

KESWICK COMMUNITY EMERGENCY PLAN

Lead Emergency Volunteers

Keswick Flood Action Group: Key Contact:

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Operational Control Centre:

In the event of an emergency (particularly flooding) the following building will be used:

Keswick Town Council Chamber, Council Offices, 50 Main Street, CA12 5JS

Phone: 017687 80924

Mobile: 07841678767

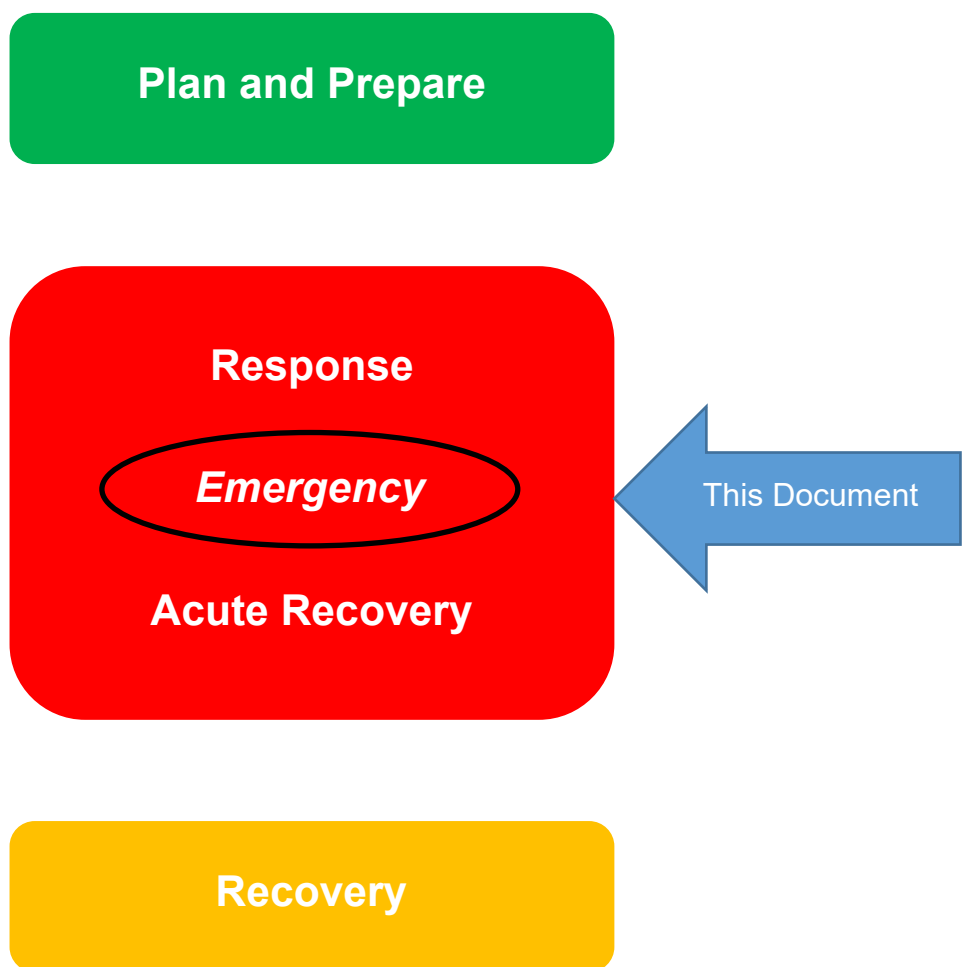
Volunteers:

Volunteers will be deployed to warn and inform people of the flooding (or other emergency) situation. Radios will be used to communicate.

KESWICK COMMUNITY EMERGENCY PLAN

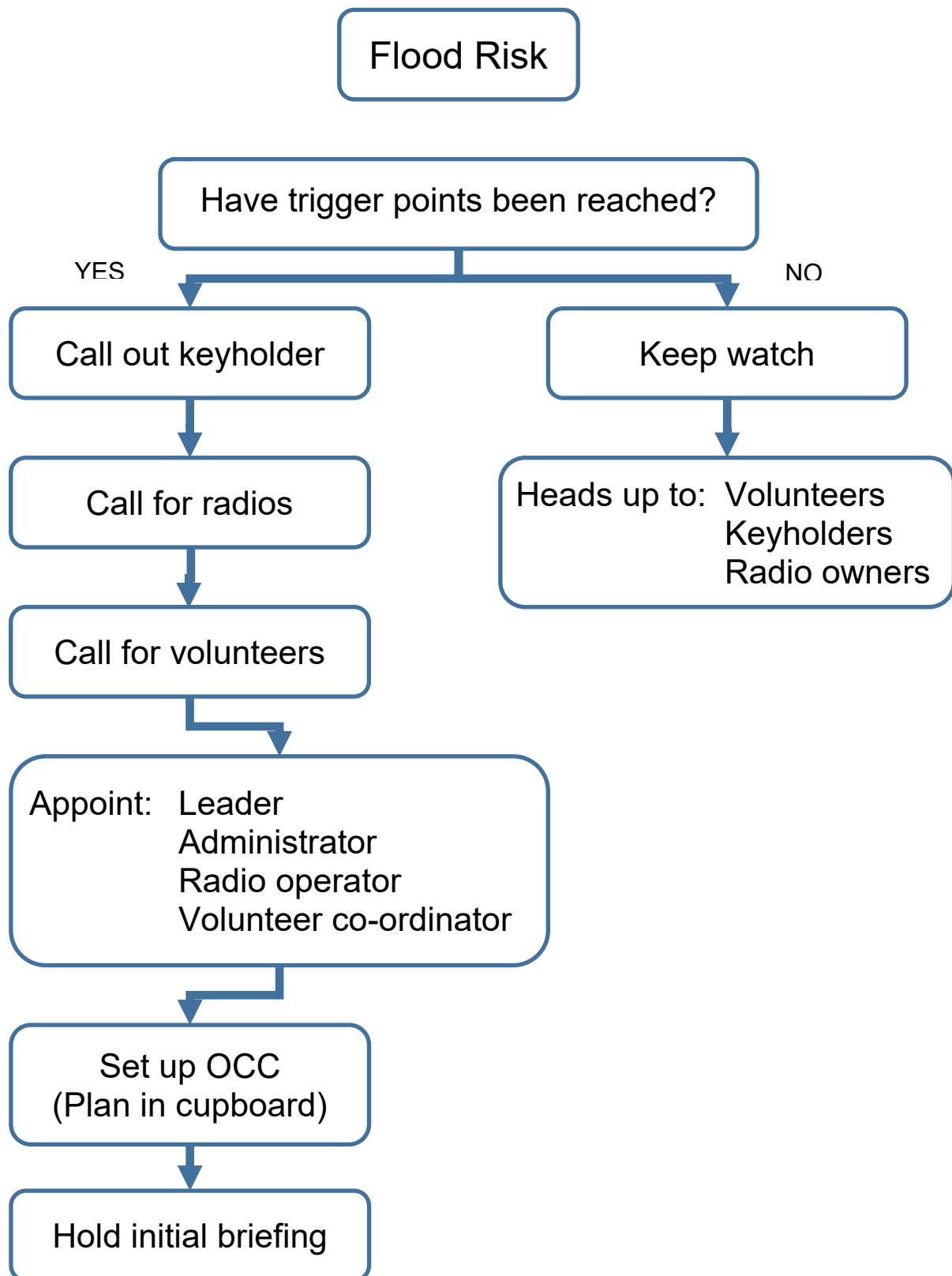
Purpose: To assist residents and businesses in the Keswick area to plan, prepare and recover from an emergency, by working in partnership with local voluntary and statutory organisations to plan for and respond to an emergency situation and by the use of volunteers and other resources to provide assistance during and after an emergency.

The Keswick Community Emergency Plan is structured around three elements.



Managed by Keswick Community Emergency Recovery Partnership
A charitable incorporated organisation – No. 1169144
Working in partnership – local voluntary and statutory organisations

QUICK REFERENCE GUIDE



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1 INITIATION

1.1 KEY TASKS

Assess the Emergency: Do you need to set up an operational control centre?
FOR FLOOD - Read flood procedures (these are found in first section of this folder) and follow instructions for monitoring river levels and drainage and the triggers for opening the OCC.
FOR OTHER EMERGENCIES Seek guidance from emergency services or appropriate statutory body.

If necessary, open Town Council Chamber as operational control centre: KEYS:
Key holders listed in section 6 of this folder, also available from Cumberland Council Council (Emergency number 0300 373 3730).

Connect phone in council chamber.

Phone in metal cabinet in the corner, KEY is on top of cabinet. Phone socket below smart board outside kitchen. Phone should be operational once plugged in.

- **017687 80924** – Town Council Chamber
- **07841678767** – KCERP mobile
- **WIFI – Council Chamber – Password: Emergency**

Open Emergency Recovery Office (opposite council chamber).

KEYS: in Town Council office or from Project Manager. Wifi and computer passwords are in the council chamber and also in this folder.

Agree: **Leader**
 Administrator
 Radio Operator
 Volunteer Co-ordinator

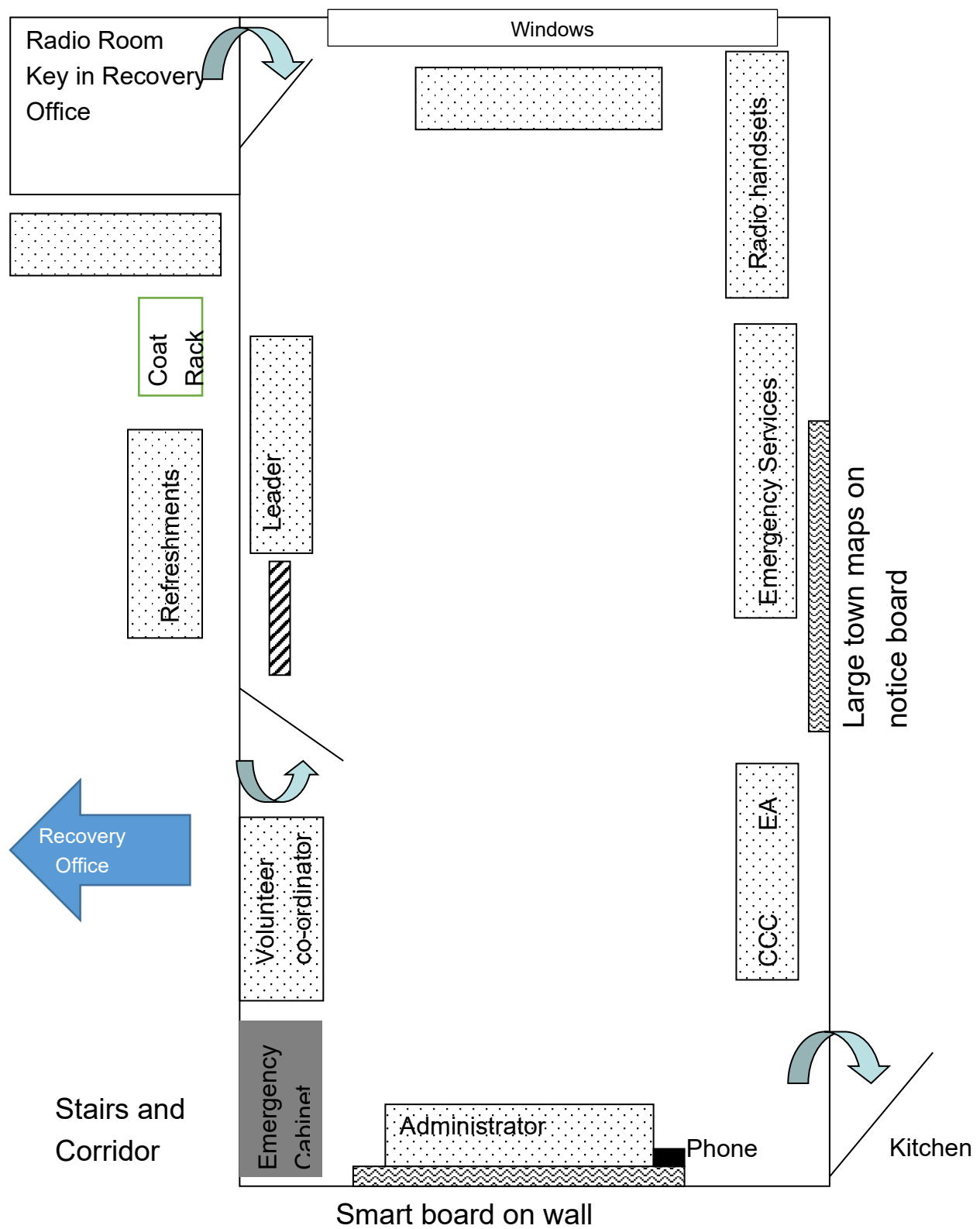
Set up room:

- Layout as per section 1.2
- Put up town maps
- Put up temporary white board sheets

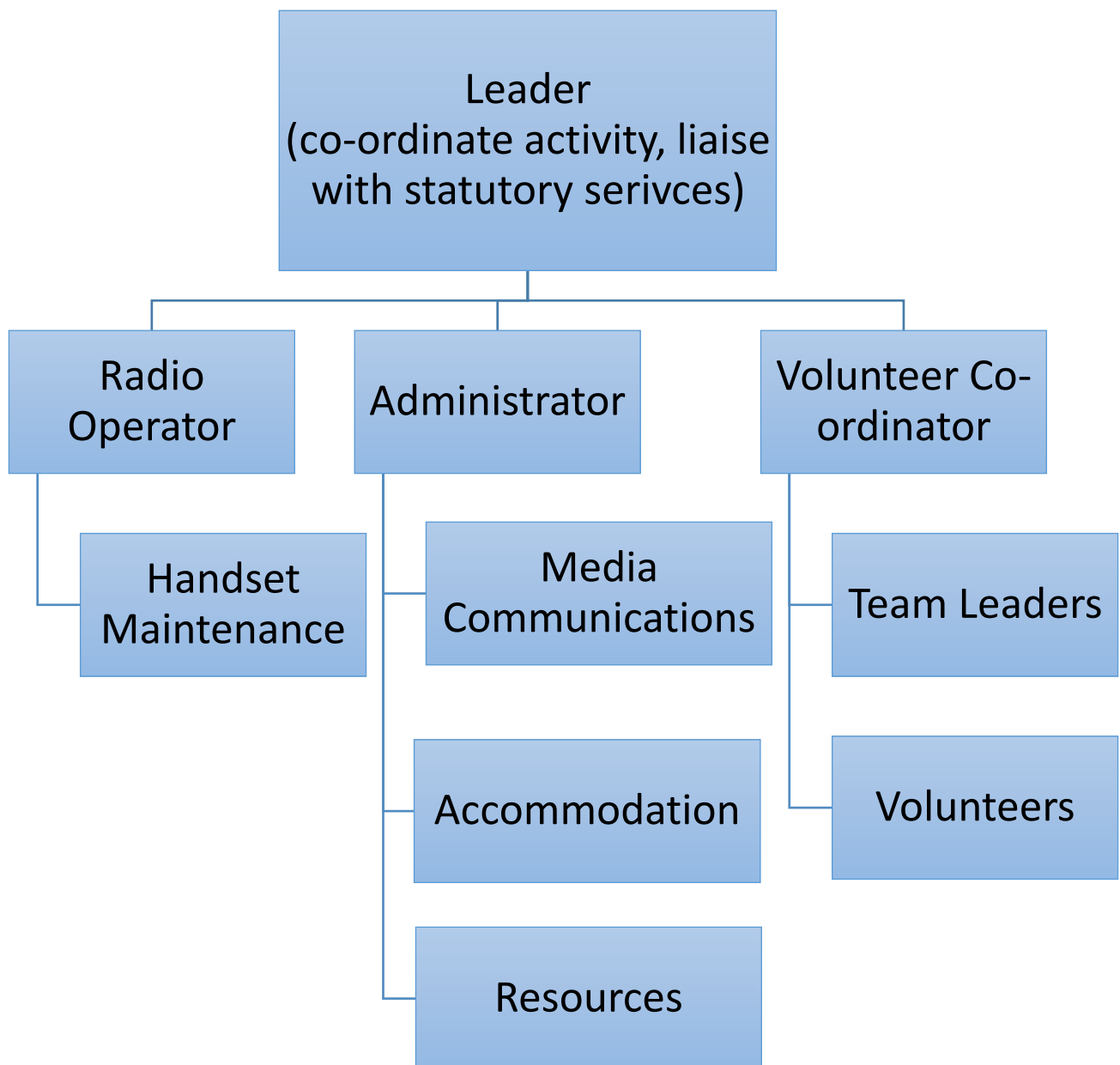
Hold Initial Briefing Meeting

1.2 CONTROL ROOM SET UP

Operational Control Centre lay out suggestion



1.3 ROLE STRUCTURE



1.4 INITIATION MEETING

Use if needed. This initial meeting is likely to be run by emergency services in line with the multi-agency plan. Additional copy in Appendix 9.1

Keswick Community Emergency Recovery Partnership

Date:

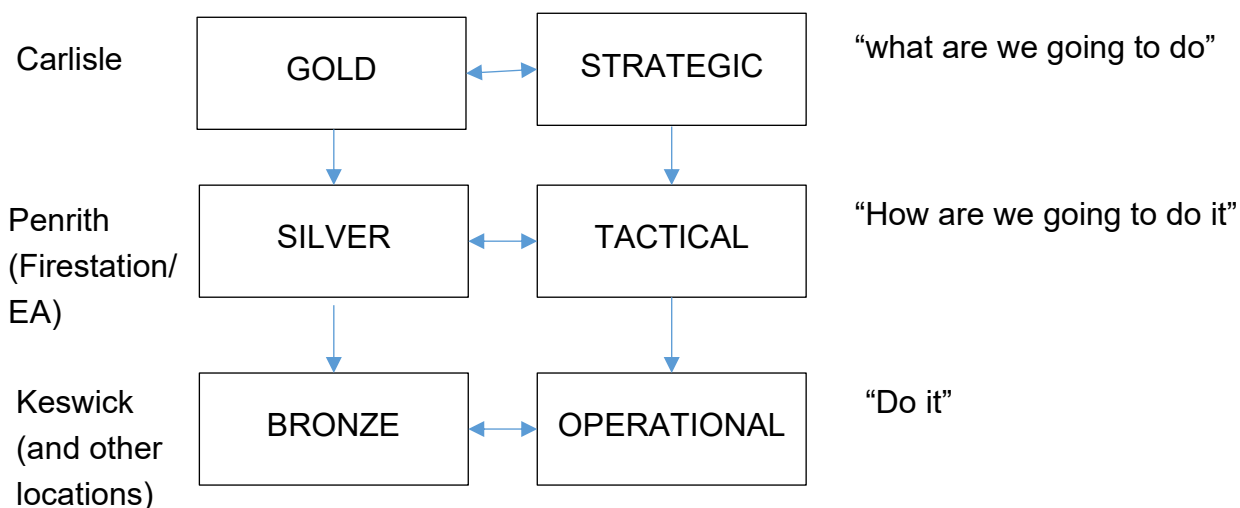
Time:

Location:

	Notes
Attendees:	
1. What is the current situation? (you might consider the following) Location of the emergency. Is it near: • A school • A vulnerable area • A main access route • Type of emergency • Is there a threat to life • Has electricity, gas or water been affected? Are there any vulnerable people involved? • Elderly • Families with children • Non-English speaking people	
What resources do we need? • Food? • Off road vehicles? • Blankets? • Shelter? (humans/pets)	
What is the effect on our community?	
Establishing contact with the emergency services How can we support the emergency services? What actions can safely be taken?	
Who is going to take the lead for the agreed actions?	
Any other issues?	

1.5 MULTI- AGENCY RESPONSE

In the event of a major incident (such as flooding across Cumbria) the Statutory Services (Local Authorities and Emergency Services) will set up a “Gold, Silver, Bronze command”.



As volunteers, most contact will be with the Statutory Services that are at Bronze Control (i.e. in the room, here at Keswick), however there may be some contact directly with Silver Control.

It should also be noted that as an emergency develops beyond the acute (initial) phase it is likely that further support will be deployed from the Local Authorities, particularly to do with social care as longer term issues become clear.

2 EMERGENCY SCENARIOS AND RECOMMENDED ACTIONS

2.1 FLOODING

In the event of flood risk in Keswick the following actions should be considered, in addition reference should be made to the detailed trigger levels and action described in section 4:

ALL ACTIONS SHOULD ONLY BE UNDERTAKEN IF THERE IS NO RISK TO VOLUNTEERS – VOLUNTEERS SHOULD NEVER ENTER FLOOD WATER.

Warn households and businesses to prepare for flooding	Send out Social Media Messaging. Use teams of volunteers to do door to door knocking, assistance offered to move heavy items and install temporary flood defences. Take briefing cards. Record locations attended.
Fitz Park - tape off entrances and put up signs where appropriate including foot bridges (Wivell Bridge, Knights Bridge)	In the event of a flood risk event occurring laminated signs stating that the park is shut due to flood risk to be placed on gates and foot bridges into the park. Where appropriate warning tape can also be used. Place signs in Crosthwaite Road Car Park that gates likely to be locked for flooding
Advise to evacuate	Use teams of volunteers to do door to door knocking. Record locations attended and outcome of advice.
Evacuation/Rest Centre	If Cumberland Council are setting up a rest centre, ask for clarification on location, offer to provide radio link and 'emergency box' (stored in office). Consider offering volunteers to support. If Cumberland staff unable to attend and rest centre is required, consider opening alternative venue.

When the water recedes the following actions should be considered for the acute recovery phase. Many of these tasks should be undertaken with the appropriate statutory agency, who will appear once the initial emergency phase has passed.

Clean Up	Use teams of volunteers to go door to door offering assistance. Take briefing cards.
Soup Kitchen	Set up a space where flood affected people can get warm food and drinks. Use volunteers to man this.
Place for advice	Support the statutory agencies to provide a place where people can receive advice and support on accommodation and insurance issues.
Food Bank	Only if necessary, consider setting up a food bank (could be in conjunction with Keswick Food Share). Further information in the resources section.
Donations	Do not accept items such as furniture or clothes at this early stage – people do not need them yet. Do consider appealing for specific items if required.

2.2 FLU PANDEMIC

2.3 EXTREME SNOW

2.4 LOSS OF UTILITIES

2.5 MISSING PERSON

3 ROLE GUIDANCE

Role Guidance and tick sheet for each assigned role in the emergency.

3.1 LEADER

Role: To lead the volunteer response to the emergency, liaising with the emergency services and statutory services.

Work closely with the Radio Operator, Administrator and Volunteer Co-ordinator

Ref	Action	Due/ Who	Done
1.	Nominate Keswick volunteer to take lead role.		
2.	Take lead with EA, Police, Fire and Rescue and local authorities.		
3.	Contact KFAG lead, understand their position		
4.	Working with Emergency services - Decide priorities - Brief volunteers (Health & Safety Guidance in section 5) - Decide if and how spontaneous volunteers are to be used		
5.	Ensure consistent messages are communicated all parties: Operational control centre Any rest centres that have been activated Any support centres that have been activated Other authority control rooms – Cumberland/ EA Persons affected by the event Remote communities that have been affected Volunteer groups Ad hoc volunteers		
6.	Ensure that there is a central register of all persons displaced by the event.		
7.	Roads: Need to gather information on roads that are closed or due to close and alternative routes to access areas (particularly remote communities)		

3.2 ADMINISTRATOR

Role: to provide assistance and support to all those who need to use the OCC. This may be other volunteers who have been out in the field or emergency services staff.

If insufficient volunteers, Administrator can also cover communications and/or volunteer co-ordination.

If large incident, consider need for Accommodation, Resources and Media Communications roles

Ref	Action	Due/ Who	Done
1.	Nominate Keswick volunteer to be the Administrator of the OCC		
2.	Ensure that OCC cabinet is opened and OCC set up		
3.	Liaise closely with the Leader, Radio Operator and Volunteer Co-ordinator		
4.	Ensure that all persons working in OCC have access to refreshments (tea, coffee, water food etc) (see resources section)		
5.	Make sure that all roles identified and activated have the stationary requirements that they need. (see resources section)		
6.	Check on volunteer co-ordinator in the lobby area of the OCC		
7.	Answer phone, ensure information is recorded and shared. Co-ordinate offers of help with requests for help		
8.	Update the situation specific contact list each day (Appendix 9.2)		
9.	Track what actions have been taken		
10.	Make sure that incident commander and nominated OCC representative are taking breaks as appropriate. Including administration team!!!		

3.3 RADIO OPERATOR

Role: To operate the VHF radio equipment, ensuring it is possible to communicate with volunteers outside the OCC. Work closely with Administrator, Leader and volunteer co-ordinator.

Supported by radio maintenance person (probably from Lake District Search and Rescue Dogs)

Ref	Action	Due/ Who	Done
1.	Nominate Keswick volunteer to operate the radio.		
2.	If available set up radio operator in cupboard space at window end of Town Council Chamber (Key in Emergency recovery office)		
3.	Respond to radio calls from volunteers in the field, passing information to Leader, administrator or volunteer co-ordinator as appropriate		
4.	Use information to update maps/lists as appropriate		

3.4 VOLUNTEER CO-ORDINATOR

Role: To be a link between volunteers out in the field and the operational control centre.

Ref	Action	Due/ Who	Done
1.	Nominate Keswick Volunteer to monitor and liaise with volunteers		
2.	Ensure callout messages have been sent using Cumbria Community Messaging or email, follow up with phone calls if necessary		
3.	Ensure that volunteers, time in and out and tasks are recorded in the volunteer location form in the appendix 9.5		
4.	Link to emergency services liaison persons to ensure that they are aware of the volunteers, what they are doing and where they are.		
5.	Ensure that there is a lead volunteer for each location: • Street walking Areas: – Crosthwaite Road – Elliot Park – Penrith Road – The Forge • Reception centres – once opened it may be useful to have a Keswick volunteer at each reception centre to help with the flow of information. • Others as appropriate to the situation At times there may be only one volunteer at each location but once there are more they should be checked in and out by a nominated person.		
6.	Consider using a rota if emergency is longer than six hours.		
7.	Ensure volunteers take breaks		

3.5 MEDIA COMMUNICATIONS

Role: To provide information and communications to the media. Ensuring a consistent message supporting public safety.

Ref	Action	Due/ Who	Done
1.	Nominate Keswick Volunteer to handle Media communications		
2.	This person should be based in an accessible location Suggestion : town council Foyer/ offices or Mountain Rescue Base		
3.	To provide information and communication to the media. To ensure that consistent, accurate information is being transmitted to the public. This may include: • General health and safety guidance • Flood warning • Advice from different organisations involved e.g. EA, Fire & rescue, Police, EPU, Local Authority etc • Useful contact number and web addresses for the public (recovery support contact list) • List of the roles of different organisations have for dealing with emergencies such as flood, fire etc.		

Care should always be taken around confidentiality of how individuals are affected.

3.6 ACCOMODATION CO-ORDINATOR

Role: To support the community of Keswick with any emergency accommodation needs. This role should work in support of the local authority and with housing associations where possible.

Ref	Action	Due/ Who	Done
1.	Nominate Keswick volunteer to handle accommodation requirements Could be a member of Keswick tourist information accommodation team who have access to a database of available accommodation.		
2.	This person should be based in a suitable location that allows them to understand the accommodation options available in the Keswick area		
3.	To provide accommodation to multiple groups of people. Including: ▪ Flood affected persons (priority) ▪ Volunteers and persons working in OCC that need accommodation ▪ Other ad-hoc requirements		
4.	Maintain a list of available accommodation Link in with rest centres to understand the need for accommodation and ensure that all affected persons are being suitably looked after.		

3.7 RESOURCE CO-ORDINATOR

Role: To co-ordinate any resource requirements in an emergency situation, particularly in an acute recovery phase.

Ref	Action	Due/ Who	Done
1.	Nominate Keswick Volunteer to co-ordinate resources To be based in OCC		
2.	Contact Administrator to understand their resource requirements		
3.	Ensure that resources are monitored and managed Maintain a list of resources offered during the incident		
4.	Consideration should be given to soup kitchens, food banks, cleaning supplies. (Further information available in resources section)		
5.	Do not open a clothes or furniture bank		
6.	Link to emergency services liaison persons to ensure that they are aware of the resources available.		

4 FLOOD TRIGGER POINTS

4.1 RIVER GRETA

Surface water flooding in Elliot Park or Penrith Road area or river defences fail.

Telemetry Level	Actions
Greta Bridge 3.00m	EA issues a Flood Alert (Weather based) - Greta catchment alert
Greta Bridge 3.40m	If forecasting river level to continue to rise above 3.5m, EA to consider issuing Flood Warnings for: - River Greta at Keswick, Keswick Campsite, Rugby Club and Quinta - River Greta at Keswick, Fitz Park and Riverside area Penrith EA Incident Room in Contact with KCERP or KFAG. KFAG and KCERP to agree ongoing single contact point between Keswick groups and EA for further updates – to include expected ongoing communication across both KFAG & KCERP, key local residents contacted for 3 surface flood risk areas & included in all updates. KCERP circulate social media and email communications to residents, responders & key local contacts giving an assessment of the situation based on EA & Met Office information Keswick Volunteers check river levels hourly. Results and any further info circulated by email hourly. Key drains/culverts monitored for surface water flooding (see Elliott Park & East & West Penrith Road sheets). Checking functionality of surface water pumps may be necessary. Put Key Holders, radios and volunteers on standby
Greta Bridge 3.5m forecast	EA consider issuing flood warning for Riverside Flats & Fitz Park
Greta Bridge 3.6m	Operational level EA staff travel to Keswick. Open Operational Control Centre (OCC) (Town council building) Contact all Town based Volunteers to report to OCC

	Consider requesting more pumps if needed. <i>From this point the Operational Control Centre takes over and will inform the emergency services it is up and running: Fire Brigade, Police, Ambulance Control, KMRT etc.</i>
Greta Bridge 3.95	IF forecasting river levels to continue to rise, Park Flood Gates shut (by EA or Fire Service) EA to issue flood warning for: Riverside Flats/Fitz Park area Penrith Road
Greta Bridge 4.50m forecast	If River Levels rising, EA will issue FLOOD WARNINGS: • River Greta at Keswick, Crosthwaite and Limepots Rd, high Hill and Church Lane areas • River Greta at Keswick, Main St, Bank St and Greta Side • River Greta at Keswick, Penrith Rd and Wordsworth St • River Greta at Keswick, Latrigg Close, Brundholme gardens, Calverts Bridge and Keswick Bridge • River Greta at Keswick, The Forge Area EA to consider issuing SEVERE FLOOD WARNINGS
Greta Bridge 4.75m	Flood Defences on Crosthwaite Road, Southey Hill and High Hill overtop

Updated August 2026

4.2 ELLIOT PARK (to be used in addition to River Greta response list)

Problems are less likely to occur until the river overflows into the Mill Leat and hampers drainage. However heavy rainfall in the immediate locality could mean pooling occurs due to sheer volume even without the outfall being compromised.

The sewage system is designed to a 1 in 30 year event. Sewage should not be an issue, but we do not know if an event more extreme than this may compromise the Rawnsley site.

Trigger	Action
Drainage system cannot cope – Two underground pumps are triggered and begin working (If the system has any sort of malfunction Cumbria County Council will automatically be alerted and someone will be sent out to fix the problem)	Key local resident contacted, 2 way communication agreed. Volunteers to check pooling in Elliott Park (incl. Bridge Terrace area) every hour. Monitor drainage down the hill to the back of Wesley House, the drain at the front of Wesley House easily fails Results and any further info circulated hourly Check sand bag & Floodsax store. Ensure drains are clear. If necessary, communicate situation to Environment Agency via incident Hotline 0800-80-70-60
Greta Bridge 3.5m	If pooling likely, liaise with residents and emergency services to provide assistance. Open Council Offices, obtain radios.

If the situation becomes serious/the pumps are not coping and water is ponding in the area

- 1) Phone the Fire Brigade: 999 and say: “properties are at risk of flooding at Riverside Court, CA12 5NS” and**
- 2) Phone EA Incident Hotline: 0800-80-70-60 to activate the automatic flood warnings for the area . say “It Is an emergency, there is risk of properties being flooded” ask to be put through to the Flood warning Duty Officer in Penrith. “ Please activate the Surface Water Flood Warning for the Elliot Park Area in Keswick”**

Updated August 2026

4.3 PENRITH ROAD WEST

to be used in addition to River Greta response list

Penrith Road is most likely to be at risk when surface water drainage is compromised by the level of the Greta. It is also possible that intense localised rainfall may cause pooling at this low point.

The pump near Wivell Bridge takes surface water and pumps it back to the river

Telemetry/ Trigger	Action
Ongoing action, before bad weather occurs	Water pooling to be monitored by local residents/volunteers. Communicate with KFAG & KCERP to provide support as required to residents.
2.5 on Wivell Gauge (pre-pump levels)	Volunteer lead or residents to ensure CCC 0333-240-5848 have resilience pump in place at the sump. Ask CCC if further pump capacity can be delivered here – and how long this will take?
2.7 Wivell Gauge (pre-pump levels)	Call 999 Fire Service to explain properties are at risk of flooding (if they are) at Penrith Road CA12 4HS Ask how soon an appliance can respond AND Contact the EA on 0800-80-70-60 for the Flood warning Duty Officer to activate the surface water flood warning for Penrith Road area, Keswick.
When significant pooling occurs or EA anticipates a worsening situation	Activate the cascade for additional Keswick Volunteers (if not already active) to arrange for cars to be moved to high ground/assist residents & prepare for flooding. Council Offices will be open for use as the Operational control centre, Phone number 017687 80924. Call if you need assistance. <i>From this point the Operational Control Centre becomes operative and emergency services will know that it is up and running: Fire & rescue service, Police, Ambulance Control, KMRT, Cumberland etc.</i>

Updated Aug 2026

4.4 PENRITH ROAD – EASTERN END

Surface Water Flood Procedure – Eastern Keswick

**Diverting flows to protect properties during periods of intense local rainfall
Not river level dependant**

These are the most frequent flood risk and are minimised with regular maintenance of water courses and drains by CC, Keswick Lengthsman & the EA.

To get information about the situation locally, open contact with a key resident and maintain two way communication throughout period of intense rainfall.

Surface water runoff can be hard to predict and almost instant, properties most likely to be at risk are those further away from the culverts.

Volunteers need to be aware of key culverts but clearing of blockages at culverts should not be attempted by volunteers due to safety risks.

Problems should be reported to CC Highways on 0300 373 3736.

Culverts which affect properties on Eastern Penrith Road:

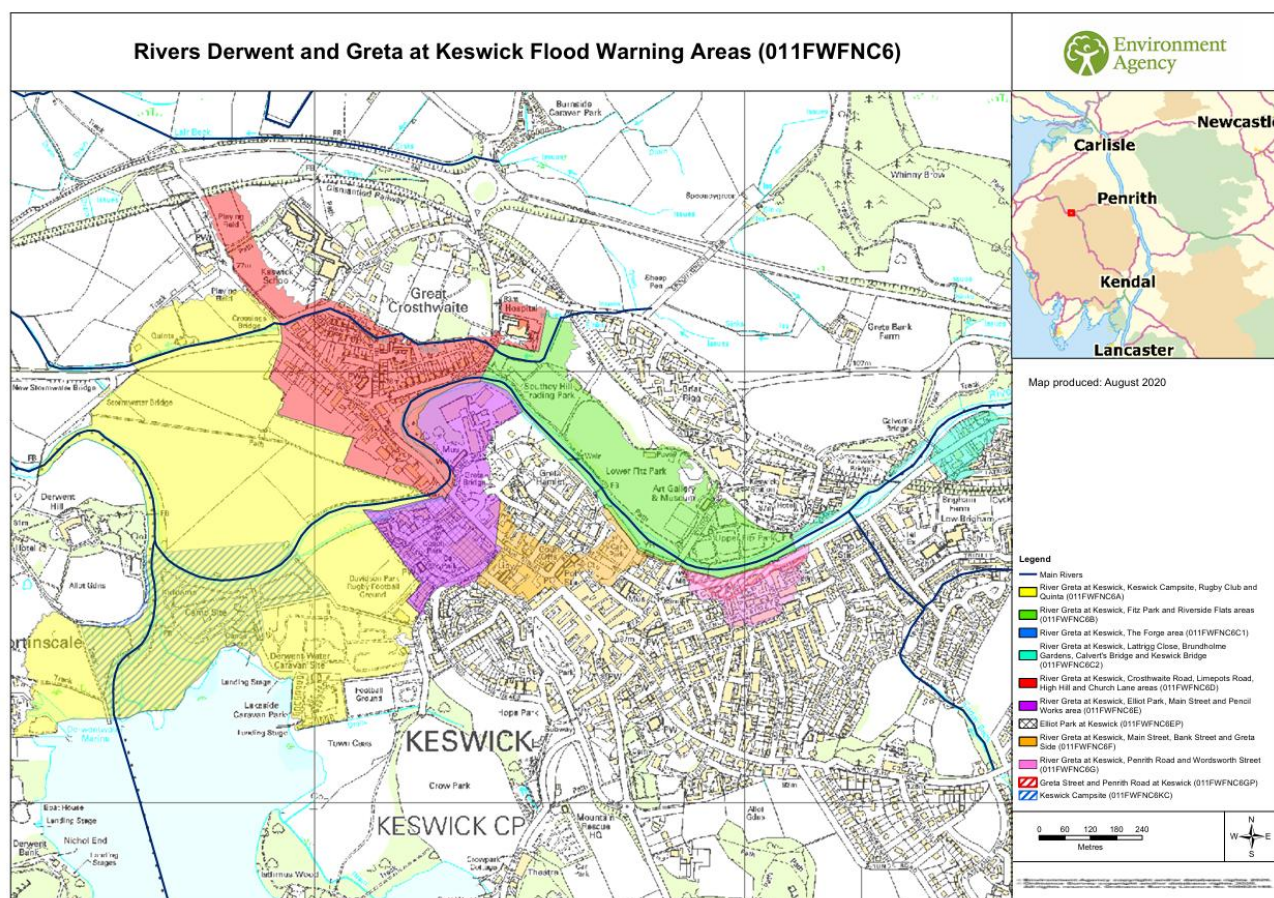
- The **Hawthorns culvert** can overflow if blocked.
- **Chestnut Hill culvert** (near the driveway to High Cross and the Screes) can add to the considerable flows which come off Moor Farm, Rakefoot Lane & Lonsties.
- The **bridge over the watercourse on the driveway to High Cross** can get blocked - there is a supply of sandbags on hand to divert the water over the bridge and back into the watercourse. Property now managed by Sykes Holiday Cottages (Lakelovers). Cottage company should be notified & request to inform guests before blocking drive with a row of sandbags - 01539488855.
- Removal of debris covering roadside drains can help let surface water escape off roads. A large amount of water can also be diverted **off Penrith Road through the two pipes into Towns Field** at the Forge Lane junction (having ensured they are not blocked) using sandbags, this **protects properties in the Twa Dogs area.**
- Small culvert behind **Hazelwood Chestnut Hill**. As the watercourse flows through a wood the culvert's screens get quickly blocked by leaves.
- **Two large culverts at Windebrowe Ave and Trinity Way.** Responsibility of the Environment Agency. Volunteers should check to ensure that there are no problems and that EA staff are on site. If there are problems contact **EA on 0800 80 70 60**. This protects the **Millfield Gardens area.**
- There is a dip in the road by the **junction of Lakeland Park** and water has collected here in the past, threatening **property in Lakeland Park**. Check drains are clear, a sandbag store is located in the grit bin if water needs to be diverted/encouraged into working drains.

Council Offices will be open for use as an operational control centre during extreme weather events, Phone number 017687 80924 or 80826. Call if you need assistance.

Updated Aug 2026

4.5 FLOOD MAP – AREAS TO CHECK

See EA Map – large copy in KCERP office



4.6 FLOODLINE QUICK DIAL CODES AND MAP OF AREAS

Dial 0345 9881188 Choose option 1 Then enter appropriate quickdial number as below:	
<u>Keswick River Flood Warning Areas Floodline Quickdial Codes</u>	
Flood Warning Areas	Quickdial Code
The River Greta at Keswick, Keswick Campsite, Rugby Club, Greta Side and Quinta Areas (011FWFNC6A)	0221231
The River Greta at Keswick, Fitz Park and Riverside Flats Areas (011FWFNC6B)	0221232
River Greta at Keswick, The Forge Area (011FWFNC6C1)	0221233
River Greta at Keswick, Lattrigg Close, Brundholme Gardens, Calverts Bridge and Keswick Bridge (011FWFNC6C2)	0221234
River Greta at Keswick, Crosthwaite Road, Limepots Road, High Hill and Church Lane Areas (011FWFNC6D)	0221235
River Greta at Keswick, Elliot Park, Main Street and Pencil Works area (011FWFNC6E)	0221236
River Greta at Keswick, Main Street, Bank Street and Greta Side (011FWFNC6F)	0221237
River Greta at Keswick, Penrith Road and Wordsworth Street ((011FWFNC6G)	0221238
Keswick Campsite (011FWFNC6KC)	0221241
Elliot Park at Keswick (011FWFNC6EP)	0221242
Greta Street and Penrith Road at Keswick (011FWFNC6GP)	0221243

Met Office - Hazard Manager

An area for detailed weather forecasts includes actual weather and shows weather patterns expected over the next 24 hrs.

<http://www.metoffice.gov.uk/premium/hazardmanager/>

Username: **keswickfloodrecovery@gmail.com**

Password: **NoFloods2023**

EA online live flood alerts map

Showing up to date flood alerts and the areas affected, shows river flooding for the areas that have alerts.

<https://check-for-flooding.service.gov.uk/river-and-sea-levels>

Telemetry

Access to EA's national online database of River levels – updated automatically on regular basis. View accurate River levels around locality and beyond.

<https://flood-warning-information.service.gov.uk/river-and-sea-levels?location=keswick>

or

<http://www.gaugemap.co.uk/>

No password required.

5 VOLUNTEER MANAGEMENT

Keswick Emergency Volunteer

In an emergency the Council Chamber (Town Hall) will be activated as an Operational Control Centre (OCC).

Phone numbers are 017687 80924 and 07841678767

Call out Process:

If there is an emergency you may be contacted by phone, text or email (possibly after previous email contact).

You could be asked to go to the town hall OR directly to some other control point OR asked to wait for further instructions.

If you are asked, and are available, to come in:

- bring your hi-vis jacket and trousers,
- wellies, headtorch, a trekking pole and, if possible,
- mobile phone. Charged and with money on it
- Make sure that the OCC has the number of the phone you have with you.

If you need to ring us back, use one of the two numbers above. There may be some delay in getting through. If these numbers are not being used you will be given an alternative.

Once you arrive at the control point

Sign in as a volunteer for the event, on the sign in sheet at your control point.

You may be provided with additional equipment (e.g. radios/ torches).

Volunteer protocol

If the emergency is a flood, volunteers are likely to be used around the town to warn and inform residents before things get bad, and then withdrawn.

Do not try to stay on when withdrawn, and NEVER put yourself at risk.

Some volunteers will be staffing the council chambers, which may be used by Emergency Services as well as us, or doing other tasks.

You may not be needed at once, we now have enough volunteers to have a 'shift' system.

You may be needed to relieve someone later. We will always try to keep you posted.

Practical Notes

WHEN COMING IN FOR A FLOOD EVENT, PLEASE DO NOT PARK A CAR WHERE IT IS LIKELY TO BE AT RISK.

WE ARE NOT SWIFT WATER TRAINED AND SHOULD NOT BE OUT IN FLOOD WATER. YOUR TREKKING POLE IS TO CHECK FOR OPEN MANHOLES AND SCOURING BUT IDEALLY YOU SHOULDN'T NEED IT.

IF YOU GO HOME MAKE SURE THAT YOU REGISTER 'OUT' WITH THE CONTROL POINT WHO REGISTERED YOU IN.

If the Emergency Services have to look for us then our contribution is negative.

Listen to any instructions given by trained professionals (Fire and Rescue, Police, Mountain Rescue)

Listen to the instructions of your volunteer team leader

Don't put yourself at risk to get to personal belongings or other persons

Don't walk in flood water

If you are uncomfortable doing something, don't do it

Be careful when lifting items – always consider your back

5.1 VOLUNTEER NOTES

When talking to residents about flood preparedness

A selection of points to mention

Before a flood

- Register to receive flood warnings – 0845 988 1188
- Have a personal flood plan
- Make a list of items for your flood kit – pack them together if appropriate (medication, important paperwork)

During a flood

- Move furniture and valuable items upstairs if possible
- Move their cars away from flood risk areas to high ground
- Move their pets, to friends or family residences that will keep them safe
- Turn off gas and electricity if possible
- Tell someone (neighbour, Emergency services, volunteer) if they leave their home. This is to ensure we don't spend lots of time looking for someone who has sensibly moved themselves, away from danger, to a relative or friends home.
- Tune into Radio Cumbria 95.6-96.1FM

Contact Keswick Community Emergency Recovery Partnership 017687 80924 or 07841678767

6 CONTACTS

6.1 STATUTORY/EMERGENCY

See spreadsheet list

6.2 VOLUNTEERS

See spreadsheet list

6.3 VULNERABLE PEOPLE

See spreadsheet list – this information should not be shared

6.4 ELLIOTT PARK

See spreadsheet – list not to be shared

6.5 MEDIA CONTACTS

See spreadsheet

7 RESOURCES

7.1 OCC EQUIPMENT LIST

Emergency Cabinet in Council Chambers:

Key for the cabinet is on top of the cabinet on the right hand side.

The cabinet contains a number of stationery items, a phone and large scale maps.

As per spreadsheet list

Emergency Recovery Office

The office contains further supplies, such as hi vis jackets, trousers and towels.

There is also a computer – pin: 9751

Detail as per spreadsheet list

External Store Rooms

Contains some equipment, buckets, mops and flood sax and sandbags

Details as per spreadsheet list

Equipment for Call

18 radios in the KCERP office

7.2 POSSIBLE RESOURCES

PAGE REQUIRES UPDATE – Aug 2026

In some situations it may be possible to access Keswick Community Emergency Recovery Partnership Funds to cover the cost of items required. Contacts for certain items are listed below:

Action	Contact	Additional Information	Approx Cost
Hiring Pumps for use at Penrith Road or Elliott Park	Sykes Pumps: marc.gledhill@sykes-pumps.co.uk Phone: 0800 211 611 Mobile: 07976 088 538	Permanent solutions should be in place, or temporary use of the community pump or CC pump, this is a further back up option.	£500 for a week (2x2inch diesel pumps, delivery and collection, no insurance)
Hiring Buses to transport residents across town	Coach hire: Alba travel, Penrith 01768 870219 Messengers Coaches, Wigton 016973 71111	In the event of bridge closures.	£220 a day
Providing food for volunteers and staff in the OCC	Caterite food and wine service 017687 76060	No account, but can phone to order larger delivery.	
Printing	McKane's Printers, Keswick 017687 80574	Printing large quantities of news letters or information for residents. Printing and laminating posters	

7.3 FOOD BANK

Following the 2015 flooding, a food bank was set up in the convention centre on Skiddaw street. This venue may not be available again. Keswick Area Food Share have a base on Heads Lane next to the library and will assist.

Contact Jean Murray or Clare Horsburgh

7.4 SANDBAGS AND FLOOD SAX

Sandbag Stores

- Town Council Offices – ‘Oiltank Store Room’, rear of the building, next to sheepish shop.
- Convention Centre (Rear Car Park)
- Catholic Church, High Hill (Garage at rear)
- Sorting Office, Penrith Road (Metal cage/shed)

Flood Sax

Outside storage cupboard at Town Council Offices.

Contacts for access

Town Council Offices during opening hours.

Project Manager 07841678767 out of hours

Convention Centre – Padlock on gate – 9267 (as at Aug 2026 – regularly changes)

Catholic Church – behind garage

Sorting Office shed – padlock - 6742

7.5 SANDBAG LOCATION

See Map

7.6 ACCOMMODATION

In the event of flooding, the following should be considered:

Social Housing: Should contact their landlord in the first instance for guidance. (see contact list)

Private renters: Should contact their Insurer and landlord first.

House Owners: Should contact their Insurer first.

It may be possible to help people find accommodation through hotels, guest houses and holiday lets. Agencies are listed in the contacts section.

8 EVACUATION CENTRES

Evacuation Centres (or Rest Centres) are the responsibility of Cumberland Council.

In the event of an emergency that requires the opening of an evacuation centre, Cumberland Council (or silver command) will take the decision which site to open: either Keswick School or St Herbert's Primary School.

Emergency Boxes - There are two of these in the Emergency Recovery office that can be taken to the Evacuation Centre.

If CC are unable to access the town and therefore unable to man and operate an Evacuation Centre then consideration could be given to opening an evacuation centre this should be done with the knowledge of silver command if at all possible and if possible in one of the designated places. Alternatives have also been offered at various Churches and Halls.

Venue	Info
Keswick Methodist Church, Southey Street	Could seat 100 people, provide refreshments or simple meals for up to 50 people. Have mattresses, pillows and blankets to sleep up to 20 people
St Herbert's Centre, High Hill	Could seat 100 people, provide refreshments or simple meals for up to 50+ people (FLOOD RISK)
Keswick Convention Centre, Skiddaw Street	Could seat and provide meals for 60 people. Accommodation for 41 people in 17 en-suite rooms, well equipped kitchen, additional 12 bed dormitory.
Braithwaite Church Hall	Always unlocked and available in daylight hours, in emergency building can seat around 120. Simple refreshments could be provided. Only 2 toilets.
Crosthwaite Parish Room	Could seat 100 people, provide refreshments or hot meals for up to 50 people

See contact sheet for phone numbers.

In addition to these Church resources, in the past the Skiddaw Hotel has provided emergency accommodation. 0800 840 1243 (nb this may not be free of charge)

8.1 EVACUATION CENTRE REGISTRATION SYSTEM

The official Evacuation Centre (Rest Centre) will be operated by Cumberland Council.

Evacuation Centre kits are provided by Cumberland Council. As a back up there are 2 kits stored in the Recovery Office in the Town Council building.

It is likely they will use the following control system.

Entry/Exit Control

Entry

- People not wearing wristbands should be given an information leaflet and directed to the Registration desk, unless the desk is very busy or unmanned
- People entering the centre already wearing wristbands are free to do so

People temporarily leaving the centre

- People temporarily leaving the centre should not remove their wristbands
- Anyone trying to leave the centre not wearing a wristband should be asked to register before they leave

People leaving permanently

- Remove the person's wristband carefully using scissors. Write clearly on the wristband where they are going (brief details only e.g. 'home' 'mothers' etc.) and the time of leaving. Pass removed wristbands to the registration data imputer.

Sample Registration form in appendix 9.6

8.2 EVACUATION CENTRE LOCATION MAPS

9.1 FIRST MEETING AGENDA

Keswick Flood/ Community Emergency Recovery Group

Date:

Time:

Location:

	Notes
Attendees:	
1. What is the current situation? (you might consider the following) Location of the emergency. Is it near: • A school • A vulnerable area • A main access route • Type of emergency • Is there a threat to life • Has electricity, gas or water been affected? Are there any vulnerable people involved? • Elderly • Families with children • Non-English speaking people	
What resources do we need? • Food? • Off road vehicles? • Blankets? • Shelter	
What is the effect on our community?	
Establishing contact with the emergency services How can we support the emergency services? What actions can safely be taken?	
Who is going to take the lead for the agreed actions?	
Any other issues?	

9.2 SITUATION SPECIFIC CONTACT LIST

This contact form is to be completed on the day of the incident as information will change over time.

Contact with	Contact name	Contact number
Operational co-ordination centre		
Rest centre 1		
Rest centre 2		
Support centre 1		
Support centre 2		
Cumberland		
EA control Room		
Volunteer groups – K FAG		
Volunteer groups – Lions		
Volunteer groups – Rotary		
Volunteer groups		
Volunteer groups		

9.3 SIGNS FOR OPERATIONAL CONTROL CENTRE

Desk label

Lead Volunteer

Name:

Phone:

Desk Label

Administrator

Name:

Phone:

Desk Label

Radio Operator

Name:

Phone:

Desk Label

Volunteer Co-ordinator

Name:

Phone:

Desk label

Media Communications

Name:

Phone:

Desk Label

Accommodation Co-ordinator

Name:

Phone:

Desk label

Resource Co-ordinator

Name:

Phone:

WIFI

Council Chamber

**Password:
Emergency**

Council Chamber:

017687 80924

KCERP Mobile:

07841678767

**Please switch off radios
when entering the control
room & keep noise to a
minimum to enable
communications to be heard**

9.4 APPENDIX: USEFUL WEBSITES FOR WEATHER INFORMATION

Met office weather forecast – northwest England http://www.metoffice.gov.uk/weather/uk/nw_forecast_warnings.html
Environment Agency –Floodline http://www.environment-agency.gov.uk/homeandleisure/floods/31618.aspx enter “town” in the first box and “Keswick” in the second
Met Office Keswick weather forecast www.metoffice.gov.uk/weather/uk/nw/keswick_forecast_weather.html
Met office radar on rain www.metoffice.gov.uk/loutoor/mountainsafety/lakedistrict/lakedistrict_forecast_radar.html Blue doesn’t mean downpour it means light rain. The contours scale up from blue to green. Yellow and final white
River level at Greta Bridge http://environment-agency.gov.uk/homeandleisure/floods/riverlevels/120710.aspx or http://www.gaugemap.co.uk/

9.5 APPENDIX: VOLUNTEER LOCATION FORM

Date:

Name	Mobile	Registered, Yes/No	Task Door knocking, OCC, Reception Centre etc	Start Time	End Time	Radio Yes/No

9.6 RECEPTION CENTRE REGISTRATION FORM

4.3. RECEPTION CENTRE REGISTRATION FORM			
Title (Mr/Mrs/Miss/Ms/etc)		Registration Number	1.
First Name			
Family Name		Male	☐
		Female	☐
Date of Birth			
Postcode			
Address			
Town			
County			
Country (Leave blank if UK)			
Location at time of incident			
Other Information			
Mobile Number			

Information provided on this form will be used by the Police and Reception Centre Staff to answer queries about your safety and whereabouts during the emergency and to compile a permanent record of those who were present in the Centre. The information may be shared with other agencies involved in the response to the emergency but will not be passed to other third parties.