



Alston Moor Emergency Response Group

Our community emergency website

What it offers, and how it all works

Alston Town Hall · Sunday 1 November 2026



amerg.org

Point your phone camera here

Why this matters: our weather is changing



Wetter winters

The UK has generally become wetter, particularly in winter.



Heavier downpours

Warmer air holds about 7% more moisture for every degree of warming.



Stronger storms

Most projections show winter windstorms increasing slightly in number and strength.



Still cold snaps

Severely cold winters are still likely – just less often.

On Alston Moor that means more power cuts, blocked roads, flooding and people cut off.
Being ready – and looking out for each other – matters more every year.

Source: Met Office, "The influence of climate change on severe weather" (2024).

Who we are



Local volunteers

Residents, council members and emergency responders working together.



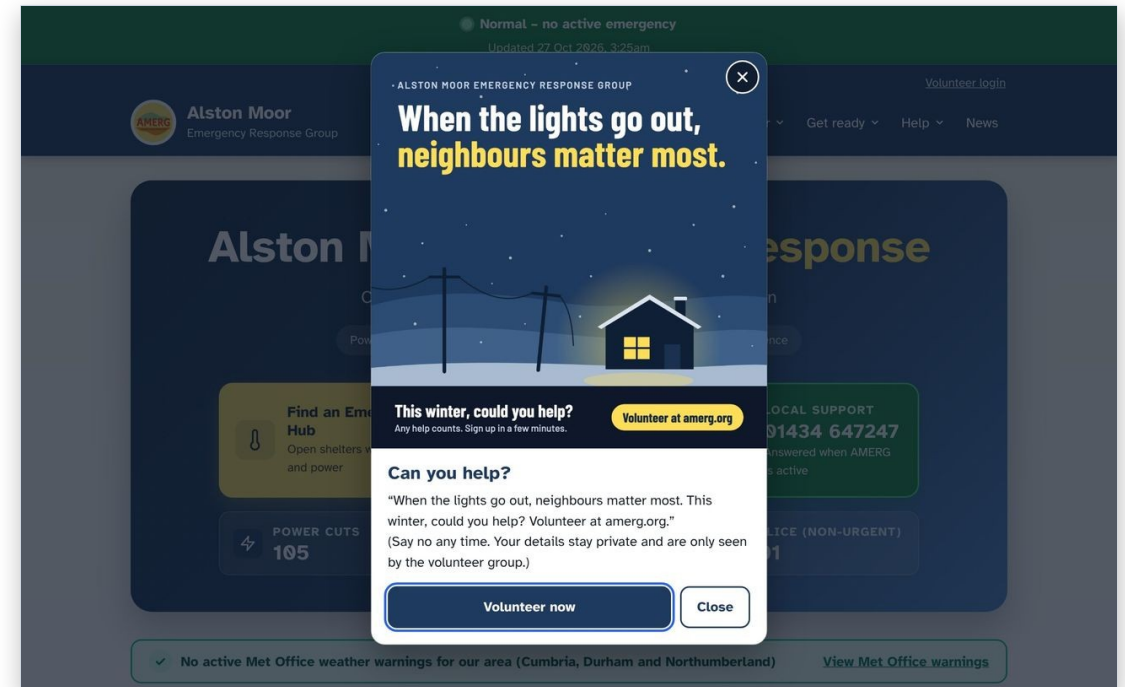
Three emergency hubs

Alston Town Hall, Nenthead and Garrigill village halls – each with a generator.



No one left behind

We check on vulnerable neighbours and match help to people who need it.



The pop-up visitors see this winter, asking for volunteers.

For everyone

Free to use – no login needed. Works on phones, tablets and computers.



Everything on one front page

The screenshot shows the front page of the Alston Moor Emergency Response website. At the top, a green banner indicates 'Normal - no active emergency' with a timestamp 'Updated 27 Oct 2026, 3:25am'. Below this is a dark blue navigation bar featuring the AMERG logo, the text 'Alston Moor Emergency Response Group', and a menu with links: Home, Emergency, Roads & weather, Get ready, Help, and News. A 'Volunteer login' link is also present. The main content area has a dark blue background with the title 'Alston Moor Emergency Response' and the subtitle 'Community support for England's highest market town'. A horizontal bar lists categories: Power cuts, Storm damage, Snowed in, Pandemic, and Community resilience. Below this are six colored buttons: 'Find an Emergency Hub' (yellow), 'Report an Issue' (dark blue), 'LOCAL SUPPORT 01434 647247' (green), 'POWER CUTS 105' (dark blue), 'EMERGENCY 999' (red), and 'POLICE (NON-URGENT) 101' (light blue). At the bottom, a light green banner states 'No active Met Office weather warnings for our area (Cumbria, Durham and Northumberland)' with a 'View Met Office warnings' link.



Find a hub

Warm places with power.



Report an issue

Flooding, damage or hazards.



Key numbers

999, 105 power cuts, 101 police and our local line.



Live warnings

Met Office warnings for our area.

The banner tells you what is happening

Green – Normal

No active emergency.

Yellow – Warning

A Met Office warning for our area, or a message from the group.

Red – Emergency

AMERG is active. Hubs and help are being organised.

It changes by itself when the Met Office issues a warning for Cumbria, Durham or Northumberland.

The screenshot shows the Alston Moor Emergency Response website. At the top, a yellow banner indicates a "Warning in force" (LIVE) with a message: "Snow on the A686 over Hartside. Alston Town Hall hub is open from 9am." Below this, it says "Open [Contacts](#) on your phone now, so it is saved for when the signal goes." and "Updated 31 Oct 2026, 8:00am". The navigation bar includes the AMERG logo, "Alston Moor Emergency Response Group", and links for Home, Emergency, Roads & weather, Get ready, Help, and News. A "Volunteer login" link is also present. The main content area features the title "Alston Moor Emergency Response" and the subtitle "Community support for England's highest market town". Below this, a row of categories includes Power cuts, Storm damage, Snowed in, Pandemic, and Community resilience. The main content is organized into a grid of six boxes: "Find an Emergency Hub" (yellow), "Report an Issue" (blue), "LOCAL SUPPORT 01434 647247" (green), "POWER CUTS 105" (blue), "EMERGENCY 999" (red), and "POLICE (NON-URGENT) 101" (blue).

Example only – a Warning banner with a message.

Emergency hubs: warmth, power and a hot drink

Emergency hubs
Warm, safe places with power. They open when there is an emergency. [View map](#)

Alston Town Hall	Nenthead Village Hall	Garrigill Village Hall
Closed	On standby	Closed
Front Street, Alston	Nenthead, Alston	Garrigill, Alston
9am - 5pm (Extended in emergency)	As needed	As needed
Heating, Phone Charging, Hot Drinks, Generator, Pet Friendly	Heating, Hot Drinks, Toilets, Wheelchair Accessible	Heating, Phone Charging, Kitchen, Wheelchair Access, Pet Friendly
Get directions	Get directions	Get directions

Get ready and get help
Essential guides and ways to help

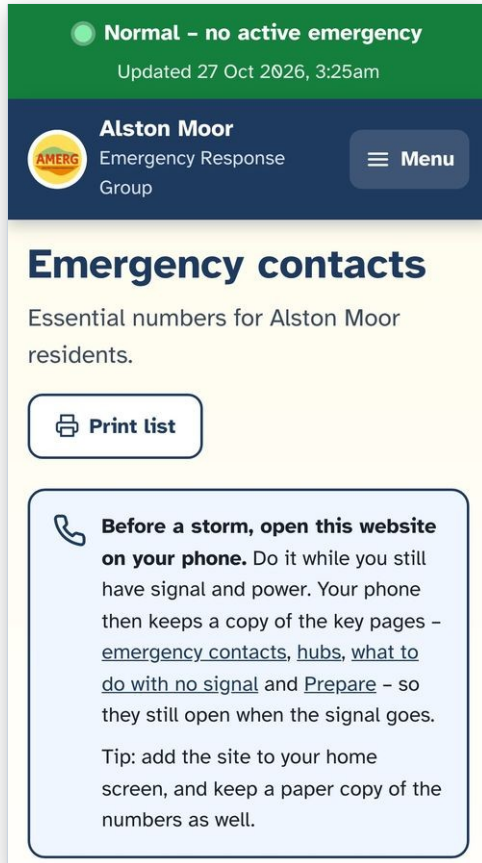
Prepare yourself	Emergency contacts	When there's no signal	Vulnerable neighbours
Emergency kits and power cut advice	Every number you might need, to print	What to do when phones are down	Register someone for welfare checks in every emergency

Each hub shows if it is **Open, On standby or Closed**.

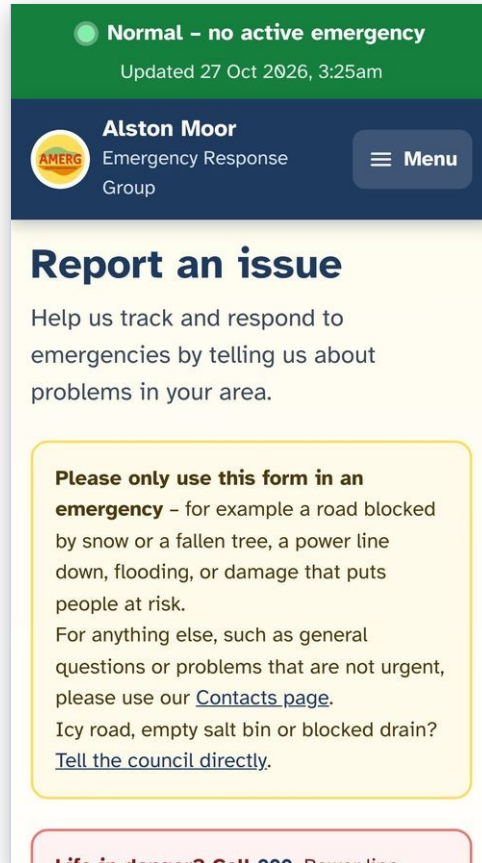
See what each one has – heating, phone charging, hot drinks, toilets, wheelchair access, pets welcome.

A map and directions to each hall.

Key numbers, and reporting a problem



Emergency contacts



Report an issue



Emergency contacts

Power, gas, water, roads, flooding, health. Tap to ring, or print the list.



Report an issue

A tree down, a power line down, flooding or damage. Add up to 3 photos and a what3words spot.



The group is told straight away

Your report goes to the AMERG core group by email.

Roads and weather live – check before you set off



Road cameras

A686 Hartside, A689 Lanehead and A69 Brampton, with road temperatures.



Gritting and salt bins

Today's gritting map and your nearest salt bin.



Road Watch

Links to the local Facebook groups – often the quickest news.



Road cameras

Live photos of the roads off the Moor. Tap a photo to see it bigger on the council's website.



A686 Hartside

The Penrith road over Hartside

Air 6.6 °C	Road surface 9.2 °C
Road is Moist	Wind 12 mph from south

Readings taken 11:30am, Wed 21 Oct

⚠ These readings may be out of date. Look at the photo.

Photo: [Westmorland and Furness Council](#). It updates about every 10 minutes.



A689 Lanehead

Towards Killhope and Weardale

Air 7.7 °C	Road surface 9.9 °C
Road is Wet	Wind 26 mph from west

Readings taken 10:30am, Tue 27 Oct

Photo: [Westmorland and Furness Council](#). It updates about every 10 minutes.



A69 Brampton

The main road to Carlisle and Newcastle

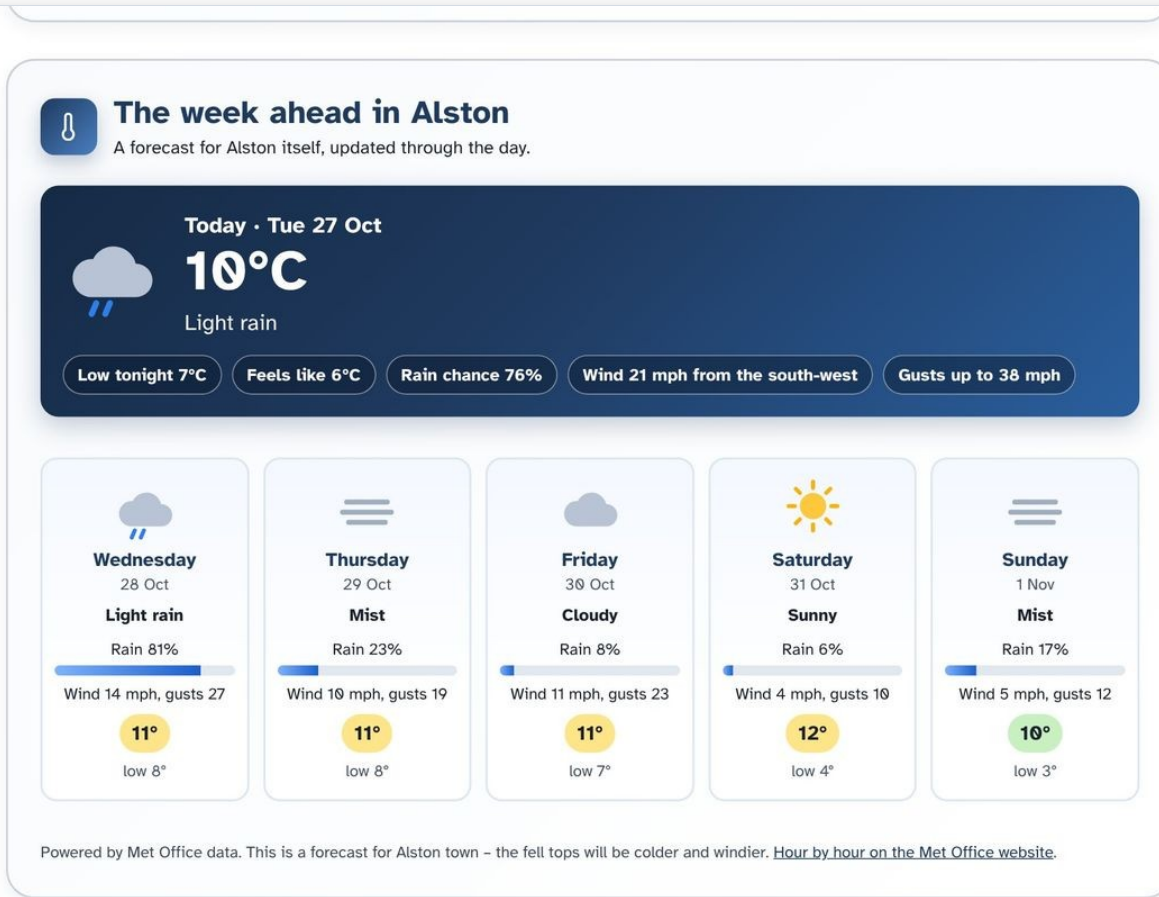
Air 9.9 °C	Road surface 11.6 °C
Road is Dry	Wind 19 mph from west

Readings taken 10:30am, Tue 27 Oct

Photo: [Westmorland and Furness Council](#). It updates about every 10 minutes.

Going over Yad Moss (B6277)? There is no camera on the top. The nearest is [Durham County Council's Forest-in-Teesdale readings](#), well

A week's forecast for Alston itself



Met Office forecast for Alston town, updated through the day.

The latest Met Office forecast video, every day.

What yellow, amber and red warnings mean – in plain words.

River South Tyne level at Alston.

Get ready: your storm cupboard



A checklist to print

Water, food, torch, radio, power bank, medicines.



Extra for Alston Moor

Warm layers, a flask, some cash, a shovel and grit.



In the car

A kit in case the roads over the Moor close.



Your storm cupboard

What to keep at home in case you are cut off for a few days by a power cut, storm or snow.

 [Print this list](#)

The essentials

- ☐ **Water:** 10 litres per person per day, for at least 3 days. Add extra for babies and pets.
- ☐ **Food that needs no cooking** – tinned meat, fish, beans and fruit – and a **tin opener that is not electric**.
- ☐ **Torch** (battery or wind-up). Torches are safer than candles.
- ☐ **Radio** (battery or wind-up) for news during a power cut.
- ☐ **Phone power bank**, kept charged.
- ☐ **Spare batteries**, including for any medical equipment.
- ☐ **First aid kit**.
- ☐ **Hand sanitiser and wet wipes**, for when the water is off.
- ☐ **Several days of your medicines**.
- ☐ **Baby supplies** (nappies, ready-made formula) and **pet food**.

Extra for Alston Moor

- ☐ **Warm layers, hats and blankets** or sleeping bags, in case the heating goes off.
- ☐ **A flask**, to keep drinks hot.
- ☐ **Some cash** – card machines do not work in a power cut.
- ☐ **A printed list of phone numbers**, including family and neighbours. [Print our contacts list](#).
- ☐ **A shovel and grit or salt** for your path.

Driving? See [In the car](#) below.

Based on the government's [Prepare](#) advice.

When the phones and internet go down

● Normal – no active emergency

Updated 27 Oct 2026, 3:25am

 **Alston Moor**
Emergency Response Group

Menu

When communications are down

What to do when mobile phones, landlines and the internet are not working during an emergency.

 **Life-threatening emergency?**

If you have a life-threatening emergency and cannot call 999:

1. Go to your nearest neighbour
2. Go to your town or village muster point
3. Use emergency signals to attract attention



Muster points

Where to go in Alston, Nenthead, Garrigill, Leadgate and Slaggyford.



Radio

BBC Radio Cumbria frequencies, CB and PMR446 channels.



Signals and runners

Whistle signals and volunteer message runners.



Top tip

Before a storm, open amerg.org on your phone while you still have signal.

Your phone keeps a copy of the key pages, so they still open when the signal goes.

Defibrillators on Alston Moor

Call 999

They tell you the nearest one and the code for the box.

A map of every public defibrillator – in Alston, Garrigill, Nenthead and beyond.

No training needed – the machine talks you through it.

Link to a free 15-minute CPR course.

Normal – no active emergency
Updated 27 Oct 2026, 3:25am

 **Alston Moor**
Emergency Response Group

Home **Emergency** Roads & weather Get ready Help News

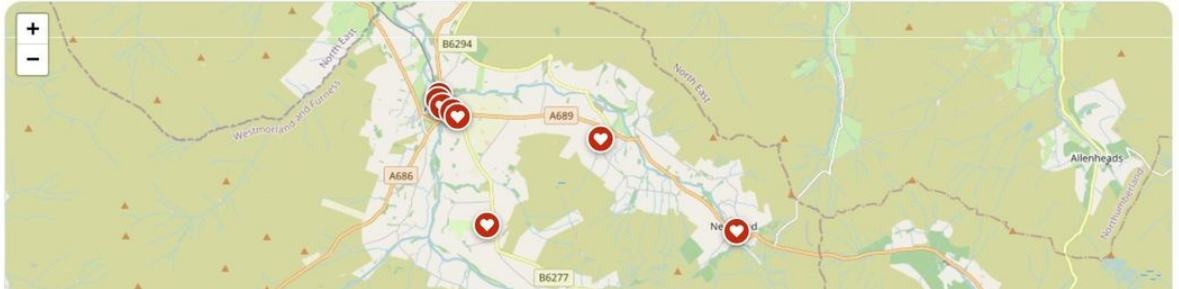
[Volunteer login](#)

Defibrillators

Where the public defibrillators are on Alston Moor.



Someone needs emergency medical help? Call 999.
If you need a defibrillator, the 999 call handler will tell you where the nearest one is and **give you the code to open the box**. You do not need training – it talks you through what to do.
Need medical advice, but it is not an emergency? Call 111.
No signal on your network? 999 calls will use any mobile network that has signal.



Getting help

For older people, disabled people, anyone unwell or on their own – and the people who care for them.



Three simple forms



Ask for help

I need help now – food, heating, a lift or collecting medicine.



Register for welfare checks

Someone should be checked on in every power cut or emergency.

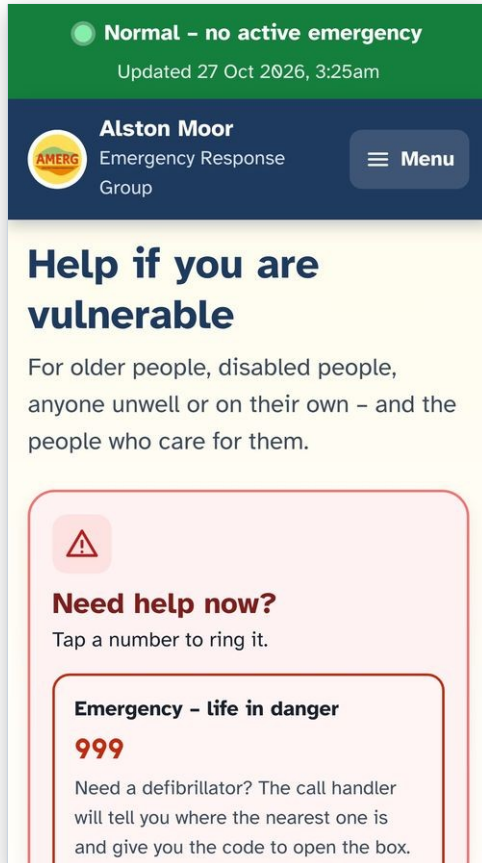


Offer to volunteer

I can help other people in an emergency.

All three are under Help on the menu. Details are private – only the AMERG core group can see them.

Help if you are vulnerable



Who to ring



Vulnerable neighbours list



Who to ring

Tap a number: 999, 111, 105, adult and children's services, Samaritans.



Vulnerable neighbours list

We check on everyone on the list in an emergency – and in weather warnings if they ask.



Get ready before winter

Priority Services Registers, free fire safety visits, care alarms and digital landlines.

For volunteers

Offer your help in a few minutes. Any help counts.



How volunteering works

1

Offer help

Fill in the Volunteer form:
your area and what you can
offer.

2

We check it

The core group looks at your
offer.

3

You get a login

An email with your volunteer
login.

4

You are asked

In an emergency we may
email you a job in your area.

What you can offer: 4x4 vehicle · chainsaw or tree clearance · a generator to share · checking on neighbours · a bed for the night · a warm room for a few hours · first aid · collecting or delivering supplies · IT skills · bulk cooking · other skills

What a volunteer sees after logging in



My jobs

Who needs help, where, and what with. Mark it done.



My details

Keep your details up to date. Say if you are away.



Updates

News from the core group, and emails when the banner changes.

The screenshot shows the AMERG BACK OFFICE interface. At the top, a green banner indicates 'Normal - no active emergency'. Below this, a dark blue header contains the AMERG logo, the text 'AMERG BACK OFFICE', and a note 'Private - for volunteers and the core group'. On the right, it shows the user is logged in as 'Vic Example' with links for 'My password', 'View website', and 'Log out'. A left sidebar menu includes 'Overview', 'My jobs' (selected), 'My details', 'Information updates', and 'Core group'. The main content area is titled 'My jobs' and includes a breadcrumb 'Back Office > My jobs'. A warning box states: 'The people and problems you have been asked to help with. **These details are private** - please do not share them.' Below this, a red-bordered box contains the text: 'Life in danger? Call 999. Medical, but not an emergency? Alston Medical Practice 01434 381214, or NHS 111 when the surgery is closed.' The main section is titled 'A request for help' and shows details for 'Mrs Example (Alston)'. The details include: Phone (01434 000001), Address (1 Test Row), Help they asked for (Food and collecting medicine - snowed in), and Asked (18 Oct 2026, 8:00pm). At the bottom, there is a section 'Tell the core group' with a 'Send an update' button and a text input field containing the example text: 'For example: On my way - or: Road blocked, trying another way'.

Example only – made-up people.

Behind the scenes

The Back Office – where the AMERG core group organises help.



The Back Office: one place to organise help

The screenshot displays the AMERG Back Office web application. At the top, a green status bar indicates "Normal - no active emergency". Below this, a dark blue header contains the AMERG logo, the text "BACK OFFICE", and a login status for "Sam Example" with links to "My password", "View website", and "Log out". A left-hand sidebar lists navigation options: Overview, My jobs, My details, Core group updates, Banner and weather, Pop-ups, News, Emergency hubs, Defibrillators, Documents, Help requests (highlighted), Issue reports, Volunteers (with a count of 2), and Tick boxes. The main content area is titled "Back Office > Help requests" and "Help requests". It includes a sub-header "People who asked for help using the Ask for help form. Newest first." and three filter buttons: "Not finished", "No volunteer yet", and "All", along with a "Print this list" button. A specific request for "Mrs Example" from "Alston" is shown, with a status of "Being dealt with". A yellow box notes "On the Vulnerable Neighbours register: Mrs Example (Alston)". Below this, fields for "Phone" (01434 0000001) and "Address" (1 Test Row) are visible. A map section shows a map of Alston with a message: "No map position yet - there is no postcode, or it could not be found." and a button "Put a pin on the map".



Help requests and reports

See each one, pick a volunteer, track it to done.



Vulnerable neighbours

Welfare check list, by village.



One map

Requests, reports and volunteers together.



Banner and hubs

Change the banner, open or close a hub.

Example only – made-up people.

How it all fits together



And automatically: when the Met Office issues a warning for our area, the banner turns yellow and volunteers are emailed. In an Emergency, anyone on the welfare list not checked for 24 hours is flagged to the group.

Your details are kept safe



Private

Only the AMERG core group can see names, addresses and health notes.



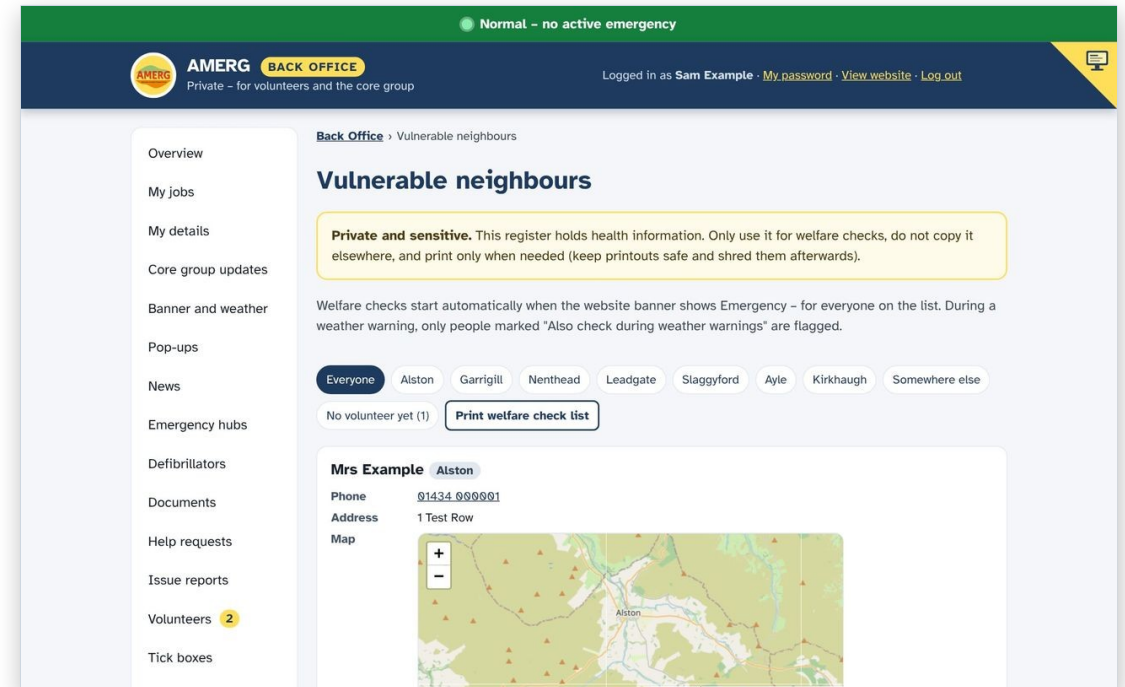
Named logins

Each person has their own login. Volunteers only see their own jobs.



Only used for emergencies

Welfare checks and arranging help – nothing else.



Example only – made-up person.

Photos sent with reports have their hidden location data removed.

Our local emergency line



01434 647247

Answered when AMERG is active



Life in danger? Call 999 first.



Power cut? Call 105, not us.



Medical, not urgent? Alston Medical Practice 01434 381214, or NHS 111.

We are unpaid local volunteers, not a medical service. At other times the line may not be answered.

Three things to do this week

1

Open amerg.org on your phone and add it to your home screen.

2

Get your storm cupboard ready – print the checklist.

3

Volunteer, or register someone who needs checking on.



amerg.org

Scan with your phone camera

Thank you · Questions?