**Community Emergency Scheme**



*Melling with Wrayton*

Community Emergency Plan

[](http://en.wikipedia.org/wiki/Melling-with-Wrayton)

# 1.0 PLAN OWNERSHIP

|  |  |
| --- | --- |
| **Community** | **Melling With Wrayton Parish Council** |
|  |
| **Plan owner** |  |
| **Version** | **0.1** |
| **Date** | **30.9.17** |

**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**.

**Plan Owner:**

# 3.0 DISTRIBUTION RECORD

|  |  |  |  |
| --- | --- | --- | --- |
| **01 - Name** |  | **Date Sent** |  |
| **Address** |  |  |  |
| **Tel Contact** |  |  |  |

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| --- | --- | --- | --- |
| **02 - Name** |  | **Date Sent** |  |
| **Address** |  |  |  |
| **Tel Contact** |  |  |  |

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| **03 - Name** |  | **Date Sent** |  |
| **Address** |  |  |  |
| **Tel Contact** |  |  |  |

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| **04 - Name** |  | **Date Sent** |  |
| **Address** |  |  |  |
| **Tel Contact** |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **05 - Name** | Mark Bartlett | **Date Sent** |  |
| **Address** | Morecambe Town Hall |  | Civil Contingencies Officer |
| **Tel Contact** | 01524 582680 |  |  |

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

North West Ambulance Service

Lancashire County Council Emergency Planning

Environment Agency

Any other appropriate responder agency

## Record of amendments

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

|  |  |  |
| --- | --- | --- |
| **Annual review** | | |
| **Date** | **Reviewed by** | **Signature** |
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| VERSION CONTROL AND AMENDMENT RECORD | | | |
| No. | Date | Status | Amendments |
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*The scheme is separated into several sections:*

* *Information – General background information*
* *Intention – What the plan is intended to achieve*
* *Method – How the scheme’s aims will be achieved*
* *Administration – of the scheme*
* *Communications – Radio, telephony etc*
* *Appendices – more detailed information about specific matters*

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Numbering to be checked and finalised after plan completed

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|  |  |
| --- | --- |
| **Section 1:** | **Information** |
|  |  |

## *1.1 Melling With Wrayton*

This plan covers all the parish of Melling With Wrayton

**1.2 Maps.**

**1.2.1 Melling With Waryton Parish**

***Melling runs along the A683 and up Lodge Lane towards Wennington, the hamlet of Waryton is off the A683 before Greta Bridge.***

**1.2.2 Melling with Wrayton street maps**

**1.2.3 Melling street map**

## 1.3 Community profiles

**Map Needed**

**Melling with Wrayton**

Melling with Wrayton lies 10 miles north-east of the City of Lancaster, in the valley of the River Lune. It lies south of the river above the flood plain. Lodge Lane turns off in the village towards Wennington. The river is crossed by the Leeds/Lancaster railway which also passes through Melling Tunnel which passes under the village for 800m. The gas pipeline also passes through the east border of the village.

There is a village institute,2 garages on the A683, St Wilfrids Church and Melling St Wilfrids Primary School.

Wrayton is a small hamlet 2km from Melling towards Kirkby Lonsdale which runs along Back Lane off the A683, bordered by the River Greta.

The population is

**Contact details**

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

|  |  |
| --- | --- |
| **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)
* 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.

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.

## 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:

|  |  |
| --- | --- |
| **Prior to an emergency** | **During an emergency** |
| 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 |
|  | Maintain a log including information on those who may need special help |
|  | Operate the local emergency centre |
|  |  |

**Community Emergency Contacts** (Please see contact details in Appendix A at the end of this document for telephone numbers)

|  |  |
| --- | --- |
| David Nott (chair PC) | Anthea Carter (PC) |
| Stephanie Williams (PC) | Howard Lewer (PC) |
| Edwin Howson (PC) | Mary Jackson (PC) |
| Gerda Southall (PC) |  |

### 3.2: Community Response

Many of the situations covered in this plan do not arise without warning but 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, and of course householders should also help their neighbours in preparing for predicted flooding.

### 3.3: Resources

**Melling Institute (OS Map Ref: SD597712**)[.](https://tools.wmflabs.org/os/coor_g/?pagename=Caton_with_Littledale&params=SD532645_region%3AGB_scale%3A25000)

The Melling Institutecan be used as an emergency muster point if such facilities are required for any incident that causes this plan to be activated. The building could be used as a community rest centre. Details of key holders are

If for any reason the Melling Insttutite is unavailable Melling St Wilfrids School could be made available. (keyholders.?).

**Emergency equipment**

There is a programme within the community of encouraging residents to invest in personal emergency equipment, particularly torches, lamps, radios and phone chargers and also first aid kits.

An emergency box has also been prepared and is kept at the Melling Institute and maintained by the Community Emergency Contacts. The box contains: [Still to do]

1. *A copy of the community emergency plan including Appendix B*
2. *Maps of the area*
3. *Appropriate stationery and materials to provide a logbook and simple message forms.*
4. *A copy of the appropriate section of the Register of Electors Wind up Radio*
5. *Wind up Torch/Lamp*

An inventory has been made of suitable sources of ‘community’ held equipment and this is held by the Community Emergency Contacts.

### 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**

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 of religion are familiar with the problems of care within the community. They are experienced in leadership, organisation and counselling the sick.

Ministers with particular knowledge of the community include:

Rev Mark Cannon (St Wilfrids Church, Melling)

Canon Luiz Ruscillo (St Marys Catholic Church, Hornby)

Their contact details are in appendix A.

Through the Lancashire Resilience Forum it is possible to access a much wider multi-faith community if there are particular needs during or after an incident.

### 3.6: Preparation

Residents are encouraged to keep themselves informed and be aware of weather conditions that may result in flooding or other disruption. Sources of this information include:

**Met Office** – severe weather warning forecasts

**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 business registered for the Flood Warning Area scheme.

**Local radio** – broadcasts of Environment Agency flood watches 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. 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 or Severe Weather Warning is received that is expected to affect the Caton and North Quernmore community, the Duty Emergency Incident Officer at Lancaster City Council will speak to a Community Emergency Contact and discuss any assistance that may be needed. (Need to ensure the contacts are signed up for Env Agency and Met Office warnings)

### Flood Watch

The Environment Agency will issue Flood Alerts for the River Lune and Greta Catchment when the weather and river conditions indicate that flooding may be possible. Residents of Melling with Wrayton can register to receive these Flood Watch 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 Watch alert. However, it is known that many streams rise and fall rapidly in heavy rainfall situations. 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 Responses

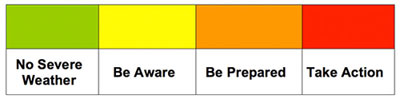
### Met Office Weather Warnings

# Weather warnings guide

The Met Office warn 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 our 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:



The basic message associated with each warning level is:

|  |  |
| --- | --- |
| Likelihood | |
| **High** | * You may need to take action as we are expecting ... * There will be ... |
| **Medium** | * We should be prepared for ... * There is likely to be ... |
| **Low** | * Be aware of the potential/possibility ... * There is the small chance of ... |
| **Very Low** | * Be aware that there is a very small risk of ... |

## 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 the emergency services and local authorities.

Severe weather warnings are available to you in a number of ways, meaning you can always access the latest information wherever you are. This includes on radio, TV, the Met Office website, social media, smart phone apps, RSS and via email alerts.

You can help by passing these warnings on to family and friends, or by sharing them on Facebook, Twitter and other social media with you friends and followers.

**Weather warnings - likely to affect Melling With Wrayton**

Apart from the risk of flooding the most likely scenario to affect this area is a warning of heavy snow or one ofhigh winds. At times of low risk of snow or storms the community will endeavour to maintain properties in a good state of repair with particular attention to the maintenance of chimney stacks, general pointing of brickwork on buildings and walls, roof tiles and roofing felt and any bracketed equipment such as aerials and dishes. In addition, the condition of trees near to buildings, or anywhere else where they might cause disruption or injury if they fell, should be monitored and where necessary remedial action taken. 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.
* The Fire Service will respond to requests from residents regarding Home Fire Safety Checks, fitting smoke detectors and advice on fire plans for every occupant.

### 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.

**The Lunesdale Surgery** has a branch in Hornby Contact should initially be made through their normal number of 015242 21216 or 015242 71210 (Kirkby Lonsdale).

### 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 he 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 community in association with the Civil Contingencies Officer at Lancaster City Council. It has been quality assured by

Lancashire County Council Emergency Planning Service and the Environment Agency. 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 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”

### Public Information

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 | [www.bbc.co.uk/lancashire](http://www.bbc.co.uk/lancashire) |
| Bay Radio | 96.9, 102.3 and  103.2 | [www.thebay.co.uk](http://www.thebay.co.uk/) |

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| **Section 2 Details of useful organisations during an emergency** |
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| --- | --- | --- |
| **Organisation** | **Service** | **Contact for** |
| **2.1 Emergency Service** |  |  |
|  |  |
|  |  |  |
| **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. |
| **2.2 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 |

|  |  |  |
| --- | --- | --- |
| **2.3 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 (if applicable)** | Staff trained in flood relief. Provision of pumping, excavating and dredging equipment; marine craft and transport on navigable waterways. | Problems with main waterways. |
| **2.4 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. |

|  |  |  |
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| **2.5 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 |  Assist at the scene including provision of |
|  | incident. | 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. |
|  |  |  |
| **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. |

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 | | | | |
| The Lunesdale Surgery | |  | 01524 71210 | 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) | | | | Electricity  (Electricity North West) | | | | Water  (United Utilities) | | | | British Telecom (Telephone lines) | | | |  |  | | | | |  | | --- | |  | | |  |  | | --- | --- | | Service calls 0870 606 4750 |  | | Loss of electricity  0800 195 4141 |  | | Drinking water waste water 0845 746 2200 | and | | 0800 800 151 | | | |  | | --- | | Emergencies  0800 111 999 | |  | |  | |  | |
| |  | | --- | |  | |
| |  | | --- | |  | |
| |  | | --- | |  | |

**Community Emergency Contacts**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Role | Address | Phone number | Mobile |
|  |  |  |  |  |
|  |  |  |  |  |
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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.