



Highland
RESILIENCE
Network

Weather or Environmental Infrastructure Damage

Resilience Planning Guidance
for Member Organisations

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It is not about creating or identifying a whole new community network or a one-off response to or recovery from an incident, but rather an ongoing process of using and enhancing existing relationships to better improve the emergency preparedness of an area.

Planning for Resilience

Emergencies happen. Your local emergency responders will always have to prioritise those in greatest need during an emergency, especially where life is in danger.

During this time, individuals and communities may need to rely on their own resources to ensure they are able to cope with the consequences of the emergency. Many communities already spontaneously help one another in times of need, but previous experience has shown that those who have spent time planning and preparing for this are better able to cope and recover more quickly¹ (UK Government, 2016).

How can you as a HRN member aid a response in your local area to an infrastructure challenge caused by weather or environmental damage?



Who is this guidance for?

This booklet is to be used by HRN member organisations for planning for resilience against Weather or Environmental Infrastructure Damage and should be used in tandem with the according resilience planning template. This should have been provided to you by the HRN development officer or by your local voluntary office.

¹ UK Government, 2016. 'Preparing for Emergencies: Guide for Communities'.

Tips Before you Begin...



- **Consider who your community is.** Geographical communities are the obvious choice as this will be the area you operate in and therefore where you are able to help. However, your community might be based around a common interest, for example: mental health. You should be clear about who you are stating that you can help.
- **Who is in your support network?** For many third sector organisations, our work is not done in a silo way but depends or asks for support from partners or other groups in our networks. You should think about starting a conversation about resilience planning with these groups to outline how you might support each other in the event of an emergency. This might include speaking to flood wardens, local rangers, resident associations, volunteer groups, local scouts associations, parish councils or local councillors. You should consider how you could engage their local knowledge, skills and resources in this plan where it is appropriate.
- **Know the risks facing your community.** What has happened in the past? What did you learn as a community from that experience and is there anything you feel could have been done differently to help your community recover?
- **GDPR.** You need to be careful to protect the information of people and organisations listed in this plan. You should not distribute plans with contact information to anyone other than those listed on the official distribution list.



Case Studies

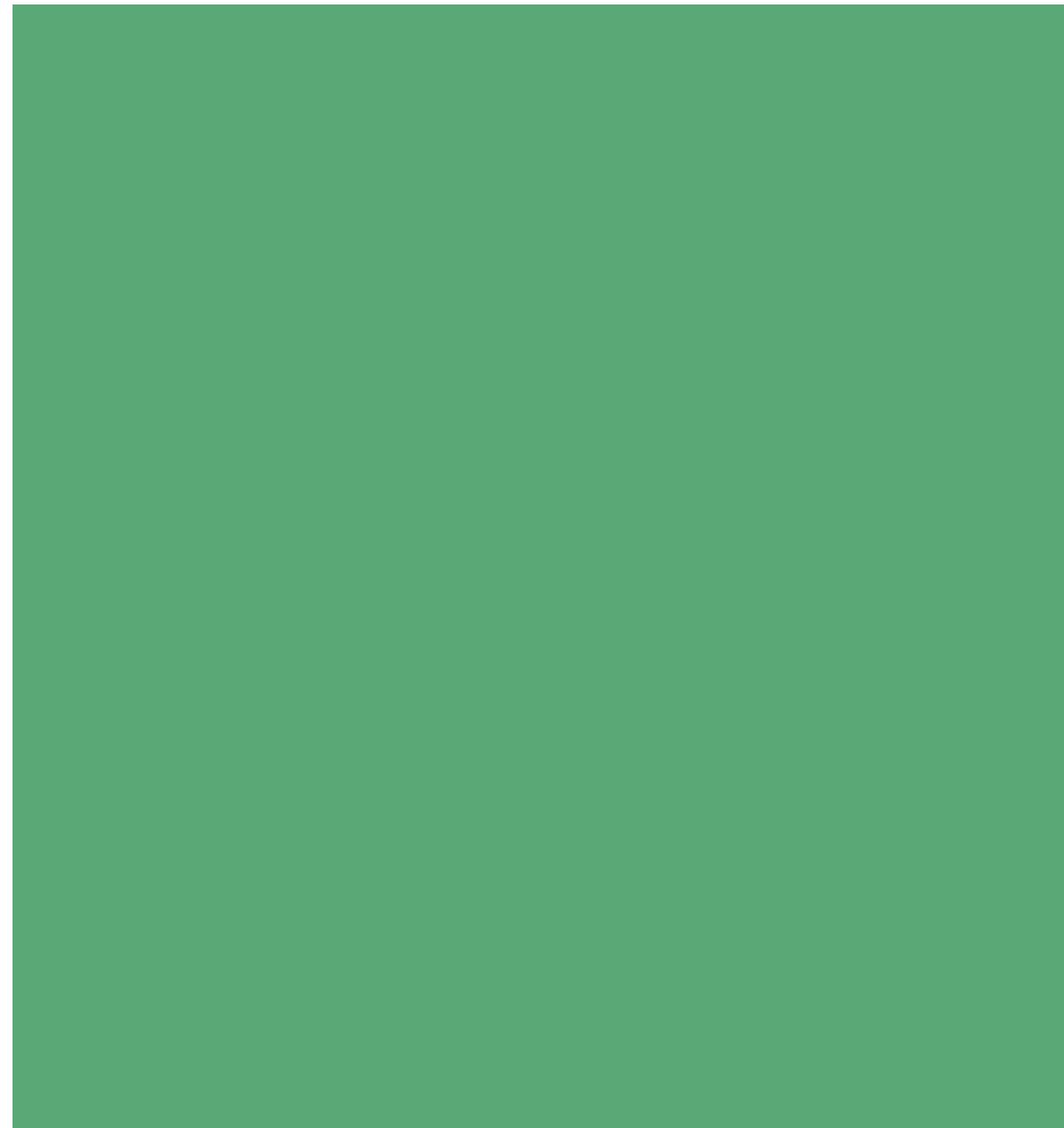
1. HIGHLAND RELEVANT

[Requested for from public sector & third sector organisations]



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[Requested for from public sector & third sector organisations]



Dumfries and Galloway Council, Community Resilience Group

Dumfries & Galloway has endured many and various weather related incidents over the years which have resulted in a high proportion of communities working with D&G Council in developing Community Resilience arrangements to enhance their levels of resilience.

In the winter of 2015/16 multiple successive storms caused significant flooding in several areas, resulting in damage to homes and businesses, and the need for evacuations.

Established community group assisted police on the ground with door knocking when flooding became imminent, they distributed donations where they were most needed, and set up local rest centres.

<https://ready.scot/get-involved/community-groups/guide-emergency-planning-community-groups>

Blair Atholl & Struan Community Resilience Group:

Increasing pressures on the emergency services during summer tourist seasons, experiences of regular heavy winter snowfall and long term power outages highlighted the increased risk to vulnerable groups in the Blair Atholl and Struan community. Whilst the local community responded well when emergencies occurred, lessons were learned over time and emphasised the need for a local emergency plan.

Blair Atholl and Struan Community Council set up a Community Resilience Group to identify, prepare for and mitigate risks to the safety and general well-being of the community, working in close cooperation with the authorities, emergency services and other organisations. The group was set up following consultations with the community, local landowners and businesses.

"The enthusiastic support and the determination of the community...to establish this initiative and make it a success has been extraordinary. We have a wide variety of useful skills and physical resources available within our community. Not least among these resources is a unique collective knowledge of local demographics and topography."

<https://ready.scot/get-involved/community-groups/guide-emergency-planning-community-groups>

Perth & Kinross Council, Community Safety Committee:

Blair Atholl and Struan community & volunteers report on Storm Desmond that occurred on the 5th and 6th of December, 2015. They reflect on the voluntary response and how from that emerged the need for a resilience plan for future emergencies and formation of the local resilience group.

2.1 Storm Desmond brought severe weather to the UK during the weekend of 5 and 6 December 2015. The Perth and Kinross area was affected by severe winds and heavy rain which caused widespread disruption and flooding across the area.

2.2 An alert was circulated to all Community Resilience volunteers warning of the forthcoming storm and encouraging them to be vigilant and report issues in their area. Throughout the storm, community resilience volunteers from Blair Atholl, Comrie and Bankfoot fed back information related to conditions in their area and kept their communities informed through social media.

2.3 In addition, the community resilience group in Blair Atholl were instrumental in looking after vulnerable people during the evacuation of Garry Place in Blair Atholl when the Garry Burn burst its banks. The Community Resilience group made their Community Emergency Support Centre available to evacuees, the majority of whom were elderly. They welcomed and looked after them throughout the morning until they were able to go back to their homes or arrangements were made for temporary accommodation. The Atholl Arms Hotel provided a more comfortable environment and a hot breakfast later in the morning.

2.4 The community resilience volunteers worked with the emergency services, the Council and Atholl Estates to ensure that people affected were supported and cared for throughout their ordeal. Following the flooding, the Community Resilience Coordinator said: "This event marked the emergence of the Blair Atholl and Struan CRG from a theoretical entity to an on-the-ground action group executing our stated role of providing direct support to emergency responders and the community at large, through our key strengths of local knowledge, availability of resources and ability to deploy volunteers with a diverse range of skills and experience".

https://www.pkc.gov.uk/media/35524/16-03-30-Item-5/pdf/16-03-30_-_Item_5

Summary of Capabilities

What voluntary capacities do you have to offer emergency responders?

Use this space to give a brief description of what your organisation does as if the person reading it knows nothing about your group. Then summarise what it can do to aid emergency responders in the scenario of weather or environmental infrastructure damage in your community.

This should be kept to around 100–130 words. You might want to use separate lines for individual pieces of information, like this section you are reading now, to make it clear and easier to digest.

If you are unsure or struggling to fill this out, we suggest that you fill the rest of the plan out and return to this section afterwards to summarise what you have laid out in your plan.

Snapshot View of Community

Use this space to give a brief description of your community/ local area.

Who are most at risk or vulnerable in the scenario of weather or environmental infrastructure damage?

What events have happened in the past? Give a brief summary in this section using a bullet-point list describing the events, the impact on the community, those most vulnerable and what was done to resolve the event.

Consider what you would want an emergency responder to know about your community if they are not local.





Plan Distribution List

Your plan distribution list should include the names, contact details and professional roles of each person that will have a full copy of this plan.

Any copy that is shared out with this contact list should be a GDPR sensitive version, meaning that all phone numbers and email addresses are blocked out. The only contact details that should be transparent to a public viewer is the phone and email of the plan co-ordinator.

For example, the plan will exist on our Highland Resilience Network website once you have agreed and completed it. However, this version should not contain the personal contact information of those who are officials, volunteers or community members. What should be accessible is the name of the plan co-ordinator(s) which are necessary for emergency responder information.

Plan Amendment List

Each time you amend the plan after its first draft should be recorded on this list. This is to log any changes, who they were made by and when they were made for review and accountability purposes.

Pretty straight forward!

Potential Risks

- Roads & Traffic
- Communication
- Utilities & Industry
- Weather & Environment
- Other

Transport Disruption
Road Closures
Bridge Closures
Major Accidents

Wild Fires
Pollution
Smoke Emissions
Fire
Ice
Loss of Internet
Loss of Telecommunications

Loss of Water Supply
Loss of Fuel Supply
Gas Failure
Loss of Power
Industrial Accidents
Water Contamination

Flooding
Snow
Storms
Rivers
Dense Fog
Heat Wave
Gale Force Winds

What are the risks that face your community?

You should think about what has happened previously and what could happen in the future. We have mapped some examples to help you think about what could disrupt your community. These will help you to fill out your local risk assessment.

It will be useful for you to prepare emergency arrangements if there is reflecting risks that are likely only in certain points within your geographical area.

Local Risk Assessment

It is important that we are aware of risks that could affect our communities and third sector organisations. In this section, we are asking you to think about risks that you can anticipate due to our geographies, industries, residents and past challenges.

This is key to increasing community resilience as it enables us to understand how we might be affected by possible challenges and in turn be prepared as organisations to respond.

Local emergency responders in your area meet regularly as a 'H&I Local Resilience Working Group' and various 'Emergency Liaison Group' across our regions in Highland. Both forums co-ordinate planning for emergency management affecting your local area. The groups also have a duty to publish a 'Community Risk Register'. It has useful information about risks and their impacts identified for the North of Scotland. It could help you to think about the infrastructure challenges due to severe weather that your area may face: This register can be found here:

https://www.firescotland.gov.uk/media/864538/north_crr_version_1.2.pdf

The Government regularly assesses all the natural hazards and malicious threats that could affect the UK. This is published in the National Risk Register:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/952959/6.6920_CO_CCS_s_National_Risk_Register_2020_11-1-21-FINAL.pdf

You can also contact your local Emergency Liaison Group through the HRN Development Officer or your



You may find it useful to discuss this assessment with local emergency responders in your area to make sure you understand how you can complement their work in an emergency.

You should also use local knowledge to try and identify other risks in your local area that may not be included on the Community Risk Register. For example, is there a local road that regularly floods, or a footpath that could become unusable in severe weather? To find this out, you may consider utilising your own or local social media, newsletters or newspapers and asking your community network to help you answer this question.

Other risks to consider when assessing the impact of weather or environmental infrastructure damage in your local area may include:

Social risks:

Are there any known vulnerable people/groups in the area? For example:

- People who have recently had an operation;
- People without access to transport;
- People with limited mobility;
- Groups that might find it difficult to understand emergency information; and
- Transient groups such as holiday makers or travelling communities

Environmental risks:

- Are there any particular areas that flood regularly?
- Is your community susceptible to wildfires?
- Are there any sites of environmental or historic importance? Such as sites of special scientific, historical or environmental interest?

Infrastructure risks:

- Is there a major transport hub in the area?
- Are there any bridges or main roads?
- Are there any large industrial sites in the area?

Local Resource & Skills Assessment

Once your community is aware of the risks it might need to prepare for, it is important to consider what skills, resources and equipment your community already has that can be used, if needed, during or after an emergency.

You may want to assess your community's existing skills and resources under the following categories:

Volunteers:

Volunteering is often spontaneous by nature and many communities and individuals automatically help each other during times of need. However, as part of your planning, you could speak to individuals and groups in your community and ask them if they would be willing to volunteer during an emergency, and what skills, tools or resources could be used. Potential volunteers may need to have permission from their employer to ensure that they could be released in an emergency. You might also want to consider talking with existing local groups to see if their volunteers or contacts would be willing to help in an emergency.

It is important to make sure that you keep volunteers up to date and engaged with your emergency resilience planning through social media updates or hosting a private group forum for example with those interested in being involved.

If wish to involve them in the exercising of your plan. You should communicate with your local voluntary office for more advice or guidance on how to do this safely and responsibly. Their information can be found here: <https://www.highlandrn.co.uk/contact>.

More information about managing groups of volunteers can be found at Volunteer Development Scotland (www.vds.org.uk).

Tools:

Using your community network, you should consider what tools and machinery might be needed in an emergency. You may wish to do this against the risks you have identified earlier in this plan.

There may be people in your community who are qualified, capable and willing to operate these tools and machinery in an emergency. You could ask your community network via social media, local newsletters or Facebook pages for volunteers with access to these assets.

Supplies:

In an emergency, your community will require supplies, such as food and water, which may be difficult to obtain. Your organisation should consider talking with local businesses and suppliers who might be willing to provide these.

In Highland we have various food initiatives at community level and also CFine (<https://www.cfine.org/>) that cover the whole region. It may be useful if there is not already an established relationship between your organisation and a local food or supplies initiative to begin communications.

Transport:

Find out which vehicles could be used by the local community and know how access to them could be gained in an emergency. This may require determining a line of communication with a supporting group in your area to include them in your resilience plan. It is important to ensure that vehicle owners are properly licensed and insured to use their vehicles in this way.

Organisations such as community transport groups and local transport providers may be helpful in what may already be operating in your local

Key Community Locations

In an emergency responders might need your help to identify a safe place for people to shelter and set up a rest centre in your local area.

You should work with your local Emergency Liaison Group (ELG) and other local emergency responders to see what help they could provide to set up places of safety or rest centres. There may already be plans in place, often your local Care for People group (CfP) will have set provisions for creating a safe location for local people facing a variety of situations.

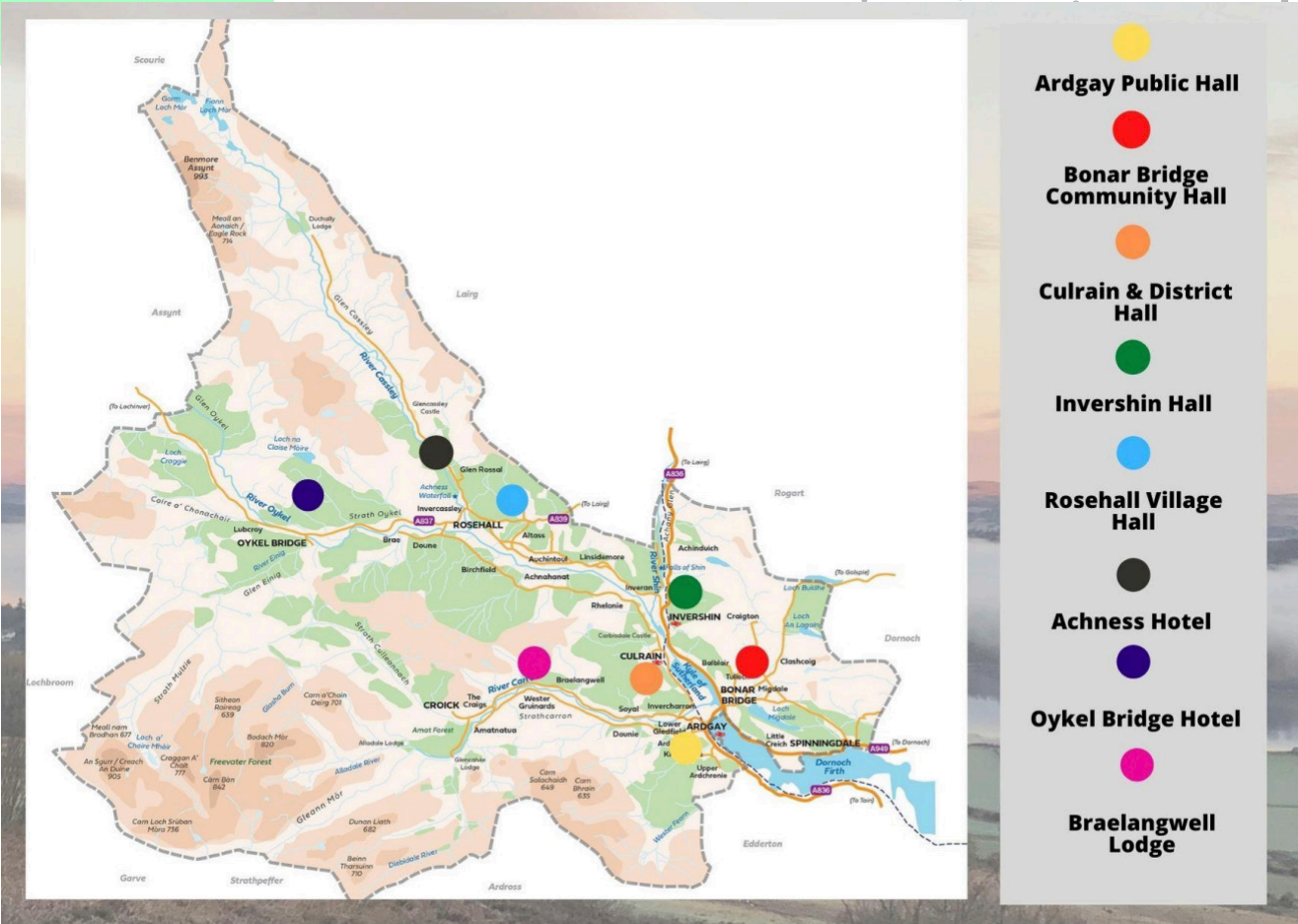
Different emergencies may affect different parts of your community in different ways so you should try to identify a number of alternative sites.

What a plan by the local CfP or ELG might have missed, or been unaware of, is what you as an organisation can contribute. Do you have an office or other community facing space such as a HUB or garden that could also be utilised?

It is important that you get the permission of those responsible for any buildings you might use in an emergency and ensure that they have appropriate insurance and liability cover to use the premises in this way.

As a HRN member, Highlife Highland has compiled a list of their community buildings for information sharing in your local area. Many third sector organisations do not have a permanent physical space that they can invite the public into. If this applies to you, you may wish to consider what other buildings you could use in an emergency such as those listed here:

[Insert link to Doc]



Example: Map of Safe Locations, Kyle of Sutherland Community Resilience Plan¹

How could you communicate this information?

You can use the table included in the planning template.

You may want to include a visual map of these locations so that emergency responders, your community or outside bodies can quickly understand their location in relation to the geography of your area.

A map like the one shown above is easily made using word and layering coloured circles over an map image of your local area.

Alternatively, you can use Google Maps to create a map of pinned locations. Information on how to do this is readily available using a Google search.

¹ https://59b3c80d-123a-4e97-90c8-4d29a46ba2f9.filesusr.com/ugd/5e2d8d_310cd37c3b46435ca606be0e67dcd207.pdf

Organisation Emergency Co-Ordinators

The emergency co-ordinator roles for your organisation are to be a points of contact for both the emergency service response teams and to communicate information to your community.

The Ready Scot document ‘Guide to Emergency Planning for Community Groups’ suggests using a ‘telephone tree’ to map out the key lines of communication in a pyramid structure. This shows who the co-ordinator contacts and then in turn who those people will contact and so on.

Community co-ordinators or members contributing to the plan should have good local knowledge, ideally reside in the community, be able to get the support of the community and speak on their behalf and ensure confidentiality is maintained where appropriate.

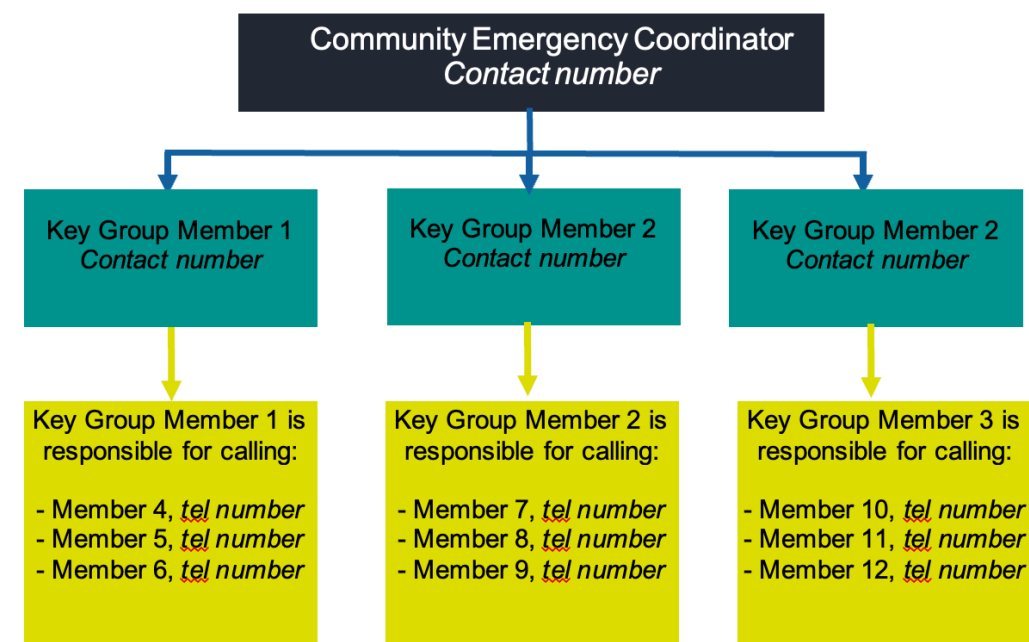


Fig: Example of telephone tree, Ready Scot 2021.

A telephone tree, from the Ready Scot document is included in the Appendix of the resilience plan template should you choose to use this communication planning tool. You can copy and paste this onto the resilience plan after the ‘Emergency Co-Ordinator’ section.

Co-Ordinators & Member Responsibilities

What will the co-ordinator(s) be responsible for?

- Overseeing the completion and updating of the plan, including the recording of amendments.
- Ensure that the plan is regularly reviewed and updated (including contact details throughout). The plan should be reviewed at least twice a year once it has been completed to make sure that it is relevant.
- Communicate to the community/ area that the plan covers about the plan, if it has been activated and report annually any changes to membership such as new local collaborators.
- Be the main point of contact for the community/ area covered in an emergency event.
- Begin and sustain a two-way communication with the local Council Ward Manager and ensure that the communication is maintained through regular contact over time regardless of emergency events.
- Make sure that appropriate individuals and authorities in your area are notified of the plan and updates.
- Act as the intermediate between the community and authorities to communicate important messages.
- Activate resources as required by the emergency services by contacting owners/ organisations.

The Co-ordinator should ensure that all team members engaged in the planning and response processes are kept up to date and on the distribution list.

Activation Triggers

In the case of an emergency event in your community, what triggers will cause your plan to be activated?

We have included the example that the plan will be activated as a result of an early warning call from the emergency services. But you must also think about how your community will decide to activate the plan yourselves if the emergency services are unavailable.

You may wish to make these points in a paragraph, numbered table or a bulleted-point list.

You should also agree these points with local emergency services and ward managers about the plan activation triggers - particularly category 1 and 2 responders as they will have an established major incident plan in place where your response and support capabilities could be integrated into. This relationship will be key as they will be 'the guys on the ground' responding in your area. You can ask your TSI Officer for a list of key contacts in your area.

If you are struggling to write your activation triggers, here is good example of an activation description by a resilience group for Sedgwick Parish in Cumbria.

See 'other helpful resources' for a link to their plan.



"This plan will be activated when an emergency has occurred or if warnings are received, prior to an anticipated event. It will also be activated when emergency services need support or are not able to attend immediately e.g. in severe weather. The CRG will assess the situation, liaise with Emergency Services if necessary, and consult with the District Council. The CRG will then put all or part of the Plan into effect as appropriate. During an emergency, volunteers will keep a record of actions taken. These will be entered in to a central log, kept by the CRG, so that they can be evaluated, and the plan altered if necessary. Information can be entered at the time, or directly after the emergency."

Posters explaining how residents can trigger the plan will be displayed in the village and in newsletters and on the Parish Council Website. (Included in Appendix)"

Community Organisations

Are there other organisations within your community that work with vulnerable people? Who is likely to be affected by a weather or environmental infrastructure emergency in your area?

You should think about how other third sector groups could support your resilience plan for an emergency. Consult with them about your plan, let them know what you are putting in place and ask if they would like to be involved in your co-ordinated response effort.

If they would like to be contacted by the emergency co-ordinator for this plan, then list their contact details in this section. Having their details in one place will make the initial contact quicker and more efficient when an emergency event happens.



First Steps in an Emergency

What are the first actions you will take when an emergency event has occurred and the plan has been activated?

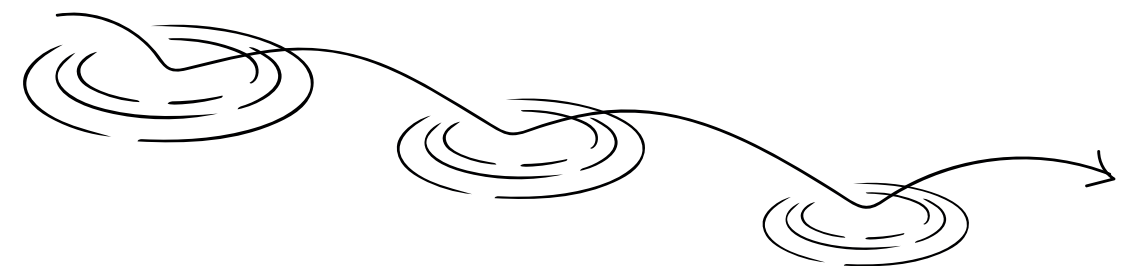
This section of the resilience plan is to prepare your organisation for taking action. It should read like an instructions list so there is a clear plan of action following an emergency event.

Actions you may wish to consider:

- Call 999 (if the emergency services are not already present)
- Ensure you and your staff are not in immediate danger
- Contact the emergency community co-ordinators
- Contact the community – how can you share information?
- Arrange a community emergency group or local resilience group meeting
- Where is the risk? Which areas of the community will be affected?
- Identify a key safe location for meeting and communications
- Create a list of potential vulnerable persons – who is at risk in this emergency?
- What can your organisation do in the meantime to help?
- What resources/ assets can your organisation offer and to who?
- Are there any other organisations in your community you can contact to help?
- Do you have a list of volunteers and do you need to contact them?

Actions Agreed with Emergency Responders in the Event of an Evacuation:

Use this space on the plan template to record details of the actions you can take to help your local authority if an evacuation is necessary in your community.



How should you go about agreeing actions?

You might want to start by communicating with your local ward manager. They should be able to help you connect with local emergency service representatives and your local community planning partnership.

When you began the registration process for the HRN, you should have been provided with a list of local contacts for your community. This should be a list of relevant roles and contacts for you to consider discussing your plan with and people who should be able to help you decide on actions in the event of an evacuation in your community.

Alternative Arrangements for Staying in Contact

If you cannot contact each other, where could you meet?

How else could you get back in contact?

You should decide on a range of communications methods to keep in touch with members of your organisation and of your wider community to be prepared in case telephone communications fail.

If primary methods of communications (mobile, landlines) have been disrupted, then please use this space in the plan to record details of alternative communications. In your community co-ordinator details you should include both landlines and mobile phone numbers.

Are there any appropriate social media tools such as a Facebook Group, Community page or a WhatsApp Group that you could make use of?

Is there a community notice board you could use?

Are there owners of long distance walkie-talkies in your community, where are they located?

Consider listing the details of your local Radio Amateurs' Emergency Network (RAYNET) group, or other radio amateurs in your community.

About Insurance...

If you are an assembled community working group, rather than an established third sector organisation, you will need to consider insurance for your group. The Scottish Government have made information about insurance available via their ready scot website:

<https://ready.scot/get-involved/community-groups/guide-emergency-planning-community-groups/annexes>

Organisation Emergency Contact List

The last section of the resilience plan template is to record important contact details for your organisation. You should keep an up to date, printed hard copy of your plan so that in the case of an emergency, such as loss of power or internet, you will be able to access these essential numbers.

The list should be pretty self-explanatory and easy to fill out but if you have any questions about this, you can ask your local TSI Officer for support.

A good exercise to help you think about the people you would need to contact in an emergency is to look back at your risk register in the beginning of your plan and think about who you would need to contact in each scenario.

GDPR: Handling Data

In your resilience plan, you might be considering asking your local community for voluntary assets that could be made available during an emergency. For example, asking for volunteers who have a tractor or 4x4. You should do a general request for this information via your own media platforms, community forums or newsletters. By doing it this way, the responsibility lies with individuals to make contact directly with you and negates the need for you to hold any personal or sensitive data unnecessarily.

If required, we strongly recommend that you keep to a minimum, any data that you may need to support people and that any information you do hold is held securely. This information could be captured at the point of contact to ensure you can fulfil the support requested (name/address/telephone number/email) and by no other means.

No medical or further personal details should be captured or stored.

All information should be captured and stored in line with General Data Protection Regulations (GDPR) Legislation and any guidance provided by the Information Commissioners Office (ICO) and thereafter, disposed of in accordance with appropriate regulation once the emergency response has concluded.¹

Ready Scotland has prepared guidance that can be used by organisations who want to help in their community during an emergency in a way that is safe, sustainable and protects our most vulnerable citizens. The guidance document includes useful information on protecting yourself, as a volunteer, and those you want to help; communicating; supporting vulnerable citizens; an integrated response and requesting help from volunteers.

If your group is helping vulnerable residents, then please follow all the relevant Government advice and consider how you can do this in a way which is safe for those that you are helping and also for yourself and your team of volunteers. For example, if your group is doing essential deliveries of food or medicine or voluntary welfare checks ensure you follow national guidance. The latest information can be found here via Ready Scot: <https://ready.scot/coronavirus/give-help>

¹ Dumfries & Galloway, 2020. 'Guidance on Supporting Vulnerable Residents and Storing Information'.



Annex 1: Scenario Assessment

The last section of the resilience plan template is to record important contact details for your organisation. You should keep an up to date, printed hard copy of your plan so that in the case of an emergency, such as loss of power or internet, you will be able to access these essential numbers.

The list should be pretty self-explanatory and easy to fill out but if you have any questions about this, you can ask your local TSI Officer for support.

A good exercise to help you think about the people you would need to contact in an emergency is to look back at your risk register in the beginning of your plan and think about who you would need to contact in each scenario.

You can access this table template via the Dumfries and Galloway Resilience Forums’ ‘Community Resilience Template’ here: <https://www.dumgal.gov.uk/article/15211/Preparing-for-emergencies-in-the-community>

Scenario Assessments

When assessing the risks in the community the likelihood and the impact of the event should be considered. Many of the risks will be planned for at a National / Regional / Council level. Therefore, the risk assessments should consider how the community could respond to ensure the community’s safety / wellbeing. **Note that these responses if appropriate should only take place in the absence of outside support or with express consent of the emergency services.**

The table below has some suggested impacts to consider and some possible actions. There is a high possibility that communities could be faced with a combination of [these](#) and this should be taken into account when assessing the risk.

Risk / Hazard	Suggested Impacts on the Community/ Vulnerability	Possible Actions (If outside help not available)
Sustained Power Failure	Loss of heating/ cooling Loss of refrigeration Loss of light Loss of emergency communications Loss of pumped water/ sewerage	Emergency reception centre Distribution of heating Distribution of warm meals/ cooking facilities Distribution of lighting Relocation/Evacuation
Sustained Water Failure	Loss of drinking water Loss of water for animals Loss of water for washing/ cleaning	Emergency reception centre Distribution of drinking water Relocation/Evacuation
Heavy Snow/ Freezing	Loss of access Food shortages Loss of drinking water	Emergency reception centre Relocation/Evacuation
Flooding	Loss of access Loss of emergency communications	Emergency reception centre Relocation/Evacuation
Sustained Gas Failure	Loss of heating	Emergency reception centre Relocation/Evacuation
Gales/Gusting Winds	Tree falls causing power outages/access problems Damage to buildings	Work Teams Relocation/Evacuation
Fuel Shortages	Loss of transport/ access Food shortages	Emergency reception centre Distribution of heating Distribution of warm meals/ cooking facilities Relocation/Evacuation
Landslide	Loss of access Food shortages	Reception Centre Evacuation

Fig: Risk Scenario Assessment, Community Resilience Template.
 Dumfries and Galloway Resilience Partnership, 2020.

Helpful Numbers:

In an emergency dial 999 for the police, fire and ambulance service.

Police Scotland:

For non-emergencies, you can contact the police on 101.

Scottish Fire & Rescue Service:

01382 835804 (24 hours)

NHS:

24 hour helpline call 111
www.nhs24.com

The Highland Council (emergency out of hours phone numbers):

Health and social care – 08457 697284
Roads, parks, flooding and street lighting – 01349 886690
Housing, homelessness, and public buildings – 01349 886691
Registration – 07818 588 203
Trunk road maintenance, BEAR Scotland – 0800 587 1107

Other Handy numbers:

British Red Cross – 0344 871 1111

Environmental Protection Scotland –
NHS 24 – Call free on 111 if you are ill and it can't wait until your regular NHS service reopens

Highland Broadband – 01862 808 077

Scottish and Southern Electricity Networks (Northern Scotland):
Tel: 0800 294 3259
Textphone: 0800 316 5457

Scottish Fire and Rescue Service – 01463 240 999 (24 hours)

Scottish Flood Forum: 07895 883 170

Scottish Water – 0800 0778 778 (24 hours)

Scotrail Rail (Incidents) – 0344 811 0141

SEPA Floodline – 0345 988 1188

SEPA Pollution hotline – 0800 807060 (24 hours)

SGN Gas Freephone – 0800 111 999

SSEN Priority Services Register – 0800 294 3259

SSE Power and Broadband Outage – 0345 026 2658

Met Office, Severe Weather – 0370 900 0100

Helpful Website Links:

The Highland Resilience Network: www.highlandrn.co.uk

Highland Third Sector Interface: www.highlandtsi.org.uk

Highland Third Sector Interface, Community Signposting Directory: https://03a6a30e-75b4-4999-a47f-fe8600ed9ef8.filesusr.com/ugd/5e2d8d_18fde30e8f2141cb9c-f878e7c0b2316f.pdf

British Red Cross Emergency App: <https://www.redcross.org.uk/get-help/pre-prepare-for-emergencies/free-emergency-apps>

Fire Scotland: <https://www.firescotland.gov.uk/your-area/north/>

Floodline Scotland: <https://www.floodlinescotland.org.uk/>

Ready Scot, Scottish Government: <https://ready.scot/>

Scottish Flood Forum: <https://scottishfloodforum.org/>

Met Office: www.metoffice.gov.uk

Met Office, Highlands Weather Warnings: <https://www.metoffice.gov.uk/weather/forecast/regional/he>

Environment Scotland: <http://www.ep-scotland.org.uk/>

Traffic Scotland: <https://trafficscotland.org/>

Scottish and Southern Energy Network: Powercuts, what to do: www.ssen.co.uk/Powercuts/whattodo/

Highland Broadband Support: www.highlandwireless.co.uk/support/

SSE Power and Broadband Outage: www.sse.co.uk/help/contact-us

Scottish Water: <https://www.scottishwater.co.uk/In-Your-Area/Latest-In-Your-Area>

Marine Scotland, Search & Rescue Information: <https://marine.gov.scot/information/search-rescue-coastguard-and-lifeboat>

HIE: <https://www.hie.co.uk/contact-us/>

Resilience Planning: Guides & Example Plans

Scottish Government Community Resilience Team, 'Our Community Resilience Toolkit': http://www.evaluationsupportscotland.org.uk/media/uploads/resources/comm_res_challenge_3.pdf

Ready Scot, 'Guide to Emergency Planning for Community Groups', 2020: <https://ready.scot/get-involved/community-groups/guide-emergency-plan-ning-community-groups/where-go-help-and-advice#:~:text=Guide%20to%20emergency%20planning%20for%20community%20groups%202020%20%5BDOC%2C%20895.1%20KB%5D>

Dumfries and Galloway Council, Guidance and Advice for Community Groups and Resilience Teams: <https://supportdg.dumgal.gov.uk/media/23009/Guidance-Advice-for-Community-Groups-and-Resilience-Teams/pdf/Guidance-on-supporting-vulnerable-residents-and-storing-information-13-May-2020.pdf?m=637253971164930000>

Cumbria Council, '10 Steps to Complete Your Community Emergency Plan': <https://www.cumbria.gov.uk/eLibrary/Content/Internet/535/615/6488/6490/41592114556.pdf>

Sedgwick Parish Council & Emergency Plan: <https://www.sedgwickparishcouncil.org.uk/>
https://www.sedgwickparishcouncil.org.uk/uploads/1/1/7/5/117598396/sedgwick_parish_emergency_plan_may_2021_unrestricted_version.pdf

Walsall Council, Business Continuity, Your Guide to Dealing with Emergencies: https://go.walsall.gov.uk/Portals/0/Uploads/EPU/Business_Continuity/Community%20Resilience/45750-Your-Guide-to-Dealing-with-Emergencies.pdf

The Highland Council, Emergency Kit & Household Plan: https://www.highland.gov.uk/downloads/file/21446/emergency_kit_and_household_plan_-_leaflet



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