In an emergency situation where life is at risk, call 999
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INTRODUCTION

This Plan has been prepared by Lower Holker Parish Council so that in the event of an emergency situation occurring in Lower Holker Parish, there is an outline of the roles and responsibilities of the relevant organisations and details of emergency contacts for residents or others who require help. The plan is to provide local support during an emergency when the normal emergency response by the Emergency Services and County/ District Councils is delayed or because of the scope or nature of the emergency. It does not replace the role of the Emergency Services or other agencies.

POTENTIAL EMERGENCIES AND RISK ASSESSMENTS

Identified potential emergency situations:
1 Utility service failure/incident – electricity, gas, water, telephone
2 Flooding – homes, businesses, roads, railway line
3 Transport incident – road, rail or air
4 Extreme weather – snow, ice or high temperatures

This list does not cover all possible emergency situations, but the plan provides the information and contacts to assist in an emergency situation.

<table>
<thead>
<tr>
<th>Type of emergency</th>
<th>Potential risks</th>
<th>Actions to address those risks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utility services failure (Electricity/Gas/Water/Wastewater)</td>
<td>Residents with no access to heat, light, water or wastewater services. No streetlights. Most at risk residents being those with health conditions, the elderly and very young children.</td>
<td>• Identify residents most at risk. • Encourage vulnerable residents to register with Electricity North West’s Priority Services Register. • Open Rest Centre in area with working utility services (if possible) as information point and with hot refreshments. • Assistance with transport to Rest Centre. • Hot refreshment delivery to housebound residents.</td>
</tr>
<tr>
<td>Utility services incident (gas leak or explosion, electricity wires severed, water supply contaminated)</td>
<td>Risk to health or life in extreme cases</td>
<td>• Open Rest Centre away from the incident. • Assistance with transport to safe area.</td>
</tr>
<tr>
<td>Flooding following heavy rain and/or high tides</td>
<td>Risk to health, or life in extreme circumstances and damage to property. Stranded rail or road passengers. Areas of parish cut off.</td>
<td>• Encourage residents and businesses to register with Floodline to receive warnings by text, phone or email. • Collect sandbags from South Lakeland District Council depots. • Sandbags available within the Parish at Sandgate Farm. Contact Trevor Wilson for details on 07778570920. • Check vulnerable residents by phone or visits by volunteers. • Open Rest Centre as information point and with hot refreshments.</td>
</tr>
<tr>
<td>Air, Rail or Road Transport incident</td>
<td>Injured/Stranded passengers</td>
<td>• Open Rest Centre as information point.</td>
</tr>
</tbody>
</table>
Extreme Weather emergency eg Snow/Ice/High Temperatures

Vulnerable residents unable to shop, collect prescriptions, attend GP appointments, receive home help. Risk of falling. Risk of dehydration.

- Identify residents most at risk and arrange visits if necessary.
- Volunteers to assist with spreading salt/ grit
- Volunteers to assist with essential shopping/collect prescriptions/transport to appointments.

IMPLEMENTING THE PLAN

Should an emergency occur the Parish Emergency Co-ordinators who are available should make contact with each other to agree an initial plan of action including the designation of an Emergency Contact Centre. They will then liaise with the emergency services, County & District Councils and other relevant organisations.

CONTACT DETAILS OF PARISH EMERGENCY CO-ORDINATORS

Lower Holker Parish Council Clerk
Lyn Prescott
13 Church Walk, Flookburgh, Cumbria LA11 7JX
Tel 015395 58224
Mobile: 07939598167
Email: lowerholkerpc@hotmail.co.uk
www.lowerholkerparishcouncil.org.uk
www.facebook.com/Lower-Holker-Parish-Council-340851769319175/

Lower Holker Parish Council Chairman
Trevor Wilson
Chapel Island View, Flookburgh, Cumbria LA11 7LD
Mobile: 07778570920
Email: twwilson555@gmail.com

Lower Holker Parish Council Vice Chairman
Ruth Airey
Vermont, Winder Lane, Flookburgh, Cumbria LA11 7LE
Tel: 01539558827
Mobile: 07979558606
Email: ruth airey@live.com

CONTACT DETAILS OF COUNTY, DISTRICT AND PARISH COUNCILLORS

Trevor Wilson Parish Councillor (Chair) 07778570920
Margaret Keith Parish Councillor 015395 58236
Susan Rawsthorn Parish Councillor 015395 58038
Ruth Airey Parish Councillor (Vice Chair) 015395 58827
Jonathan Ryland Parish Councillor 015295 58801
Barry Dawson Parish Councillor 015393 59075
Gill Gardner Parish & District Councillor 07922889377
Sue Sanderson County Councillor 015395 31125
Michael Cornah District Councillor 015395 31215
COMMUNICATION

Local radio station:

<table>
<thead>
<tr>
<th>Station</th>
<th>Frequencies</th>
<th>Contact Tel No</th>
<th>Email</th>
<th>Website</th>
<th>Twitter</th>
</tr>
</thead>
<tbody>
<tr>
<td>BBC Radio Cumbria</td>
<td>96.1 FM/837 AM</td>
<td>01228 592444 (Newsdesk) or 0800 111 4950 (Shows)</td>
<td><a href="mailto:radio.cumbria@bbc.co.uk">radio.cumbria@bbc.co.uk</a> (Newsdesk)</td>
<td><a href="http://www.bbc.co.uk/radiocumbria">www.bbc.co.uk/radiocumbria</a></td>
<td>@BBC_Cumbria</td>
</tr>
</tbody>
</table>

COUNCILS – COUNTY AND DISTRICT

Cumbria County Council
Cumbria County Council. Tel: 01228 606060
Out of hours in case of concern for vulnerable adults (01228 526690) or vulnerable children (0333 2401727)
Emergency Management Centre Tel: 0333 2407 287
www.cumbria.gov.uk @CumbriaCC

South Lakeland District Council
South Lakeland District Council on 01539 733333 Out of hours on 0870 428 6906
www.southlakeland.gov.uk @SouthLakelandDC

EMERGENCY CONTROL CENTRE/REST CENTRE

This would be selected dependent upon the area affected by the emergency from the following:

**Flookburgh Village Hall** Flookburgh Square, Flookburgh LA11 7JX
Facilities – 2 downstairs rooms and 1 upstairs room. Tables and chairs, toilets, fully stocked kitchen, First Aid kits.
Contacts for access:
Barry Dawson Tel: 015395 59075 or 07989596141. 9 Eccleston Meadow, Flookburgh LA11 7NE
Howard Jones Tel: 015395 59451 or 07811558694. 3 Manorside, Flookburgh, LA11 7HY

**Lower Holker Village Hall** Cark-in-Cartmel LA11 7NU
Facilities – 2 ground floor rooms, kitchenette, 4 toilets plus disabled facilities, 2 small changing rooms behind the stage with toilets and washing facilities and another room under the stage. Upstairs Supper Room with kitchen. Gas central heating throughout and electric cooking facilities and boilers. First aid kit. Ample parking.
Contacts for access:
Mark Butterworth (Caretaker) Tel: 015395 58304. Lower Holker Village Hall LA11 7NU
Paul Jenkison Tel: 015395 58010 or 07774201570. Hillcrest, Cark In Cartmel, LA11 7NX

**Ravenstown Club & Institute** Winder Lane, Ravenstown LA11 7LE.
Facilities - Gas, electric, hot and cold running water, toilets and kitchen soon to be installed, first aid and refreshment (bar). Insured as working men’s club.
Contacts for access:
Tracey Hornby Tel: 015395 58060 or 07964425380. 68 Jutland Avenue, Ravenstown LA11 7LQ
Colin Burrow Tel: 015395 58349. 44 Jutland Avenue, Ravenstown LA11 7LQ
EMERGENCY SERVICES

999 - Emergency Phone Number for
Police, Ambulance, Fire Brigade, Coastguard, British Transport Police, cliff rescue, mountain rescue, cave rescue, etc.
Calls are free, and 999 can be dialled from a locked mobile phone.

112 – Alternative Emergency Phone Number
This operates exactly the same as 999 and directs you to exactly the same emergency call centre.
In the UK, 112 also works on landline phones.
Calls are free and 112 can also be dialled from locked mobile phone.

Police – Non-emergency Phone Number - 101
Health – Non-emergency Phone Number - 111

FLOODING

Environment Agency
Floodline 0345 988 1188 or 0845 988 1188 (24 hrs)
https://flood-warning-information.service.gov.uk/
General Enquiries 03708 506 506
Incident Hotline (for reporting flooding, blocked culverts, etc.) 0800 807060 (24 hrs)
www.environment-agency.gov.uk enquiries@environment-agency.gov.uk @EAgency

Sandbags
Available for collection from Guides Cottage, Sandgate, Flookburgh LA11 7LD (contact Trevor Wilson on 07778570920).

South Lakeland District Council
Tel 01539 733333. Public collection points for sandbags:
Ulverston: North Lonsdale Road Depot LA12 9DZ
Kendal: Canal Head Depot, Kendal LA9 7BY

HEALTH SERVICES

Chemists
Flookburgh Pharmacy, 1 Market Street, Flookburgh LA11 7JU. Tel: 015395 58298 [in parish]
Well Pharmacy (Grange Health Centre), Kents Bank Road, Grange-over-Sands LA11 7DJ Tel: 015395 32024 [3 miles]

Defibrillators
- Cark Toilets, Station Road, Cark-in-Cartmel LA11 7NY (outside wall)*
- Cockles on Flookburgh Square LA11 7JX (outside wall)*
- Flookburgh Primary School, Winder Lane LA11 7LE (outside wall)*
- Lower Holker Village Hall, Cark-in-Cartmel, LA11 7NU (porch)
- Ravenstown Club & Institute, Winder Lane LA11 7LE (outside wall)*
The defibrillators are all accessible 24 hours a day/7 days a week.
* phone 999 to obtain the access code from the Ambulance Service.

GP Surgeries
Cartmel Surgery, Haggs Lane, Cartmel LA11 6PH Tel: 015395 36366 [2 miles]
Fairfield Surgery, Station Road, Flookburgh, LA11 7JY Tel: 01539 715 715 [in parish]
Grange Health Centre, Kents Bank Road, Grange over Sands LA11 7DJ Tel: 01539 715 715 [3 miles]
**Hospitals**

Furness General Hospital (A & E), Dalton Lane, Barrow-In-Furness LA14 4LF  
Tel: 01229 870870  Email: trusthq@mbht.nhs.uk  [19 miles]  
Royal Lancaster Infirmary (A & E), Ashton Road, Lancaster LA1 4RP  
Tel: 01524 65944. Email: trusthq@mbht.nhs.uk  [32 miles]  
Westmorland General Hospital (Urgent Treatment Centre, not A & E), Burton Road, Kendal LA9 7RG  
Tel: 01539 732288  Email: trusthq@mbht.nhs.uk  [17 miles]  
Website: www.uhmb.nhs.uk

**TRANSPORT & TRAVEL**

**Bus services**

531/2 Service (low floor easy access bus)  
Travellers Choice  Tel: 01524 720 033  http://travellerschoice.co.uk/  
530 Service  
Stagecoach in Cumbria  Tel: 01539 722143  www.stagecoachbus.com  
Timetables  
Traveline: Tel: 0871 200 22 33. Tel: or Online at www.cumbria.gov.uk

**Train Services**

Cark & Cartmel Station, Station Road, Cark LA11 7NL  
Train Services  
Northern Rail  Tel: 0800 200 6060  Email: enquiries@northernrailway.co.uk  
Website: www.northernrailway.co.uk/  Facebook and Twitter: @northernassist  
Timetables  
Website: www.nationalrail.co.uk/ or Tel: 03457 484950  
Rail track/bridge/crossing/fence fault etc  
Network Rail – Emergency Helpline  Tel: 03457 11 41 41  Website: www.networkrail.co.uk  
British Transport Police - To report a crime or incident call 0800 40 50 40 or text 61016.  
Tim Owen (Furness Line Community Rail Partnership)  105 Station Road, Cark Tel 015395 58701

**Roads**

Cumbria County Council (roads with exception of A roads and Motorways)  
Highways Hotline to report a problem Tel 0300 303 2992.  
Highways England (A roads and Motorways eg A590/M6))  
To report a problem Tel 0300 123 5000 or email info@highwaysengland.co.uk  
News on A roads/motorways Traffic  www.trafficengland.com/

**UTILITIES**

**Electricity**

Electricity North West. To report a Power Cut or receive information about a Power Cut Tel: 105 or 0800 195 4141  www.enwl.co.uk/power-cuts/live-power-cut-information/ (enter postcode)  
www.enwl.co.uk/  Twitter: @ElectricityNW

**Gas**

National Gas Emergency Service (To report a gas or carbon monoxide emergency, or if a pipeline is struck)  Tel: 0800 111 999.  https://www.nationalgridgas.com/safety-and-emergencies  @nationalgriduk

**Telephone**

Report a problem with your telephone to your service provider eg BT 0800800150 (landline) or 03301234150 (mobile) or 0800800154 (businesses)

**Water & Sewage**

Water and wastewater queries & emergencies Tel: 0345 672 3723.  
Report a Leak: Tel: 0800 330 033.  General queries: Tel: 0845 746 2200  Twitter: @unitedutilities)
VULNERABLE PEOPLE/GROUPS

The following people/groups may need additional assistance in case of an emergency:

- Residents of Bridge House Care Home, Manor Side, Flookburgh LA11 7JS Tel 015395 58622
  Email: Bridge.House@cumbria.gov.uk
- Children at Flookburgh Primary School/Nursery, Winder Lane, Flookburgh LA11 7LE 015395 58434 (school term time hours only). Head teacher: Mrs Gill Pett.
- People with a mental or physical disability.
- People who are elderly and/or infirm.
- People who don’t understand English.
- People who are staying in the area or passing through.

LOCATION OF EMERGENCY CONTROL CENTRES/REST CENTRES & DEFIBRILLATORS

Lower Holker Village Hall
LA11 7NU

Flookburgh Village Hall
LA11 7JX

Cockles Shop
LA11 7JX

Cark Toilets
LA11 7NY

Flookburgh Primary School
LA11 7LE

Ravenstown Club & Institute
LA11 7LE