



Highland RESILIENCE Network

IF YOU ARE IN IMMEDIATE DANGER, CALL 999

[Insert your Organisations Name Here]

Missing Persons, Resilience Plan

[Insert Community/Region Name]

How to use this template: *This template is designed for you to fill in the details of your organisation/community emergency preparations. There are examples given to help you fill the template but you should also refer to the guidance pdf provided for detailed notes on how to create this plan.*

Summary of your Voluntary Capacities:

Snapshot View of your Community:

Area Characteristics:

At Risk Groups:

Previous Significant Emergency Events:

Plan distribution List:

Name	Role	Phone number/email address	Issued on
Miss Smith	Local Voluntary Action Development Officer	020 1234 5678	01/01/2021
Mr Wilson	Local Police Sergeant	01343 596 830	01/01/2021
Mr Sands	Chief Officer 3 rd Sector Organisation	Chief@organisation.org.uk	01/01/2021

Plan Amendment List:

Date of Amendment	Date for Next Revision	Details of Changes Made	Changed By
DD/MM/YY	DD/MM/YY	New Emergency Team member added	Emergency Plan Co-Ordinator
DD/MM/YY	DD/MM/YY	Annex X added	Emergency Plan Co-Ordinator
DD/MM/YY	DD/MM/YY	Updated Team member contact details	Emergency Plan Co-Ordinator

Contents:

Plan Distribution List.....	3
Plan Amendment List.....	3
Contents	4
Local Risk Assessment.....	5
Local Skills/ Resources Assessment.....	6
Key Community Locations	7
Organisation Emergency Co-Ordinator(s)	8
Activation Triggers.....	9
First Steps in an Emergency	10
Actions Agreed with Emergency Responders (Evacuation).....	11
Alternative Arrangements for Staying in Contact.....	11
Organisation Emergency Contact List.....	12
Key People (Staff/ Managers)	12
Alternative Premises	12
Suppliers	13
Key Customers/ Service Users.....	13
Neighbouring/ Support Organisations	14
Emergency Services (Non-Emergency/Local)	15
IT & Cyber Security Support	15
Utilities Providers	16
Any Other Useful Contacts.....	18

Local Risk Assessment:

Risks	Impact on Community	What could the organisation do to prepare?
Interference with Police-led searching by community members going out to look for missing persons.	<ul style="list-style-type: none"> • Impact on well-being • Impact on search • Impact on future relationship with emergency services 	<ul style="list-style-type: none"> • Identify a list of volunteers and contacts for searching IF REQUESTED. • Distribute information via org website about what the protocol is for an emergency response to a person missing • Distribute information from Police Scotland on what you should do if you think someone has gone missing.
Lines of communication breaks down	<ul style="list-style-type: none"> • Community hysteria • Loss of confidence in police • Mass searching, disturbing the emergency responder activities 	<ul style="list-style-type: none"> • Create a clear map drawing the lines of communication in the event of a missing person. • Identify a lead community co-ordinator to communicate with police and agree method to disseminate information to the community. • Create a community leaflet about how residents should respond in the event of a missing person detailing where they might go to find out information.

Local Skills and Resources Assessment:

Resource	Name/ Owner / Trained Person	Location of Asset	Contact details	When might they be unavailable?
<i>Able-bodied Search Volunteers</i>	<i>Jo Ralph</i>	<i>Hillside Farm, Tain, IV13 2FQ What 3 Words: Cat Reverse Pop</i>	<i>01386 890 356</i>	<i>-</i>
<i>Voluntary Action Officer</i>	<i>Sarah Killen</i>	<i>Freylands Croft Portree IV24 2PW</i>	<i>07789 673 425</i>	<i>Mornings through the week</i>
<i>Community Facebook Page Administrator</i>	<i>Simon Fortman</i>	<i>Cruick Farm Cottage Caol IV10 7UJ</i>	<i>01500 378 020</i>	<i>-</i>
<i>Community Support Co-Ordinator</i>	<i>Sarah Chalmers</i>	<i>The Harbour Waterside IV10 9PK</i>	<i>01500 657 489</i>	<i>Can usually leave work within one hour's notice</i>

Key Community Locations:

Building Name	Location	Potential Usage in an Emergency	Contact details
<i>Community Centre, Church Hall</i>	<i>Address, What 3 Words</i>	<i>What facilities does it have? Kitchen Toilets Heating Showers Gas/ Electric Large Floor Area</i>	<i>Key holder details?</i>
<i>Community Centre</i>	<i>Waterford Road Alness IV16 8PL</i>	<i>Site for provisions for searchers (food, water etc) Information distribution</i>	<i>Centre Manager James Gillespie 01647 284 927</i>
<i>Church Hall</i>	<i>High Street, Nairn, IV12 9PL</i>	<i>Place for the community to come to if they feel they need support</i>	<i>Councillor, Jo Smith, 07980462931</i>

Organisation Emergency Co-ordinators:

[Insert ID Photo]	Name:
	Title: Community Emergency Coordinator
	24hr telephone contact: 07700 7785xx
	Email: xx@xx.xx
	Address: 2 Brook Road
[Inset ID Photo]	Name:
	Title: (Vice) Community Emergency Co-Ordinator
	24hr telephone contact:
	Email:
	Address:

Activation Triggers:

[Use this space to record details of how your plan will be activated. You should include details of how the plan will be activated as a result of a call from the emergency services, and also how your community will decide to activate the plan yourselves, if the emergency services are unavailable]

1. When we get information through village Facebook page.
2. When PC Lough calls the plan co-ordinator.

First Steps in an Emergency Missing Persons Incident:

Step	Instructions	Tick
1	Call 999 (unless already alerted), ensure you are in no immediate danger	
2	Contact the identified plan Co-Ordinator	
3		
4		
5		
6		
7		

Actions Agreed with Local Emergency Responders in the Event of a Missing Persons:

1. Help with door-to-door welfare checks for the elderly.
2. Tell emergency services who might require urgent medical care.
3. Promote each household to stock provisions for 4 days in case of lockdown.

Alternative Arrangements for Staying in Contact (if usual communications have been disrupted):

Communication Type	Name of Contact	Location
At Church on High Street	Jane Smith – Community Councillor	11 High Street

Organisation Emergency Contact List:

Your main contact details (Plan Leader):

Org. Chief Executive:

Telephone:

Email:

Address:

Key People (Managers/Staff/Emergency contacts):

Landline:

Mobile:

Email:

Alternative Premises:

Location Name:

Contact:

Address:

Alternative Communication Lead:

Suppliers Emergency Contacts:

Insurance company (Claims Supporting contacts):

Landline:

Mobile:

Policy number:

Supplier Contacts (Services/Stock/Equipment/Raw materials):

Landline:

Mobile:

Email:

Key Customer/ Service User Contacts:

[Capture separately by copy and pasting the below]

Name:

Landline:

Mobile:

Email:

Support Organisations for Plan:

Name:

Landline:

Mobile:

Email:

Name:

Landline:

Mobile:

Email:

Name:

Landline:

Mobile:

Email:

Emergency Services:

101 non-emergency | 999 emergencies

Local Police Station:

Telephone:

Address:

Local Fire Station:

Telephone:

Address:

Local Hospital:

Telephone:

Address:

Local GP Practice:

Telephone:

Address:

IT and Cyber Security Support:

[add website]

Landline:

Mobile:

Electricity (24hr faults):

[add website]

Landline:

Mobile:

Acct no:

Shut off location:

Gas (24hr emergency):

[add website]

Landline:

Mobile:

Acct no:

Shut off location:

Water (24hr):

[add website]

Landline:

Mobile:

Acct no:

Shut off location:

Telephone Provider:

[add website]

Landline:

Mobile:

Acct no:

Internet Provider:

[add website]

Landline:

Mobile:

Acct no:

Any Other Useful Contacts:

Disclaimer:

The following key points have been borne in mind when completing this template:

- This document neither implies nor intends any formal role for organisations, villages, towns or any part of the community (collectively called the 'community) in the response to, or recovery from, emergencies.
- There is no role implied for the organisation or community in support of the emergency services in their response to incidents.
- The completion of the document template, in part or in full, is entirely voluntary and is the responsibility of the local community.
- While the local community has no formal role, there is widespread recognition of the value of planning from the lowest practicable level upwards to help cope with potential local emergencies.
- The need to complete any part of the template, or the requirement to include other relevant information, will depend on the nature and composition of the community and the likely hazards.
- The Highland Third Sector Interface & Ward Officers can provide advice and assistance where requested, and where relevant, to support the completion of the template.
- Highland Third Sector Interface accept no responsibility for the content of the completed template.
- The organisation/ local community is encouraged to submit a copy of the completed template to the local Emergency Liaison Group & Local Resilience Partnership which can be accessed through their local TSI Officer or the Resilience Network development officer (resilience@highlandtsi.org.uk)
- Significant amendments to the completed template, especially changes in contact details, will be passed on to our local Ward Officer and/ or the Highland Third Sector Interface Resilience Network development officer (resilience@highlandtsi.org.uk)

Signed by Organisation:

Date:



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