



Caton-with-Littledale and Quernmore North



Community Emergency Plan Public version (1.1)

PLAN OWNERSHIP

Community	Caton-with-Littledale Parish Council Quernmore Parish Council
Plan owner	Peter Collins
Version	Version 1.1
Date	7th November 2018

At the minimum, the plan owner and nominated residents should keep a hard copy of this document available for use if the plan is activated.

The plan owner is responsible for ensuring the plan remains up to date.

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DISTRIBUTION RECORD

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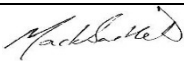
05 - Name	Mark Bartlett	Date Sent	
Address	Morecambe Town Hall		Civil Contingencies Officer
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The **Civil Contingencies Officer** at Lancaster City Council will ensure that electronic versions of this plan are circulated appropriately within the council and forwarded to:

Lancashire Constabulary Lancashire Fire and Rescue Service Environment Agency	Lancashire County Council Emergency Planning North West Ambulance Service Any other appropriate responder agency
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Record of amendments

Ensure amendments are recorded here. Please notify the Civil Contingencies Officer at Lancaster City Council immediately of any changes.

Review		
Date	Reviewer	Signature
V0.1 140916	Mark Bartlett	
V1.01 071118	Mark Bartlett	

VERSION CONTROL AND AMENDMENT RECORD			
No.	Date	Status	Amendments
1.0	18.10.2016	Archived	New Plan
1.1	7.10.2018	Operational	Learning from November 2017 floods, Moorgarth exercises and other incidents

RECORD OF TESTS AND ACTIVATIONS		
Type	Date	Comments
Table-top Exercise	10.10.17	Exercise Moorgarth, Halton
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Table-top Exercise	15.10.18	Exercise Moorgarth 2, Overton

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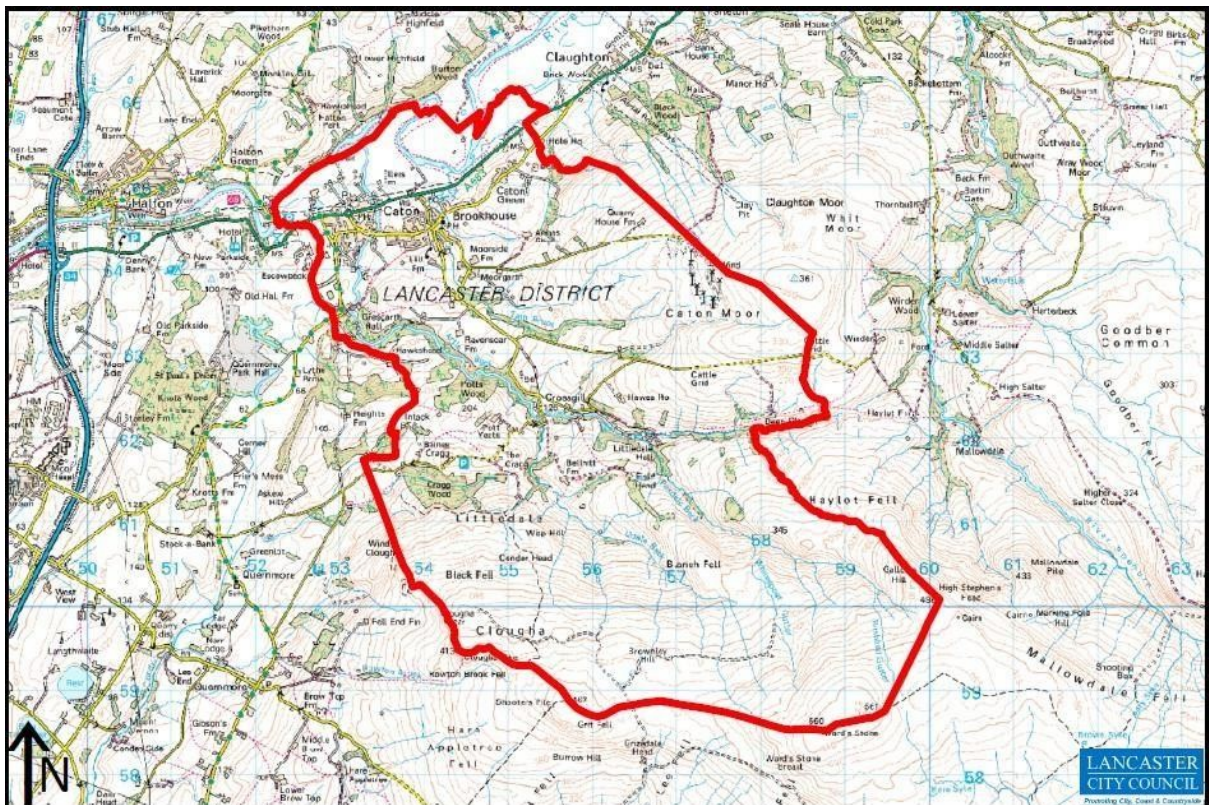
Section 1: Information

1.1 Caton-with-Littledale and Quernmore North

This plan covers all the parish of Caton-with-Littledale and the northern part of the parish of Quernmore

1.2 Maps.

1.2.1 Caton-with-Littledale Parish



1.2.2 Caton-with-Littledale street maps [\[At Victoria Institute in emergency box\]](#)

1.2.3 Quernmore North street map [\[At Victoria Institute in emergency box\]](#)

1.3 Community profiles

Caton-with-Littledale

Caton-with-Littledale lies five miles north-east of the City of Lancaster, in the valley of the River Lune. It lies south of the river and stretches from the flood plain of the river alongside the A683 high into the Bowland hills at Caton Moor and Clougha Pike. The Artlebeck flows through much of the parish. The Millennium Cycleway runs across the north of the parish, between the A683 and the River Lune. The south side of the Crook-o-Lune beauty spot lies partly within this parish, partly within Quernmore. The north side, including the car park, lies within Halton. During Storm Desmond, this parish was not affected by the power cuts which affected most of the Lancaster district.

Population at the time of the 2011 census was 2,387. There were 1271 households.

There are four communities within the parish.

Caton (Town End) lies along the A683 and Quernmore Road. The Escow Beck marks the western edge of the parish. The centre of the village is at the mini-roundabout where the A683 and Brookhouse Road meet [and](#) where the Victoria Institute (the community centre) is located. There are two pubs (The Station and The Ship), a Co-op store, Pharmacy and cafe and on the A683. There is also a doctor's surgery (branch of the Queen Square practice). There is petrol station on the A683 at the mini-roundabout. Caton Community School is in Broadacre, off Quernmore Road. Several mill complexes in the village have been converted into housing, including Forge Mill (on the Artlebeck near Gresgarth Hall) and Low Mill (between the A683 and the river and protected by a bund). Willow Mill has been converted into offices. Other housing includes many bungalows (often occupied by older people) and sheltered housing in Artlebeck Road. There are new housing developments at Moor Platt (at the mini-roundabout) and north of the A683 (Bargh's site) which is partially on the flood plain. There are several working farms in Caton. The Catholic church is on Station Road, Caton Methodist Church and Caton Baptist Church are on Brookhouse Road.

The Thirlmere Aqueduct, taking water to Manchester from the Lake District, crosses the Lune in Caton and then goes south under the Bargh's housing site and the A683 to the East of its bridge across the Artlebeck and then under Brookhouse Road .

In Storm Desmond, farms and businesses close to the River Lune were inundated, notably Ellers Farm and properties on Ball Lane. Surface run-off and blocked drains caused flooding in many areas, including Quernmore Road, Copy Lane, The Croft, Ashcroft Close and Artlebeck Road. Many of these areas were also badly affected in November 2017. Very high flows on Escow Beck damaged neighbouring properties.

Brookhouse is up the hill towards Caton Moor. There is a Post Office/convenience store in Sycamore Road, also a Take-Away. St Paul's Church (Church of England) and Brookhouse Methodist Church are in Brookhouse. The Black Bull pub is in the centre of the village, alongside the Bull Beck. St Paul's School is on Moorside Road, close to Kirk Beck. There is a wind farm on Caton Moor and a clay quarry used by the Claughton brickworks. There is a variety of housing types in Brookhouse, mainly from the 1960s. A new housing development has just been built off Sycamore Road. There are several farms in Brookhouse. This community is well above the river, but

suffered some damage to properties alongside Bull Beck and Kirk Beck during Storm Desmond. However the November 2017 storm caused serious damage alongside the two becks and on Moorside Road, where the deluge washed out Reservoir Lane and deposited large amounts of debris. Several buildings were flooded.

Caton Green is a small community further up the hill between Brookhouse and the neighbouring village Cloughton. In addition to housing there is Hillcroft, a home for elderly people with mental health issues. During the November 2017 storm high levels of surface run off led to the devastating flooding of several properties lying down the slope from the through road.

Littledale lies above the rest of the village and is an ancient farming community. There is a scout camp on the banks of the Artlebeck. Littledale Hall is a residential therapeutic community helping people with addiction issues.

Quernmore

Quernmore is a large parish to the east of Lancaster, stretching from the river Lune and the eastern edge of Lancaster high into the Bowland fells. Population at the time of the 2011 census was 567.

The Northern part of Quernmore is included in this plan because it neighbours Caton-with-Littledale and is geographically isolated from the main part of the parish. Residents and visitors might need to use the Victoria Institute in Caton in an emergency. It lies along the A683 from the Crook o'Lune to junction A34 of the M6 and on to the Lune Aqueduct on Caton Road. It includes the housing in the Denny Bank and Denny Beck area and the Lune Valley Estate. Hotels include the Holiday Inn and Premier Inn close to Junction 34. The Scarthwaite Hotel is at the Crook o'Lune alongside the Crook o'Lune caravan site. There is also a caravan site at New Parkside Farm. The Lansil Golf Club is alongside the Lune Aqueduct. Industrial sites include Bargh's lorry depot and Woodhouse's depot. There is a gym and offices on the Lancaster Business Park.

This area was affected by the power cuts during Storm Desmond. During Storm Desmond, areas of Quernmore North badly affected included the homes and businesses along the A683 between Junction 34 and the Lune Aqueduct. The cause was a combination of exceptionally high river levels and surface water unable to drain from streets. Houses on Denny Beck were affected by flooding from the stream itself, high water levels on the Lune, and surface run-off. During the November 2017 floods, surface run-off from the A683 was a problem.

Visitors

Visitors to the area who need to be considered alongside residents include children and young people at the Scout Camp in Littledale and caravan owners and campers at Crook o'Lune and New Parkside Farm in Denny Beck. The Scarthwaite Hotel, Holiday Inn and Premier Inn have overnight residents.

Contact details

Further information on these organisations, and confidential telephone numbers where appropriate, is held by the Community Emergency Contacts.

Section 2: Intention

2.1 Intention.

The aim of this scheme is to provide a single source of local information to improve community resilience and provide an effective initial response in an emergency situation.

The specific emergency situations covered by the plan include:

- Lower River Lune flooding (including flooding from tributary becks)
- Exceptional rainfall leading to surface flooding
- Predicted severe or extreme weather (high winds etc.)
- Any other widespread incident
- Medical Emergency
- Fire
- Significant Utility failure (Electricity/Water)

2.2 Structure of the community emergency scheme

The Civil Contingencies Service of Lancaster City Council has prepared the template of this scheme and assisted the Caton and Quernmore community representatives to complete it. The scheme is **completely voluntary** and **there is no statutory duty to participate** but the community saw it as a positive step to take in improving their resilience after the widespread flooding and power cuts in December 2015 and the flooding in November 2017.

The scheme provides a framework for listing contact details, responsibilities and information about resources. It is intended to be of real help in taking action at the onset of an emergency and also assist in dealing with day-to-day problems that can arise in rural communities. It has been adopted by Caton-with-Littledale Parish Council and by Quernmore Parish Council (2016/2018).

Section 3: Method

3.1: Community Emergency Contacts

The Emergency Plan lists people living in different areas of the community who have good local knowledge and contacts and who will be well placed to initiate action at short notice. These are our Community Emergency Contacts.

Examples of the tasks the Community Emergency Contacts might undertake:

<u>Prior to an emergency</u>	<u>During an emergency</u>
Disseminate vital information from scheme to the rest of the community	Collection, recording and dissemination of information
Exercise the plan to ensure it is functional	Recruitment of volunteers and allocation of tasks
Undertake relevant training and attend courses	Operate the local emergency centre
Sign up for Environment Agency and Met Office severe weather/flood warnings for the area	Maintain a log including information on those who may need special help
Check on salt and grit levels in roadside bins	
Maintain equipment such as generators	

Community Emergency Contacts

Jenny Walmsley (Caton PC)	Rob Paine (Caton PC, Victoria Institute Chair)
Janet Taylor (Quernmore North resident)	Ron Gibbons (Caton PC)
Bruce Alexander (Clerk, Quernmore PC)	Ray Elvis (Caton PC)
Peter Collins (Victoria Institute, Community Support Worker)	

Addresses and telephone numbers are in Appendix A.

3.1.2: Insurance

Councillors and volunteers helping with the emergency Plan are covered by the parish councils' public liability insurance. In addition those aged 16-85 have personal accident cover. A risk assessment should be carried out before undertaking tasks, and documented if possible.

3.2: Community Response

Many of the situations covered in this plan do not arise unexpectedly. Often they are predicted in Environment Agency flood warnings or Met Office severe weather warnings and flash warnings.

Individual householders in areas known to be at risk should have well-rehearsed methods of protecting their properties when flooding is predicted, including the use of flood resilience products such as Floodsax. Residents should also help their neighbours in preparing for predicted emergencies.

Everyone living in the area covered by the plan should know their postcode and if they live in a rural area should also have their Ordnance Survey grid reference written down in order to help the emergency services pinpoint them if necessary.

3.3: Resources for Caton-with-Littledale and Quernmore North

Victoria Institute (OS Map Ref SD532645). Brookhouse Road, Caton, LA2 9QT

The Victoria Institute can be used as an emergency muster point if such facilities are required for any incident that causes this plan to be activated. An emergency generator can be connected (stored at Station Garage). The building could be used as a Community Emergency Centre. Details of key holders are displayed at the Victoria Institute and are also held by Community Emergency Contacts.

If for any reason the Victoria Institute is unavailable Brookhouse Methodist Church on Brookhouse Road may be used. The Community Emergency contacts have the telephone number for access.

Emergency equipment

The Community Emergency Coordinators encourage residents to invest in personal emergency equipment, particularly torches, lamps, radios and phone chargers and also first aid kits.

An emergency box has been prepared and is kept at the Victoria Institute and maintained by the Community Emergency Contacts. The box contains:

- a. A copy of the community emergency plan including Appendix B*
- b. Maps of the area*
- c. Stationery and materials to provide a logbook and simple message forms.*
- d. A copy of the appropriate section of the Register of Electors*
- e. Battery-operated Radio*
- f. Battery-operated Torch/Lamp*
- g. Hi-vis jackets*

The Community Emergency Contacts have access to a list of local people willing to be called on to provide practical help in an emergency, and the sort of equipment they can make available (such as chainsaws or 4x4 vehicles)

3.4: Role of Agencies in an emergency

Police - The **Lancashire Constabulary** is responsible for the coordination of all other agencies at the scene of any emergency incident. The police also investigate any possible criminal aspects of any incident.

The **Lancashire Fire & Rescue Service** is responsible for fire-fighting and rescue. They are comprehensively equipped with search and rescue equipment, including specialist equipment for rescue from collapsed buildings. They also have access to high volume pumping equipment and may be asked to assist in flooding incidents. Many crew members are trained to be first responders at medical emergencies too.

The **North West Ambulance Service** is responsible for providing First Aid to casualties at the scene of any emergency incident and transport of casualties to hospital. At any multi-agency incident the Ambulance Service is the 'gateway' organisation to the wider National Health Service meaning that, in an emergency, other agencies wishing to access any health organisation will initially do so through the Ambulance service.

HM Coastguard, whilst primarily coordinating the response to coastal and off shore incidents, also has access to resources that can assist in inland emergencies, particularly flooding.

The **University Hospitals of Morecambe Bay NHS Trust** has an emergency plan for the treatment of casualties at local hospitals and further afield. This includes the deployment of a Hospital Mobile Emergency Team into the community.

The **Environment Agency** has a particular responsibility for flood forecasting and warning and the identification of flood risk areas. It is also involved in managing water pollution emergencies.

Lancaster City Council supports the emergency services at an incident by the provision of a Duty Emergency Incident Officer, Evacuation Rest Centres, waste clearing operations, environmental protection advice along with engineering and building control services.

Lancashire County Council also has an Emergency Planning Duty Officer and also provides countywide services such as Education and Adult & Children's (Social) Services.

Voluntary Organisations offering their various skills to the communities of Lancashire in times of emergency include:

- **St. John Ambulance**
- **British Red Cross**
- **WRVS**

- **Salvation Army**
- **RSPCA**
- **Raynet (Radio Amateurs)**
- **Faith Groups**
- **Mountain Rescue Teams**
- **LASAR**

These voluntary organisations are coordinated in Lancashire by the County Council Emergency Planning Service and the initial contact point for any of the above organisations must be the County Emergency Planning Duty Officer, who can be contacted by the Lancaster City Council Duty Emergency Incident Officer or any of the 'blue light' services.

Agencies supporting these organisations include:

- **Electricity North West** - provide specialised assistance concerning electricity supplies; to continue to supply electricity; to liaise with other organisations for the provision of emergency supplies and the disconnection of cables that constitute a danger to life and property.
- **United Utilities** - deal with the maintenance of water supplies and sewage disposal arrangements, repairs to water mains and the availability of emergency water supplies in an incident

3.5: Ministers of religion and faith leaders

Ministers with particular knowledge of this community are:

Rev Andrew Champley (Caton Methodist Church)

Canon Luiz Ruscillo (Catholic Church)

Rev Alan Wadsworth (Caton Baptist Church)

Rev Roy Burley (Brookhouse Methodist Church)

Rev Paul Boulter (St Paul's CE Church)

Their contact details are in appendix B.

The Lancashire Resilience Forum has contacts for a much wider multi-faith community if needed.

3.6: Preparation

Residents should be aware of weather conditions that may result in flooding or other disruption. Sources of this information include:

Met Office – severe weather forecasts and warnings

Environment Agency – Flood Alert notifications for the Lower Lune and Conder catchment. These include automated messages to landlines, mobile telephones, tweets and e-mails for residents and businesses registered for the Flood Warning Area scheme.

Local radio – broadcasts of Environment Agency flood alerts and weather warnings

- Residents of outlying areas are encouraged to maintain emergency packs and in periods of good weather should check that equipment is working correctly, batteries charged and essential supplies restocked.
- Where flood defence equipment is kept in readiness or has been installed it should be maintained including oiling/greasing of mechanisms.
- Residents should purchase products such as Floodsax and store them ready for an emergency. Whilst sandbags are only of limited use, if they are held they should be checked to confirm they are safe and dry.
- Drainage channels should be checked and if necessary cleaned.

3.7: Flooding Responses

Where any Flood Alert/Warning is received that is expected to directly affect the Caton and North Quernmore community, the Community Emergency Contacts should discuss whether it is necessary to meet and put any preparations in place. The Duty Emergency Incident Officer at Lancaster City Council can be contacted to discuss any assistance that may be needed.

Flood Warnings

The Environment Agency will issue Flood Alerts for the Lower Lune and Conder Catchment when the weather and river conditions indicate that flooding may be possible. Residents of Caton and Quernmore can register to receive these Flood Warning messages, which are also passed automatically to the Emergency Services and local authorities.

Only limited telemetry is available on the becks in the area and the EA cannot give further information beyond a basic Flood Alert. However, it is known that many streams rise and fall rapidly in heavy rainfall situations. This particularly applies to the Artlebeck. It is important that the Community Emergency Contacts mobilise local residents who can, without putting themselves in danger, monitor the becks. If water levels are felt to be rising rapidly or there is other evidence of flooding upstream (changing water colour, large trees or other objects being swept down, undercutting of any river bank) this information should be passed back to the Community Emergency Contacts who will in turn alert the Environment Agency.

If there are local indications that the river or becks are likely to flood homes and businesses it is important to act quickly.

EA recommended actions:

- Move cars, pets, food, valuables and important documents to safety.
- Fit flood protection equipment (air brick covers, door barriers etc.).
- Turn off gas, electricity and water supplies if safe to do so.
- Be prepared to evacuate your home or premises.
- Protect yourself, your family and help others.
- Act on your flood plan.

3.8 Severe Weather Warnings

The Met Office warns the public and emergency services of severe or hazardous weather which has the potential to cause damage, widespread disruption and/or danger to life through its National Severe Weather Warning Service. This includes warnings about rain, snow, wind, fog and ice. These warnings are given a colour depending on a combination of both the likelihood of the event happening and the impact the conditions may have.

The basic messages associated with each of the colours are:

No Severe Weather	Be Aware	Be Prepared	Take Action

What the colours mean

- **Yellow: Be aware.** Severe weather is possible over the next few days and could affect you. Yellow means that you should plan ahead thinking about possible travel delays, or the disruption of your day to day activities. The Met Office is monitoring the developing weather situation and Yellow means keep an eye on the latest forecast and be aware that the weather may change or worsen, leading to disruption of your plans in the next few days.
- **Amber: Be prepared.** There is an increased likelihood of bad weather affecting you, which could potentially disrupt your plans and possibly cause travel delays, road and rail closures, interruption to power and the potential risk to life and property. Amber means you need to be prepared to change your plans and protect you, your family and community from the impacts of the severe weather based on the forecast from the Met Office
- **Red: Take action.** Extreme weather is expected. Red means you should take action now to keep yourself and others safe from the impact of the weather. Widespread damage, travel and power disruption and risk to life is likely. You must avoid dangerous areas and follow the advice of emergency services and local authorities.

Where any Severe Weather Warning is received that could directly affect the Caton and North Quernmore community, the Community Emergency Contacts should discuss whether it is necessary to meet and put any preparations in place. The Duty Emergency Incident Officer at the City Council can be contacted to discuss any assistance that may be needed.

Severe weather warnings are available to you in a number of ways, including radio, TV, the Met Office website, social media, smart phone apps, RSS and via email alerts.

3.8.1: Weather warnings - likely to affect Caton and Quernmore

Apart from the risk of flooding the events most likely to affect this area are heavy snow or high winds. At times of low risk of snow or storms, residents should ensure properties are in a good state of repair, paying particular attention to chimney stacks, general

pointing of brickwork on buildings and walls, roof tiles and roofing felt and any bracketed equipment such as aerials and dishes. Trees near to buildings, or anywhere else where they might cause disruption or injury if they fell, should be monitored and action taken if necessary.

The Community Emergency Contacts will check the availability of sand and salt in appropriate areas and ensure levels in grit boxes are maintained.

3.9 Emergency situations

Fire and Rescue

- Lancashire Fire and Rescue Service will respond to all calls to fires or other emergencies.
- Residents, on discovering a fire, should call the Fire Service via 999, leave the premises, and not return until given the all clear.

Medical Emergency

The **North West Ambulance Service** is responsible for providing First Aid to casualties at the scene of any emergency incident and transport of casualties to hospital. At any multi-agency incident the Ambulance Service is the 'gateway' organisation to the wider National Health Service meaning that, in an emergency, other agencies wishing to access any health organisation will initially do so through the Ambulance service.

Queen Square Health Centre has a branch in Caton. Contact should initially be made through their normal number of 01524 843333. In addition, the practice would be willing to make Caton Health Centre available in an emergency, and has provided a confidential contact number, which is held by the Community Emergency Contacts. An Emergency Defibrillator is housed on the outside of Caton Health Centre and Reception inside holds an emergency bag and oxygen cylinder. **There is also a defibrillator at Caton Community School in Broadacre , serving the sports hall there.**

3.10 Utility Failures

Power Blackout

In the event of electricity supply failure residents should ring the Electricity North West control centre in the normal way to report the problem. This allows the Control centre to assess the nature and scale of the breakdown.

If it becomes apparent to any of the Community Emergency Contacts that the power cut is widespread or likely to become protracted they should contact the rest of the group to consider what action is necessary to support the community, particularly any vulnerable members and whether to activate the emergency plan. The City Council Duty Emergency Incident Officer (DEIO) should also be contacted, via the Council's Emergency Call Centre.

If it is necessary to contact the Electricity North West Emergency Control Centre Manager for further information the DEIO will do this on behalf of the community.

Water Supply disruption

In the event of a water supply failure residents should ring the United Utilities control centre in the normal way to report the problem. This allows the Control centre to assess the nature and scale of the supply breakdown.

If it becomes apparent to any of the Community Emergency Contacts that the water supply problems are widespread or likely to become protracted they should contact the rest of the group to consider what action is necessary to support the community, particularly any vulnerable members and whether to activate the emergency plan. The City Council Duty Emergency Incident Officer (DEIO) should also be contacted, via the Council's Emergency Call Centre.

If it is necessary to contact the United Utilities Emergency Control Centre Manager for further information the DEIO will do this on behalf of the community. The DEIO has the necessary information and contacts to organise alternative water supplies, for drinking and for sanitation, in an emergency.

3.11 Other incidents

A plan of this nature can never cover all situations. In the event of any other type of emergency occurring the community will seek assistance through the usual channels and if necessary use the Community Emergency Contacts to coordinate the local response and to call on any of the organisations outlined in this plan.

Section 4 Administration

4.1 Emergency Plan

This plan has been produced by the parish councils and the Victoria Institute and checked by the Civil Contingencies Officer at Lancaster City Council. The Plan Owner and other Community Contacts are responsible for keeping the plan up to date. The plan will be reviewed at least annually or after any activation.

The public version of the plan is available for any member of the community to read and the planners welcome any observations on how it may be improved.

Section 5. Communication methods

5.1 Contact details for agencies and organisations

These are shown at Appendix "A"

5.2 Public Information

5.2.1 Radio stations

The local radio and television will carry severe weather warnings, advice to the public and emergency telephone numbers. In the event of a power cut a wind-up, battery operated or car radio should be used to monitor broadcasts.

The radio stations also have up to date information on their websites about emergency situations

Local Radio Stations

Station	Frequency	
	FM	Website
BBC Radio Lancashire In an emergency situation radio Lancashire stops its regular transmissions and moves to its public information role known as "Connecting in a Crisis".	103.9, 95.5, 104.5 and DAB Digital Radio (<i>DAB signal Winter Hill only as at 181016</i>).	www.bbc.co.uk/lancashire
Heart Radio	96.9, 102.3 and 103.2	https://www.heart.co.uk/northlancs/

5.2.2 Facebook sites

On Facebook, *The Lune Valley Flood Forum* and *Linking Caton and Brookhouse* have proved useful in emergencies, carrying up-to-the-minute local information.

Lune Valley Flood Forum: <https://www.facebook.com/groups/353664635058509/>

Linking Caton and Brookhouse: <https://www.facebook.com/catonbrookhouse/>

Section 6: Details of useful organisations during an emergency

Organisation	Service	Contact for
6.1 Emergency Services		
Lancashire Constabulary	Police Service Coordinator of all responder services at any incident	Emergency response for the protection of life.
Lancashire Fire and Rescue	Emergency response for the rescue of people trapped by fire, wreckage or debris, extinguishing fires and dealing with hazardous substances, inland water rescue.	Emergency response for situations described.
North West Ambulance Service	Emergency medical treatment	Emergency medical treatment
Bowland & Pennine Mountain Rescue Team (Call out via Police)	Carry out land search and rescue operations on behalf of the police force.	Emergency land search and rescue
Royal National Lifeboat Institute	Carry out sea and water rescue operations	Emergency sea and water rescue. Also help in inland flooding.
6.2 Local Authorities		
Lancaster City Council	To support the emergency services during an emergency and then lead the recovery process in returning the community back to normality following an incident.	Issues relating to: • Waste management • Housing • Environmental health • Emergency Planning & Business Continuity
Lancashire County Council	To support the emergency services in the emergency phase and the recovery process following an incident.	Issues relating to: • Education • Highways • Social services • Trading standards

6.3 Utilities

Gas (National Grid Transco PLC)	Maintenance of satisfactory gas supply, ensure rapid restoration of an interrupted gas supply including repair to gas mains. The primary function of Transco in an incident will be the safe control of gas supplies	Problems in gas supply
Electricity North West	To provide specialised assistance concerning electricity supplies; to continue to supply electricity; to liaise with other organisations for the provision of emergency supplies. Disconnection of cables that constitute a danger to life and property.	Problems in electricity supply
Water (United Utilities)	Maintenance of water supplies and sewage disposal arrangements, repairs to water mains and the availability of emergency water supplies during an incident.	Problems in water supply
Telephones (British Telecom)	Maintenance and operation of National Telecommunications systems. Provision of increase facilities to meet emergency requirements.	Problems local telephone network supply
British Waterways	Staff trained in flood relief. Provision of pumping, excavating and dredging equipment; marine craft and transport on navigable waterways.	Problems with Lancaster canal or the Lune Aqueduct.

6.4 Governmental Departments

DEFRA	Governmental Department of the environment, food and rural affairs.	Problems which concern farmers and the countryside; the environment and the rural economy.
Environment Agency	Specialist advice and supervision of measures to combat pollution of rivers, streams and inland waterways or contamination of supplies.	• Chemical or oil spillages • Pollution incidents • Flooding information.

6.5 Voluntary Organisations

In Lancashire the Voluntary organisations are coordinated and activated by the Lancashire County Council Emergency Planning Service
Any activation of voluntary organisations in an emergency must be via the County Council.

Women' Royal Voluntary Service	The WRVS have volunteers trained in emergency service provisions such as reception centres, emergency feeding and other welfare services.	Provide staff to administer reception and/ or assist at reception centres to: • Prepare light refreshments • Assist school catering staff with preparation of full emergency feeding arrangements • Assist with the registration of survivors/ evacuees • Distribution of emergency clothing • Assist with distressed friends and relatives • Assist with care and comforting survivors/ evacuees • Comfort for individual family groups • Assist with feeding of emergency service personnel.
St John Ambulance	Provision of trained first aiders, ambulances and additional medical supplies.	• Reinforcement to medical teams at the scene and/ or Casualty Clearing Stations. • Welfare services at hospitals and assistance with distressed friends and relatives. • Assistance at reception and/ or reception centres.
British Red Cross	British Red Cross volunteers are trained to provide a range of services and skills in any major incident.	• Immediate welfare and comforting for casualties, survivors, evacuees, friends and relatives at the scene, hospitals or reception and/or reception centres • Provide transport and escort for the disabled • Medical loan Equipment • First aid in centres • Tracing and message service.

Salvation Army	The Salvation Army is prepared to act in a supportive role in a major incident.	Assist at the scene including provision of spiritual assistance • Assist with the care of friends and relatives, particularly care of the bereaved. • Provide emergency services catering support • Provide overnight/ short stay shelter • Assist other welfare agencies
Royal Society for the Prevention of Cruelty to Animals RSPCA	Animal Welfare	☐ Assist with care of animals in the aftermath of a major incident
RAYNET – Radio Amateurs’ Network	Temporary Communications – radio and telephony	☐ Assist with all aspects of Communications in the aftermath of a major incident.
LASAR – Lancaster Area Flood Rescue Team	Lancaster-based search and rescue teams. Called out via Lancaster City Emergency Coordinator	Inshore boats, 4x4 vehicles, trained volunteers
The Samaritans	Long Term listening/ support service, which is available 24 Hours, every day of the year	☐ Provision of support by volunteers experienced in supporting those who have gone through deep emotional stress.

Confidential numbers for District Emergency Control Centre at the Town Hall

District Emergency Control Centre at the Town Hall - confidential number 01524 582928.

District Emergency Control Centre number to use if there is a power blackout and normal phones appear to be inoperative 01524 842032

Appendix A

Organisations Contact Details			
Organisation	Address	Tel No: 1	Tel No:2
Lancashire Constabulary	Hutton, Preston PR4 5SB	999 – Emergency/ 101 (Non-emergency)	
Lancashire Fire and Rescue	North West Fire Control, Warrington	999 or 01925 460841	01524 411590 (Morecambe Fire Station)
North West Ambulance Service	Broughton, Preston	999 or 01772 862666	
Cave and Fell Rescue Teams (Call out via Police)	Via Lancashire Constabulary	999	
Environment Agency	Lutra House, Preston	01772 714110	0800 807 060 (incident hotline)
DEFRA		08459 335577	08459 881188 (Floodline)
Met Office		0870 900 0100	
Medical			
Lancaster Royal Infirmary		01524 65944	Morecambe Bay Hospitals Main Switchboard: 01539 732288
Queen Square Surgery		01524 843333	Caton Health Centre: 01524 770718 Emergency number in appendix B.
Same Day Health Centre, Morecambe		111	
NHS Medical advice (nonemergency)		111	
Local councils			
Lancaster City Council	Lancaster & Morecambe	Switchboard 01524 582000	24hr Emergency Call Centre 01524 67099
Lancashire County Council (Emergency Planning Service)	Preston	08450 530 000	

Utilities			
Gas (National Grid Transco)		Service calls 0870 606 4750	Emergencies 0800 111 999
Electricity (Electricity North West)		Loss of electricity 0800 195 4141	
Water (United Utilities)		Drinking water & waste water 0845 746 2200	
British Telecom (Telephone lines)		0800 800 151	
Radio Stations			
Radio Lancashire Action Team		0345 305 9000	
Heart Radio		0345 002 1054	

Community Emergency Contacts

Name	Role	Address	Phone number	Mobile
Peter Collins	Victoria Institute, Community Support worker	45 Low Mill Caton LA2 9HY	Home: 01524 771658 Work: 01524 771733	07964 537277
Jenny Walmsley	Caton Parish Council	Moorlands, Moorside Road, Brookhouse, LA2 9PN	01524 771299	07961 292 186
Janet Taylor	Quernmore North Resident	7 Denny Bank, Denny Beck , LA2 9LS	01524 770527	
Bruce Alexander	Clerk, Quernmore Parish Council	Heather Barn, Rigg Lane, Quernmore, LA2 9EH	01524 32789	077670 91812
Rob Paine	Victoria Institute Chair, Caton Parish Council	2 Forge Mill Caton, LA2 9NB	01524 771260	07932 735843
Ray Elvis	Caton Parish Council	41 Hall Drive, Caton, LA2 9QF	01524 770969	07947536569

Ron Gibbons	Caton Parish Council	Beech Villa, Holme Lane, Brookhouse, LA2 9JU	01524 770002	07732543575
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Appendix B

This appendix is held by the community emergency contacts.

It includes details of local hotels, care homes and other organisations which might need to be contacted in an emergency. It includes confidential 24-hour numbers.

There is also a list of local people who have specialist equipment or skills and have offered to help in an emergency.