelter / Wi- Fi/ Child-Care	School Administrator- Mrs S Lyall/ admin@stmarys-kl.cumbria.sch.uk Head Teacher – Brian Jones 015242 71334	Capacity: Cooking Facilities: Y/N

Kirkby Lonsdale, Carnforth LA6 2DN			Car Parking Arrangements: Internet Access: Y/N
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Additional Key locations and facilities

Name & Address	Possible Use	Notes/Key Holder
Kirkby Lonsdale Public Toilets (Tourist Information Centre), Jingling Ln, Kirkby Lonsdale, Carnforth LA6 2AW	Public Toilets	
Kirkby Lonsdale Public Toilets (Devil's Bridge), Bridge Brow, Kirkby Lonsdale, Carnforth LA6 2DF	Public Toilets	
Kirkby Motors, Kendal Rd, Kirkby Lonsdale, Carnforth LA6 2HH	Texaco Petrol Station	
Westmorland Veterinary Group, Kendal Rd, Kirkby Lonsdale, Carnforth LA6 2HH	Veterinary Clinic	015242 71221/ office@westmorland-vets.co.uk Emergency - 01539 722 692
The Lunesdale Surgery, Wellington Ct, Kirkby Lonsdale, Carnforth LA6 2HQ	GP Practice	015242 71210
	A Casualty Collection Centre (CCC)	In the event of an incident involving mass casualties there will be a requirement to hold casualties centrally until they can be moved to a hospital.
	Temporary Body Holding facility	In the event that there is a need to temporarily hold bodies.

Resources

	Location	Notes
Defibrillator (Fire Station)	Kirkby Lonsdale Fire Station, 21-29 New Rd, Kirkby Lonsdale, Carnforth LA6 2AD ///dissolve.deodorant.sobs	
Defibrillator (QES Sports Hall)	QES Sports Hall, Kirkby Lonsdale, Carnforth LA6 2FQ ///after.dragon.attaching	
Sandbags	Kirkby Lonsdale Fire Station, 21-29 New Rd, Kirkby Lonsdale, Carnforth LA6 2AD At rear	
Ambient Food	KLRUFC, Raygarth, Kirkby Lonsdale, Carnforth LA6 2DS	It may be necessary to provide simple refreshments (tea, coffee, squash, biscuits etc) even for the shortest emergency. As the duration of the emergency lengthens, it may be necessary to provide more substantial food.
<i>e.g. Tractors, Generators, Pumps, Sandbags, Chain saws etc</i>		<i>These may be volunteered by parishioners/ local residents.</i>

Emergency Box location and contents

The volunteer response team will consider preparing an emergency box to help the Community Emergency Plan functions.

Location	Contents	How to Access
	<p>Useful things for your box might include:</p> <ul style="list-style-type: none"> • a copy of this plan. • a street map of the area (Ordnance Survey Map) • Paper and pens. • wind up/battery operated radio. • wind up/battery operated torch • wind up/ mobile phone charger. • Hi-Viz clothing • Weather proof clothing • Gloves • Signage • Traffic cones • Catering supplies • Shovels 	

	<ul style="list-style-type: none">• Spare Batteries• First Aid kit• Water Purifying Tablets• Foil Survival Blankets• Laminated information sheets	
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Neighbouring Parish Councils

Parish	Contact Name	Contact No
Mansergh, Cumbria	Clerk: Mr GB Metcalfe	Phone: 015242 76209 Email: holmehousefarm@gmail.com
Barbon, Cumbria	Clerk: Kevin Price	Phone: 01539 821596 Email: kevtherev7@hotmail.com
Casterton, Cumbria	Clerk: Kevin Price	Phone: 01539 821596 Email: kevtherev7@hotmail.com
Lupton, Cumbria	Clerk: Kevin Price	Phone: 01539 821596 Email: kevtherev7@hotmail.com
Hutton Roof, Cumbria	Clerk: Ms Jane Saunders	Phone: 07849 103127 Email: huttonroofpc@gmail.com
Whittington, Lancashire	Clerk: Mrs Gillian Newton	Phone: 077736785608 Email: gillianhodgson6@gmail.com

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Emergency Services

Service	Phone No.	Email	Note
Emergency Services	999		Emergencies Only
Non- Emergency Enquiries	112		
ACT: Action Counters Terrorism	0800 789 321		Online report: https://www.met.police.uk/tua/tell-us-about/ath/possible-terrorist-activity/
British Gas	0800 111 999, 105 if it is an electrical emergency		Emergencies
British Telecom	0800 023 2023		Emergencies
Cave Rescue	999		Ask for Mountain or Cave Rescue
Crimestoppers	0800 555 111		
Cumbria Constabulary	0300 124 0111		Non emergency number
Cumbria County Council	01228 606060	information@cumbria.gov.uk	For Enquiries www.cumbria.gov.uk
Cumbria County Council Emergency Planning Unit	01228 815700	emergency.planning@cumbria.gov.uk	24 hour answering service
Cumbria Fire and Rescue Service	0800 358 4777		
Cumbria Health on Call	01228 514830, 111 if out of hours	Office@choc.nhs.uk	
Cumbria Out of Hours GP Service	0300 024 7247		Providing out of hours care for any urgent but non life-threatening conditions
Electricity North West	0800 195 4141, 105 if power cut		Emergencies
Environment Agency Floods Hotline	0800 80 70 60		24 hours
Highways Hotline	0300 303 2992		roads, pavements, including drain / road flooding
National Grid	0800 111 999		Gas or carbon monoxide
North West Ambulance Service	01228 403000		
Scottish Power	0800 111 4686		Emergencies
Social Services	01228 526690		Out of hours and emergencies

United Utilities	0345 672 3723		Emergencies, water incl. sewerage flooding
Westmorland General Hospital	01539 732288		
Westmorland Veterinary Group, Kirkby Lonsdale	015242 71221		An on-call answering service gives 24/7 cover
Yorkshire Dales National Park Authority	0300 456 0030		– Not an emergency service but would help to rectify damage after the event

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EMERGENCY RISK ASSESSMENT

Type of emergency	Potential impacts	Actions - Prepare	Actions - Response
<p>Flooding Check for Flood Warnings here or here for the next 5 days</p>	<ul style="list-style-type: none"> - Shallow water can sweep people off their feet if moving quickly – risk of drowning. - Manhole covers may be open but hidden – risk of drowning. - Cold water immersion can bring about hyperthermia. 	<ul style="list-style-type: none"> - Information to public on how to prepare for floods: <ul style="list-style-type: none"> • Check on neighbours, especially those who are elderly or infirm and informing the Emergency Services or Flood Warden of their location • Keep your drains and gutters clear of leaves to help prevent blockages and localised flooding in heavy rainfall - Have the Volunteer Response Team Coordinator and Deputy Coordinator signed up for flood warnings here 	<ul style="list-style-type: none"> - Contact the Floodline on 0345 988 1188 for advice on current conditions and or visit the Gov.uk website - Follow flooding advice from the Cumbria County Website - The emergency services will lead the response, but flood water can rise quickly so it is essential that residents follow the emergency guidelines: <ul style="list-style-type: none"> • Do not enter flood waters as depth and current can be deceiving. Just 6 inches (15mm) of flood water can knock an adult off their feet. The flood waters may also be contaminated with sewage and there may be hidden dangers - Distribution of information about staying safe in a flood - Use local social media to check on residents - Open up emergency shelter for hot refreshments and information point. See Creation of an Evacuation Centre
	<p>Damage/ blocking of footpaths</p> <ul style="list-style-type: none"> - There is a high risk of flooding from the River Lune in several areas of the walk between Ruskin’s view and Devils Bridge (see Appendix 1) 		<ul style="list-style-type: none"> - Close footpaths where blockages have occurred - Put up laminated notices of diversions - Inform residents about closure through social media

	<p>Flooding of public spaces</p> <ul style="list-style-type: none"> - There is a medium risk of the public area around Devils Bridge flooding from the River Lune - There is a medium risk of the Cricket grounds flooding from the River Lune - See Appendix 1. 		<ul style="list-style-type: none"> - Closure of public spaces - Inform coordinators of booked/ planned events in public spaces of closures - Inform residents about closure through social media - Distribution of sandbags from Kirkby Lonsdale Fire Station
	<p>Flooding of individual houses from the river Lune</p> <ul style="list-style-type: none"> - There is a medium risk of some of the houses at the bottom of Mill Brow road flooding from the River Lune - There is a medium risk of flooding to some of the houses on Springfield due to river flooding - See Appendix 1. 	<ul style="list-style-type: none"> - Encourage residents to find out if they are at risk of flooding - Promote flooding safety material, such as the Household Flood Plan 	<ul style="list-style-type: none"> - Contact houses identified most at risk - Distribute Flooding safety materials to houses most at risk - Distribution of sandbags from Kirkby Lonsdale Fire Station
	<p>Flooding of local Schools from the river Lune</p> <ul style="list-style-type: none"> - There is a medium risk of some arts of Underley Hall School flooding due to the River Lune - See Appendix 1. 		<ul style="list-style-type: none"> - Contact Underley Hall School to establish any additional help that can be provided from the town

	<p>Flooding of A65 main road</p> <ul style="list-style-type: none"> - There are some areas along the A65 that have a low risk of flooding from surface water <p>Flooding of B roads</p> <ul style="list-style-type: none"> - There are several areas of B roads in town that have low, medium and high risks of flooding - There are medium and high risks of flooding from surface water in Kearnstwick - There are three small areas along the B road from Kirkby Lonsdale to Old town B6254 that are at low to high risk of flooding from surface flooding - See Appendix 2 <p>Flooding of lanes</p> <ul style="list-style-type: none"> - There are several smaller lanes in Kirkby Lonsdale town that are at risk of low, medium and high flooding from surface water (see appendix 2), including: <ul style="list-style-type: none"> • Binfold croft • Lune close • Lunefield Gardens • Salt Pie Lane • Lane to Methodist Church • Biggins Road • Dodgson Croft • Mitchelgate • Millbrow • Raygarth Lane 	<ul style="list-style-type: none"> - Cumbria County Council works to ensure drains and gullies are maintained and regularly cleared of leaves to help prevent blockages. Drainage grills and gratings (e.g. on gullies) can become blocked very quickly when materials like mud are deposited on the road or when there is a heavy fall of leaves. - Encourage sweeping away of leaves from covered gullies if it can be done without endangering yourself or others. Leaves can be disposed of in the same way as household rubbish. - If the gully remains blocked after the leaves have been removed, report to Cumbria County Council: <ul style="list-style-type: none"> • report a blocked drain or flooding online - using their interactive map you can pinpoint the actual location of the problem. If you register to use this service you will also receive automated updates on the fault you have reported • call on the highways hotline- 0300 303 2992 (highways hotline is open 8.30am to 5pm Monday to Friday) 	<ul style="list-style-type: none"> - If a flooded road is caused by a ruptured water main, the water company will be responsible for repairing the damage. - Provide specialist advice on the safety of roads/bridges;
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	<ul style="list-style-type: none"> - There are also several areas in the surrounding areas around the town: <ul style="list-style-type: none"> • Hop House Lane between Fellside House and A65 • Well Lane, Tearnside • Between Tosca and Tosca Cottage • See Appendix 2 		
<p>Severe Weather – strong winds/gales</p> <p>Warnings</p> <p>The Met Office uses a colour-coded system to show the likelihood and impact of expected severe weather: here</p>	<p>Widespread damage to property and infrastructure due to:</p> <ul style="list-style-type: none"> - Instability of temporary structures, such as scaffolding, due to strong winds. - Risk of falling trees or branches 	<ul style="list-style-type: none"> - Encourage residents to move untethered items in the garden inside to avoid risk of flying objects. - Encourage residents to check roof for loose tiles, slates and flashing. - Establish an effective system for managing trees that meets the requirements set out in the Management of Health and Safety at Work Regulations 1999 and the associated ACOP (guidance is contained in HSG 65 Successful health and safety management and INDG 163 Five steps to risk assessment). (4) 	<ul style="list-style-type: none"> - Identify blocked roads - Identify areas and extend of damage - Identify roads that need immediate clearance - Tell Highways at CCC - Provide Environmental and Public Health advice - Take shelter indoors when necessary or advised to do so - Safety advice will be presented to volunteers as part of the volunteer role description. The volunteer role is about checking on neighbours and asking if they are ok. It is not about taking risks or carrying out any significantly physical or risky activity.
	<p>Disruption to power, and/or other utilities and services.</p> <ul style="list-style-type: none"> - SEE xxx 	-	-

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<p>Severe Weather – Low temperatures and heavy snow</p> <p>Warnings</p> <p>The Met Office uses a colour-coded system to show the likelihood and impact of expected severe weather here</p>	<p>Winter weather is associated with increased illness and injuries.</p> <p>Snow:</p> <p>Widespread deep snow with many roads closed or impassable.</p> <p>Roads likely to become impassable with high risk of drivers becoming stranded.</p> <p>Significant disruption to road, rail and air transport.</p> <p>Risk to personal safety.</p> <p>Expect significant disruption to normal day to day life as a result of transport issues, school closures and so on.</p> <p>Ice:</p> <p>Widespread black ice, some roads passable only with care.</p> <p>Possibility of road collisions and significant increase in slips and falls.</p>	<p>As part of Public Health England’s Cold Weather Plan for England, the ‘Cold Weather Alerts’ service in England provides alerts when the average temperature is forecast to fall below a certain level. It also alerts the public when heavy snow or widespread ice is forecast.</p> <p>Engage with local statutory partners to agree how VCS can contribute to local community resilience arrangements.</p> <p>Agree arrangements with other community groups to maximise service for and contact with vulnerable people.</p> <p>Test community emergency plans to ensure that roles, responsibilities, and actions are clear.</p> <p>Set up rotas of volunteers to keep the community safe in cold weather and check on vulnerable people.</p> <p>Arrange business continuity arrangements if required to plan for surges in demand.</p> <p>Promote the free Priority Service Register (Electricity NW) for residents most at risk.</p>	<p>Clear snow and ice in priority public areas (owned by the Council).</p> <p>Keep roads cleared by:</p> <ul style="list-style-type: none"> - Use of grit bins (<i>where?</i>), prioritising inclines and pavements <p>Confirm with Care Providers that they have ability to meet their commitments.</p> <p>Actively engage with vulnerable people and support them to seek help.</p> <p>Activate the business continuity plan</p> <p>Avoid making unnecessary journeys</p> <p>Provide Environmental and Public Health advice as a result from flooding, heat, cold, drought, air quality alerts (See Appendix 5)</p> <p>Level 4 alert issued at national level in light of cross-government assessment of the weather conditions, coordinated by the Civil Contingencies Secretariat (CCS) based in the Cabinet Office.</p>
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<p>Severe Weather – Heatwaves</p> <p>Warnings</p> <p>The Met Office uses a colour-coded system to show the likelihood and impact of expected severe weather here</p>	<p>Excessive exposure to high temperatures can kill.</p> <p>At-risk groups include older people, the very young and people with pre-existing medical conditions as well as those whose health, housing or economic circumstances put them at greater risk of harm from very hot weather. For example, some medications make the skin especially sensitive to sunlight with potential harm caused by ultraviolet rays</p>	<p>As part of Public Health England’s Heatwave Plan for England, the ‘Heat-Health Watch’ service in England provides an alert when temperatures are expected to rise significantly.</p> <p>Ensure that a local, joined-up programme is in place covering:</p> <ul style="list-style-type: none"> - housing (inc loft and wall insulation and other plans to reduce internal energy use and heat production) - environmental action: (eg increase trees and green spaces; reflective paint; water features) - other infrastructure changes (eg porous pavements) <p>Support the provision of good information about health risks especially with those vulnerable groups and individuals (See Appendix 4 for key public health messages)</p> <p>Assess the impact a heatwave might have on the provision and use of usual community venues</p> <p>Support those at-risk to make sure they are receiving the benefits they are entitled to, Priority Service Register.</p>	<p>Send out media alerts about keeping cool</p> <p>Support organisations to reduce unnecessary travel</p> <p>Review safety of public events</p> <p>Mobilise community and voluntary support</p> <p>Stay tuned into the weather forecast and keep stocked with food and medications</p> <p>Check those identified as at risk</p> <p>Central government will declare a Level 4 alert in the event of severe or prolonged heatwave affecting sectors other than health and if requiring coordinated multi-agency</p>
	<p>Wildfires- See below Wildfire risk in fires</p>		

<p>Severe Weather – Drought</p> <p>Warnings</p> <p>The Met Office uses a colour-coded system to show the likelihood and impact of expected severe weather here</p>	<p>Droughts are not emergencies unless there is a serious threat of restrictions to public water supply using standpipes or rota cuts, or a major environmental or other acute incident requiring activation of multi-agency major incident response arrangements.</p>	<p>Sign up for warnings from Met Office – identify triggers in area, looking out for:</p> <ul style="list-style-type: none"> • rainfall levels • reservoir volume • river flows • groundwater levels 	<p>Provide Environmental and Public Health advice as a result from drought.</p> <p>Work with local water companies and the Environment Agency to encourage water efficiency in community and will seek to conserve water in their own operations through:</p> <ul style="list-style-type: none"> • promoting extra water efficiency • encourage voluntary reduction of non-essential water use • carry out initiatives to improve household water efficiency • reduce mains pressure • increase active leakage control • temporarily restrict water use • restrict non-essential uses of water using a drought order <p>Provide support to private water suppliers when domestic supplies become insufficient.</p> <p>To protect essential water supplies, legislation allows restrictions to be phased in, starting with non-essential water uses such as watering a garden with a hosepipe.</p>
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Fire	Fire in a public place		A major fire in a public or private building could produce a requirement to provide shelter to those evacuated.
	Fire in a resident's home	<p>Every home in Cumbria is eligible to apply for a free Home Safety Visit to help them deal with any potential fire hazards in their homes (designing a fire plan, fitting, where applicable, a battery powered smoke detector free of charge).</p> <p>Encourage residents to use the free Home Safety Visit and contact Sprue on 0800 141 2561, from Monday to Friday between 9am and 5pm, or via their email address technicalsupport@sprue.com, if smoke alarm has stopped working.</p>	Residents on discovering a fire, should call the fire service on 999. They should leave the premises, with other occupants and any family pets, and not return until given the all-clear by the emergency services.
	<p>Wildfires – according to the Kirkby Lonsdale Fire Station Risk Based Evidence Profile 2018, there is a standard risk of wildfires in the Kirkby Lonsdale and surrounding areas. According to the Met Office's Fire Severity Index (FSI), which is an assessment of how severe a fire could become if one were to start, there has been points of exceptional fire severity (level 5) in the town council's area during Summer 2021.</p>	Check the Met Office's FSI here for a 5 day forecast	<p>Provide Environmental and Public Health advice as a result from wildfire.</p> <p>Open access to evacuation shelter for those with homes at risk.</p>

<p>Poor Air Quality See 5 day air pollution forecast here</p>		<p>- Have the Volunteer Response Team Coordinator and Deputy Coordinator signed up for pollution alerts here or on twitter here</p>	<p>Provide Environmental and Public Health advice as a result from poor air quality.</p>
	<p>Consequences of short-term exposure (over hours or days) to a high air pollution episode may include:</p> <ul style="list-style-type: none"> • damage to health • environmental damage • economic damage 		<p>Ensure appropriate messages for at-risk individuals are distributed from a moderate air pollution level and to the general public from a high air pollution level.</p>
	<p>Long-term exposure (over several years) to elevated concentrations of air pollutants is the largest environmental risk linked to deaths every year.</p>		<p>Promote a shift from driving to cycling or walking.</p> <p>Promote public transport systems.</p> <p>Promote information about what air pollution is and how individuals can make a difference.</p>
<p>Widespread Electricity Failure</p> <p>Either through: “Rising tide” incident evolving over a period of several days or even weeks. A “sudden shock” crisis which happens instantly</p>	<p>Disruption to essential services such as transport, telecommunications, water, food, fuel or finance – the severity of the disruption would depend on individual service providers’ back-up power arrangements – these disruptions could lead to physical and psychological casualties or fatalities due to the loss of the services we rely on, such as heating our homes during colder weather</p>	<p>Promote the free Priority Service Register (Electricity NW) for residents most at risk.</p>	<p>Share information to public about contacting 105 (call for free), which contacts the relevant distribution network operator, who is responsible for maintaining the power lines that bring electricity to homes and businesses. This reports the power cut and provides more information.</p> <p>https://www.powercut105.com/experience</p> <p>Widespread electricity failure could also disrupt mobile phone and landline networks, internet access and access to broadcast</p>

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<p>or develops within a few hours and immediately impacts gas and electricity supply.</p>			<p>services. A wind-up radio is a good way to get updates on the event and, if it's safe, to share these updates with vulnerable neighbours.</p> <p>The advice includes simple steps such as keeping a torch and spare batteries somewhere easy to find and switching off certain electrical appliances ready for when the power comes back on.</p> <p>Contact Electricity NW for update</p> <p>Identify residents most at risk</p> <p>Activate 'telephone tree' and use local social media to check on residents.</p> <p>Open up Place of Safety (Village Hall) for water/ hot refreshments and information point.</p> <p>Coordinate water/ hot refreshments delivery to housebound residents</p>
	<p>Loss of heating, air conditioning See Severe Weather, Low temperatures and Severe Weather Heatwave</p>		

Injury road traffic collision?	The Injury RTC risk modelling shows an increasing rate of risk for Kirkby Lonsdale Fire Station area. HIGH RISK	CFRS provide Road Awareness Training (RAT) sessions targeted at drivers aged 18 to 25 years, as these are at highest risk of being involved in a collision. CFRS also currently provide RAT sessions targeted at those aged 55 years and older. Encourage public to attend RAT sessions.	Deal with any highway issues involved (in conjunction with the Highways England and TFL as required) such as road closures, clean up, etc.
	Accidents involving a vehicle laden with a hazardous substance resulting in a major spillage and therefore an evacuation of premises.		Probably only a short-term problem before the Emergency Services took over but hot drinks could be available in all areas by local household volunteers.
	Accidents involving a coach or bus resulting in the need to provide immediate shelter for casualties and survivors.		Probably only a short-term problem before the Emergency Services took over but hot drinks could be available in all areas by local household volunteers.
Radiation Release from Nuclear Accident	Kirkby Lonsdale is beyond the Heysham Power Stations Detailed Emergency Planning Zone (DEPZ), but within the 30km Outline Emergency Planning Zone for Heysham Nuclear Power Plant. (Appendix 12)	If a radiation emergency does occur, the emergency services will alert people of a radiation emergency at Heysham Power Stations through all the channels available to them, including the news media (local TV and radio), web and social media.	It is unlikely that residents will be asked to take immediate actions in the event of a radiation emergency, but this leaflet provides information on steps that might be taken in the unlikely event of a severe radiation emergency. To be distributed to the residents through volunteers. https://www.lancashire.gov.uk/media/918341/heysham-opz-leaflet.pdf

References

1. Action Rural Community Profile for Kirkby Lonsdale pdf
2. <https://www.southlakeslabour.org.uk/maps/>
3. <https://cumbria.gov.uk/elibrary/Content/Internet/533/561/5994/415991630.PDF>
4. https://www.hse.gov.uk/foi/internalops/sims/ag_food/010705.htm#Appendix-1
- 5.

Appendix 1. - Extent of Flooding from Rivers or the Sea

<https://flood-warning-information.service.gov.uk/long-term-flood-risk/map?eastings=361023.05&northing=478656.63&map=RiversOrSea>



Extent of flooding from rivers or the sea



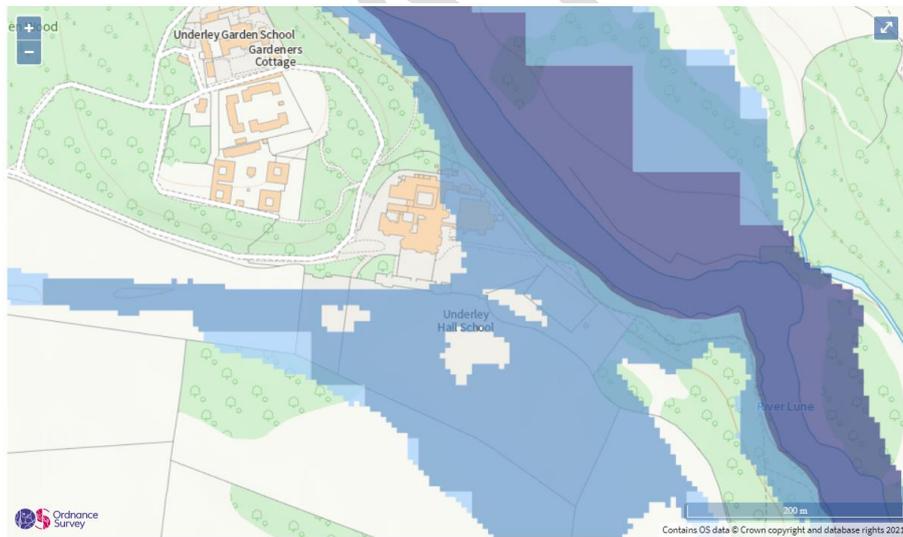
Extent of flooding from rivers or the sea

● High ● Medium ● Low ● Very low ⊕ Location you selected



Extent of flooding from rivers or the sea

● High
 ● Medium
 ● Low
 ● Very low
 ⊕ Location you selected

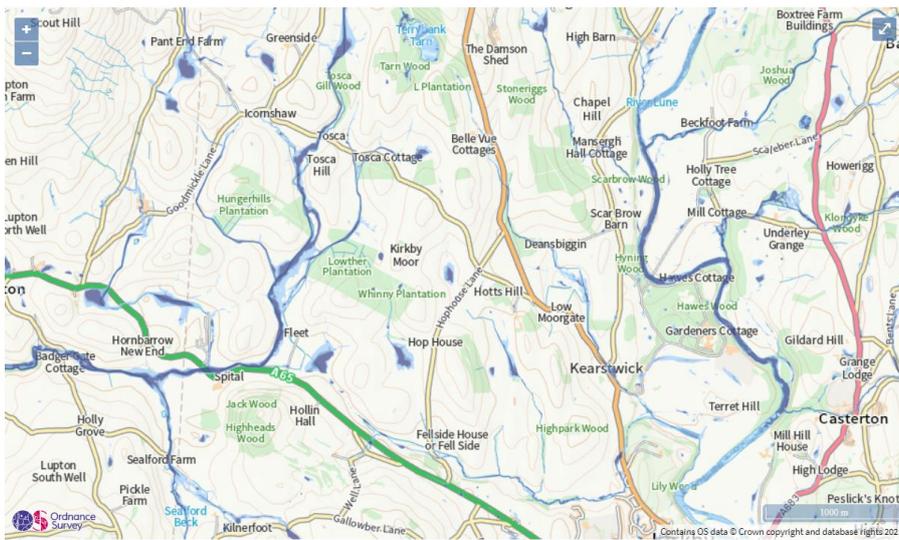


Extent of flooding from rivers or the sea

● High
 ● Medium
 ● Low
 ● Very low
 ⊕ Location you selected

Appendix 2. – Extent of Flooding from Surface Water

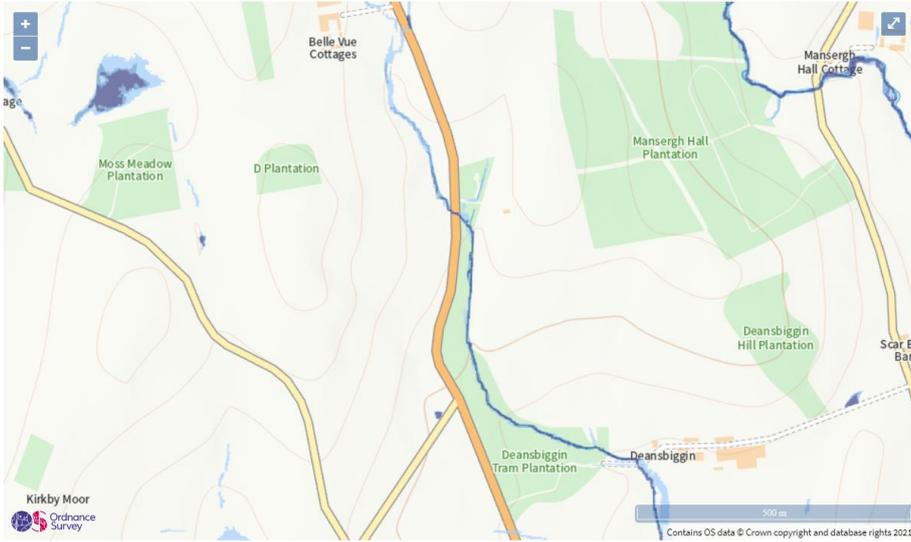
<https://flood-warning-information.service.gov.uk/long-term-flood-risk/map?easting=361023.05&northing=478656.63&map=SurfaceWater>



Extent of flooding from surface water

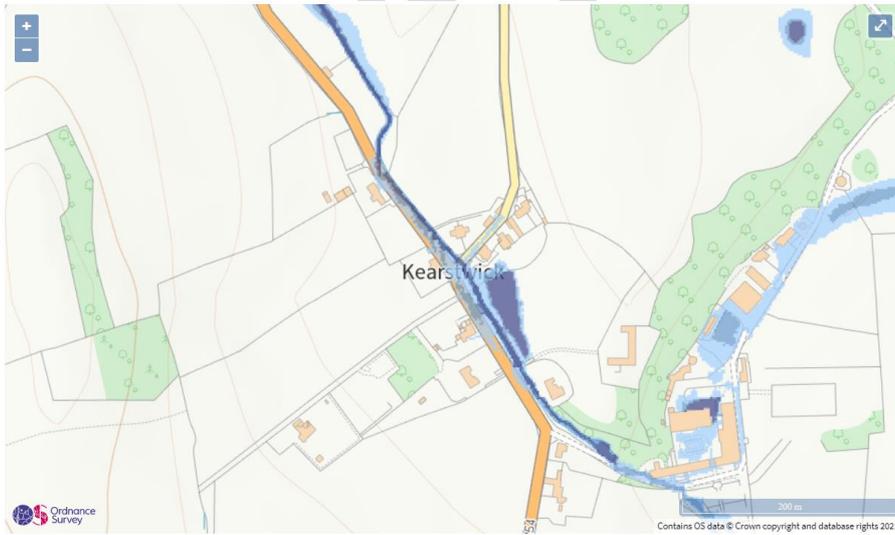
● High ● Medium ● Low ○ Very low ⊕ Location you selected





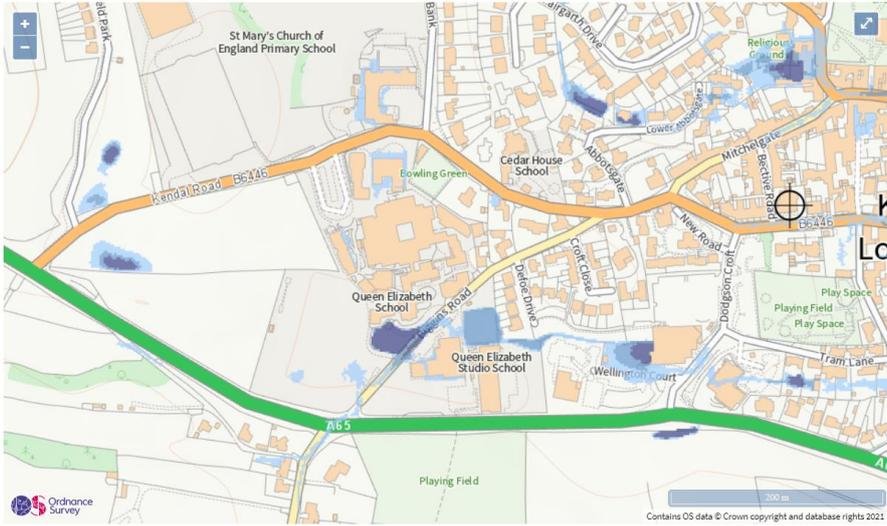
Extent of flooding from surface water

● High ● Medium ● Low ○ Very low ⊕ Location you selected



Extent of flooding from surface water

● High ● Medium ● Low ○ Very low ⊕ Location you selected



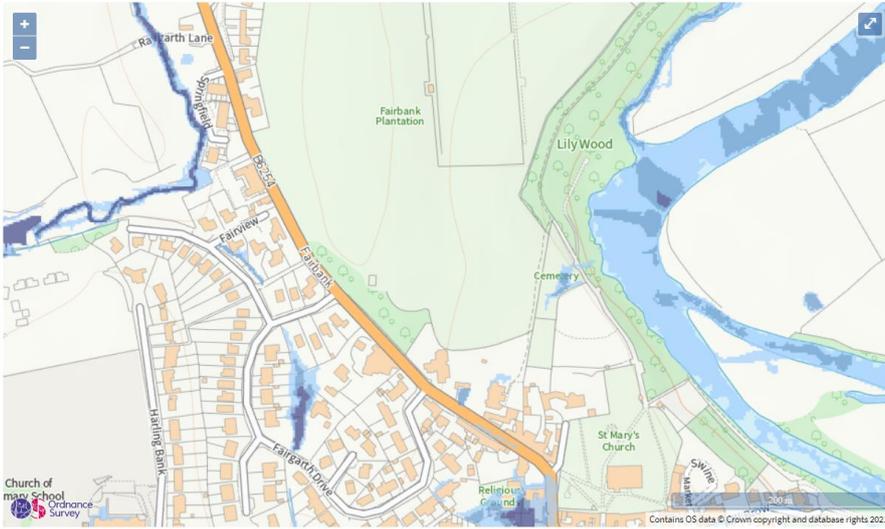
Extent of flooding from surface water

● High ● Medium ● Low ○ Very low ⊕ Location you selected



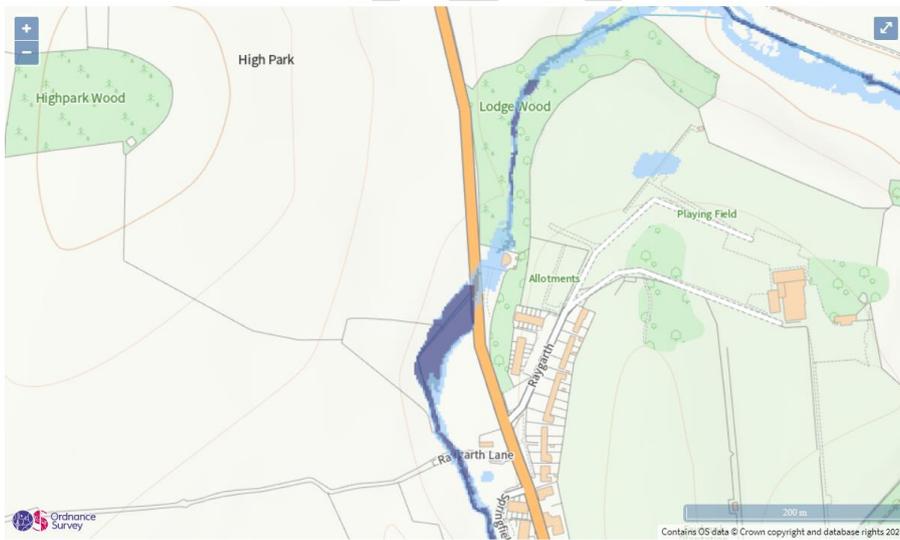
Extent of flooding from surface water

● High ● Medium ● Low ○ Very low ⊕ Location you selected



Extent of flooding from surface water

High
 Medium
 Low
 Very low
 Location you selected



Extent of flooding from surface water

High
 Medium
 Low
 Very low
 Location you selected

Appendix 4. - Severe Weather - Heatwaves, key public health messages

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/888668/Heatwave_plan_for_England_2020.pdf

Stay out of the heat:

- keep out of the sun between 11am and 3pm
- if you have to go out in the heat, walk in the shade, apply sunscreen and wear a hat and light scarf
- avoid extreme physical exertion
- wear light, loose-fitting cotton clothes

Cool yourself down:

- have plenty of cold drinks, and avoid excess alcohol, caffeine and hot drinks
- eat cold foods, particularly salads and fruit with a high water content
- take a cool shower, bath or body wash
- sprinkle water over the skin or clothing, or keep a damp cloth on the back of your neck

Keep your environment cool:

- keeping your living space cool is especially important for infants, the elderly or those with chronic health conditions or who can't look after themselves
- place a thermometer in your main living room and bedroom to keep a check on the temperature
- keep windows that are exposed to the sun closed during the day, and open windows at night when the temperature has dropped
- close curtains that receive morning or afternoon sun, however, care should be taken with metal blinds and dark curtains, as these can absorb heat – consider replacing or putting reflective material in-between them and the window space
- turn off non-essential lights and electrical equipment – they generate heat
- keep indoor plants and bowls of water in the house as evaporation helps cool the air
- if possible, move into a cooler room, especially for sleeping
- electric fans may provide some relief, if temperatures are below 35°C²

1 Adapted from: [WHO Europe public health advice on preventing health effects of heat](#)

2 NOTE: Use of fans: at temperatures above 35°C fans may not prevent heat related illness. Additionally fans can cause excess dehydration ([Cochrane Review](#)). The advice is to place the fan at a certain distance from people, not aiming it directly on the body and to have regular drinks. This is especially important in the case of sick people confined to bed.

(Longer-term)

- consider putting up external shading outside windows
- use pale, reflective external paints
- have your loft and cavity walls insulated – this keeps the heat in when it is cold and out when it is hot
- grow trees and leafy plants near windows to act as natural air-conditioners (see 'Making the Case')

Look out for others:

- keep an eye on isolated, elderly, ill or very young people and make sure they are able to keep cool
- ensure that babies, children or elderly people are not left alone in stationary cars
- check on elderly or sick neighbours, family or friends every day during a heatwave
- be alert and call a doctor or social services if someone is unwell or further help is needed

If you have a health problem:

- keep medicines below 25 °C or in the refrigerator (read the storage instructions on the packaging)
- seek medical advice if you are suffering from a chronic medical condition or taking multiple medications

If you or others feel unwell:

- try to get help if you feel dizzy, weak, anxious or have intense thirst and headache; move to a cool place as soon as possible and measure your body temperature
- drink some water or fruit juice to rehydrate
- rest immediately in a cool place if you have painful muscular spasms (particularly in the legs, arms or abdomen, in many cases after sustained exercise during very hot weather), and drink oral rehydration solutions containing electrolytes.
- medical attention is needed if heat cramps last more than one hour
- consult your doctor if you feel unusual symptoms or if symptoms persist

Appendix 5 – Severe Weather – Low temperatures and heavy snow: Key public health messages

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1031106/UKHSA_Cold_Weather_Plan_for_England.pdf

Key public health messages

Contact your GP or pharmacist if you think you, or someone you care for, might qualify for a free flu jab. There are 4 flu leaflets: one general, one for pregnancy, one for people with learning disability and one about children.

Free flu vaccinations are available for those who are at risk. For a full list see the [annual flu plan](#).

Keep your home warm, efficiently and safely, by:

- heating your home to at least 18°C in winter poses minimal risk to your health when you are wearing suitable clothing
- getting your heating system and cooking appliances checked and keeping your home well ventilated
- using your electric blanket as instructed and getting it tested every 3 years – never use a hot water bottle with an electric blanket
- not using a gas cooker or oven to heat your home; it is inefficient and there is a risk of carbon monoxide poisoning and this can kill
- making sure you have a supply of heating oil or LPG or solid fuel if you are not on mains gas or electricity – to make sure you do not run out in winter

Key public health messages

Keep in the warmth by:

- fitting draught proofing to seal any gaps around windows and doors
- making sure you have loft insulation and, if you have cavity walls, making sure they are insulated too
- insulating your hot water cylinder and pipes
- drawing your curtains at dusk to help keep heat generated inside your rooms
- making sure your radiators are not obstructed by furniture or curtains

Look after yourself by:

- having plenty of hot food and drinks – food is a vital source of energy and helps to keep your body warm
- aiming to include 5 daily portions of fruit and vegetables – tinned and frozen vegetables count toward your 5 a day
- stocking up on tinned and frozen foods so you don't have to go out too much when it's cold or icy
- exercising – it's good for you all year round and it can keep you warm in winter
- if possible, trying to move around at least once an hour, but remember to speak to your GP before starting any exercise plans
- wearing lots of thin layers – clothes made from cotton, wool or fleecy fibres are particularly good and maintain body heat
- wearing good-fitting slippers with a good grip indoors and shoes with a good grip outside to prevent trips, slips and falls
- making sure you have spare medication in case you are unable to go out
- checking if you are eligible for inclusion on the priority services register operated by your water and power supplier
- following COVID-19 guidance

Look after others by checking on older neighbours or relatives, especially those living alone or who have serious illnesses to make sure they are safe, warm and well.

Get financial support. There are grants, benefits and sources of advice to make your home more energy efficient, improve your heating or help with bills. It's worthwhile claiming all the benefits you are entitled to before winter sets in.