Cover page made on Canva.com

Kyle of Sutherland Community Resilience Plan

Areas Identified: Ardgay, Bonar Bridge, Culrain, Croick, Invershin, Oykel Bridge & Rosehall

Created by the community of Kyle of Sutherland for the people of the Kyle of Sutherland.

⚠ **IF YOU ARE IN IMMEDIATE DANGER CALL 999**

Contents

Quick Place Reference | Colour Code Key

Example above, it may be easier to colour code your plan if you are covering various settlements within your area. Image created on Canva.

1.0 Who is the Community Resilience Plan for?

[Insert the areas that the plan will cover.]

1.1 Why is a Community Resilience Plan needed?

There is a need for communities in the **[Insert areas]** area to raise awareness of resilience to emergencies and disasters which could affect their residents and the local environment.

The delivery of Community Resilience Planning in **[Insert areas]** is undertaken at the settlement and community council level.

Each community has the option to create a Resilience Plan which identifies some of the key existing assets that can be used locally at critical periods. These may include the following:

- Farmers with tractors, snow ploughs and other vehicles
- 4×4 Vehicles
- Defibrillators
- Places of Safety

Community Resilience Plans present a strategy for working with public agencies to allow a community to recover from emergencies using some of its own resources. This might involve some other key actions, such as:

- Identifying and Supporting Vulnerable People during a Crisis
- Maintaining Accessibility Across the Community
- Supporting Businesses and Trade

2.0 Plan Distribution List

If you are covering more than one community council area, include all Community Councils.

Name	Role	Phone Number/Email Address	Issued on
[Insert Community Council Chair 1]	Community Council Representative	**Phone Number:** **Email Address:**	
[Insert Community Council Chair 2]	Community Council Representative	**Phone Number:** **Email Address:**	
[Insert Lead Firefighter]	SFRS Community Safety Representative	**Phone Number:** **Email Address:**	
[Insert Lead Resilience Rep]	Local Resilience Forum Representative (This could be someone in your emergency group)	**Phone Number:** **Email Address:**	
[Insert SSE contact]	SSE	**Phone Number:** **Email Address:**	
[Insert Anchor Organisation involved in the plan]	Anchor Organisation	**Phone Number:** **Email Address:**	
[Insert manager of care home]	Care home Representative	**Phone Number:** **Email Address:**	

| [Insert Highland Council Resilience Officer] | Highland Council Resilience Officer | **Phone Number:** 01463 702769 **Email Address:** Stephen.Mardon@highland.gov.uk | |

This section of the plan needs to be updated if anyone is removed, added or things such as mobile number changes. Regularly check with people in the plan if their details are correct to ensure that the plan can be activated efficiently, and all members can be contacted.

3.0 Amendments to Resilience Plan

Name	Details of Changes Made	Date of Change Made and Initials	Date for Next Revision
Enter Name	*Enter Details*	*Enter Details*	*Enter Date*

Commented [GP1]: No idea what happened to the layout of this page…

4.0 Local Risk Assessment

SEPA Flood Map for **[Insert area here]** area. ****Insert local flood map from Sepa****

When filling in your risk sections, it is important to base it on the area you are covering. For example, is there flooding, wildfires, road traffic accidents, power outages? Community knowledge here is key. You do not need to include all risks noted below if they do not put your community at risk.

Example

Reference Number	Risk	Impact on Community/ Vulnerability	What can Community Emergency Group do to Prepare?
1	**Flooding**	Possible flooding of the following areas: • **[Insert areas prone to flooding]**	• Establish Emergency Contacts with Local Fire & Rescue Service and Police
2	**Severe Weather** Heavy Rain & Snow Prolonged Frost Strong Winds	• Surface water flooding if public drain system cannot cope. • Snow can affect accessibility and power supply, also damage to buildings. • Long periods of low temperatures can impact upon accessibility, power supply, damage to water supply infrastructure. • High winds can affect power supply, damage buildings, fell trees and prove dangerous	• Ensure drainage system is kept clear. • Promote porous surface materials. • Try to ensure snow clearance as a priority, utilising personnel/equipment within the village. This will maintain local communication and aid access for emergency services. • Encourage frost damage prevention measures e.g., insulation of pipework. • Ensure roads are maintained ice free. • Encourage building owners to maintain property and the public to secure loose items in garden areas etc. • Early warning to vulnerable people if storm known to be approaching.

3	**Fire**	Types of Fire Include: • Household Fire • Chimney Fire • Heathland Fire • Forest Fire • Aga Fire	• Encourage public to invite property inspections from Fire Officers. • Encourage public to maintain working chimneys e.g., clean regularly. • Through signage, warn the public, visitors especially, about dangers of open fires, carelessly discarded cigarettes etc. in summertime. • In all cases encourage the public to maintain clear access for emergency responders
4	**Major Road Traffic Accident**	• Given remoteness of the area, the initial emergency response may be the local community. • Disruption of through access especially for emergency vehicles attending other incidents.	• Encourage First Aid Training • Promote and maintain good quality mobile phone reception to enable public to react quickly to alert emergency services. • Provide a shelter **[Insert key safe locations e.g. hall]** or appropriate building, please refer to page ** for more information). • Pre-determine road diversions for through traffic and secure access for emergency responders.

5	**Major Train Incident** **(Very low risk given historical safety record.)**	• Given remoteness, the initial emergency response may be local community. • Disruption of through access especially for emergency vehicles attending other incidents. • Poor alternative public transport option if rail line closed for long period.	• Encourage first aid training. • Promote and maintain good quality mobile phone reception to enable public to react quickly to alert emergency services. • Provide a shelter **[Insert key safe locations]** • Pre-determine road diversions for through traffic and secure access for emergency responders.
6	**Environmental**	• The ability of natural systems to recover from disturbances and to tolerate or adapt to changing climate. • Trees Falling • Pollution • Contamination	• See Flood Map (Page **) • Liaise with Planet Sutherland and raise awareness of impacts of Climate Change

7	**Pandemic**	• A pandemic is when large numbers of people across the UK and in other countries are infected at the same time, but it is very difficult to predict when this may happen. • Covid-19 is an example of a pandemic caused by a virus.	• Ensure local food security is available (Food larder etc). • Have a volunteer list who are able to assist with those who may need extra help. • Make sure Scottish Government guidelines are followed throughout pandemic. • Contact NHS Highland to access information/guidance. • Contact Highland Council to access support and information. • Delivery of prescriptions/food.
8	**Cyber Scams**	• Rule of thumb: Mistaking the genuine for a scam is much better than mistaking a scam for a genuine. • Scam TV Licensing emails use subject lines like 'correct your licensing information' or 'your bank declined the latest direct debit'. They often try and convince you to hand over personal information such as bank details.	• Encourage members of the community to report suspected scams. • Look at the resources page (Page **) for help and advice. • Encourage victims of scams to post their experience on **[Insert community Facebook]** • Provision of free training and information.

9	**Power Outages**	• Disruption of electricity and potentially phone signal.	• Call your service provider to ensure it's not a fault with your power only. • Provision of safe spaces with hook ups for mobile generators. • Promotion of SSEN Priority Services Register for vulnerable people.
10	**Broadband Outages**	• Disruption of internet access, more important now that working from home is the new default.	• Call your internet service provider. • Contact SSE. • Consider going to another home (family/friend) to allow you to continue working.
11	**Water Rescue Incident**	• Given remoteness, the initial emergency and rescue response may be the local community.	• Encourage first aid training. • Promote and maintain good quality mobile phone reception to enable public to react quickly to alert emergency services. • Provision of boats with qualified crew for loch and river rescues. • Ensure good provision of life saving equipment on loch shore and riverbank.
12	**Tourism**	• Impact of visitors. • Impact of increased visitor numbers.	• Actively encourage compliance with Outdoor Access Code. • Maintain availability of public conveniences. • Promote sustainable visitor management practices.

5.0 Local Skills and Resources Assessment

Each table is used for each settlement within the area you are covering, add or takeaway the following tables as required.

When filling out the resources sheet, it is worth contacting local businesses such as plant hire companies, farmers, or other people within the community who have access to tractors, generators, water pumps etc.

5.1 [Insert settlement name] Resources

Skill/Resource	Name	Contact Details	Location
GP			
Trained Defibrillator Operator			
Trained First Aiders			
Nurse			
Chemist			
Fire Fighter			
Post Office Manager			
Tractor/Digger/ Forklift and 4x4 Owner			
Building, Plumbing, Hardware and Electrical Supplies			
Catering			
CB Radios			
Ardgay Stores and Kyle Bakery (SPAR)			
Food			
Transport			

5.2 [Insert settlement name] Resources

Skill/Resource	Name	Contact details	Location
GP			
Trained First Aider			
Trained Defibrillator Operator			
Nurse			
Chemist			
Fire Fighter			
Post Office Manager			
Tractor/Digger/ Forklift and 4x4 Owner			
Building, Plumbing, Hardware and Electrical Supplies			
Catering Van			
Ardgay Stores and Kyle Bakery (SPAR)			
Food			
Transport			

5.5 Key Safe Locations

Map 1.1 signifies identified places of safety within **[Insert plan name]** as agreed with The Highland Council (local authority).

Canva is an online editing tool which was used to create the image below. You will need a map of the area you are covering. You could use the Community Councils - boundary maps from the Highland Council website.

Example
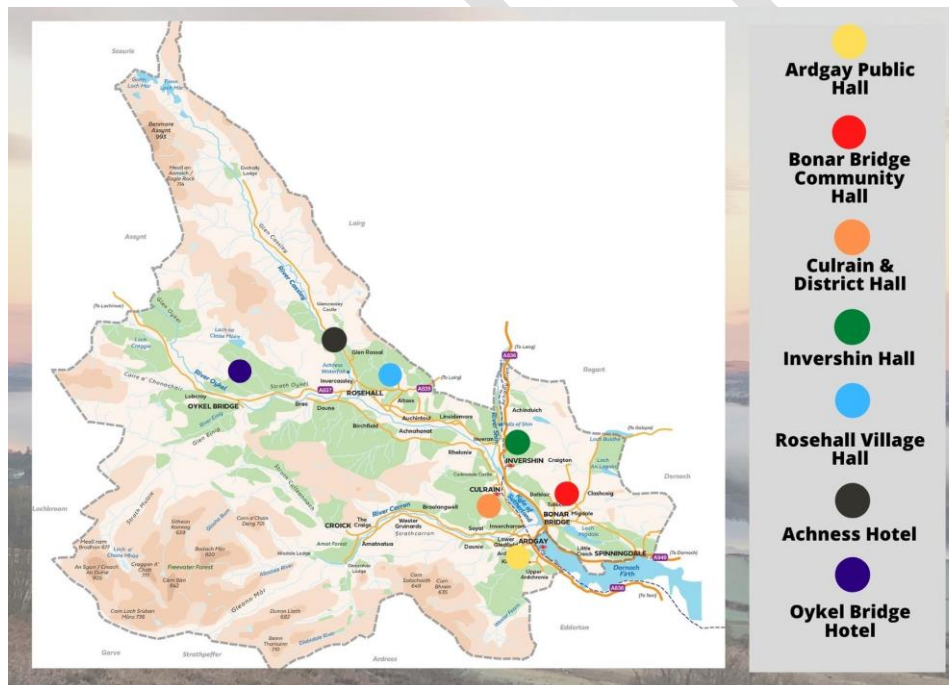
Below is a table for additional key safe locations. Please note that key safe locations must be big enough for communities to use, in accessible locations and ideally have kitchens to provide hot food and water in the event of an emergency.

Additional Places of Safety in [Enter area name] These can be community buildings, churches, hotels etc.			
Asset	**Location**	**Potential Usage in an Emergency**	**Contact Details**
		Rest Centre/Safe Place	
		Rest Centre/Safe Place	
		Rest Centre/Safe Place	
		Rest Centre/Safe Place	

6.0 Emergency Contact List | For Agencies and Public Body Organisations

The table below illustrates two key contact points for external regional agencies and public body organisations to contact in the case of an emergency.

Include two main coordinators here. One should be a well-known member in the community for example. Another could be someone from a local community organisation e.g. Development Trust Manager.

[Insert Photo]	**Name:**
	Organisation:
	Role:
	24hr Telephone Contact:
	Email:
	Address:
[Insert Photo]	**Name:**
	Organisation:
	Role:
	24hr Telephone Contact:
	Email:
	Address:

Police Scotland
Emergency   999
Non emergencies 101

NHS 24 helpline 111
www.nhs24.com

Scottish Environment Protection Agency
Floodline 0845 988 1188
www.floodlinescotland.org.uk

Scottish Government
www.scotland.gov.uk/topics/Justice/public-safety/ready-scotland

Scottish and Southern Power Distribution
24/7 0800 300 999

7.0 Telephone Tree

- The phone tree works as a pyramid.
- The coordinator at the top makes the first call to two or more people.
- In turn, they call an assigned set of people and so on, until the tree is complete.
- Remember to record both mobile and landline numbers if available.

Consider having contacts who are situated within the area you are covering, including the different settlements, so that communications reach all people.
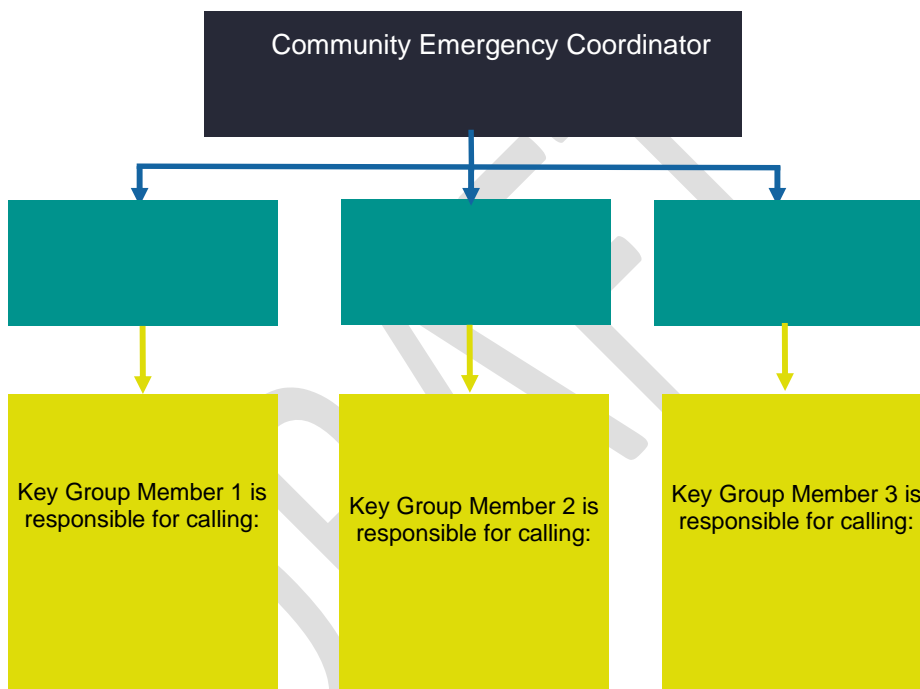
```
              ┌──────────────────────────────────┐
              │  Community Emergency Coordinator  │
              └──────────────────────────────────┘
       ┌───────────────┬───────────────┬───────────────┐
```

Key Group Member 1 is responsible for calling:	Key Group Member 2 is responsible for calling:	Key Group Member 3 is responsible for calling:

8.0 List of Community Organisations

These organisations will work with people who may become vulnerable or with communities as a whole in an emergency. Examples of this are; local doctor surgeries, care homes, Development Trusts, churches, Community Councils and any other relevant organisations.

Organisation	Location	Contact Number

9.0 Resilience Plan Activation Triggers

The **[Insert area name]** Resilience Plan will be activated in the following cases:

- In cases where there is a direct risk to life or the wellbeing of the residents or visitors (such as flooding, explosion/fire, major transportation accident), an emergency plan will be activated immediately as a result of:

    1) An early warning call from the emergency responders (e.g., risk of severe weather/flooding/environmental pollution - call from SSE, SEPA, Scottish Water)
    2) Call from the emergency services or a member of the public witnessing an emergency where the community involvement and support is important or vital.

- In cases where there is no direct/immediate risk to people's lives or their wellbeing (such as prolonged power outage caused by severe weather), the Emergency Group will stay in contact with the emergency responders. The Action Plan will be activated depending on need. The power generator to supply electricity in the Community Hall will be requested after 12 hours of any power cut. If the emergency responders are unavailable, the Emergency Group shall make a decision on whether to activate the Plan.

10.0 First Steps in An Emergency

Follow the instructions below when the Resilience Plan is activated:

Ref	Instructions	Tick
1	Call 999 (never assume that someone else has called – better that emergency services receive multiple calls than none at all).	
2	Ensure you are not in immediate danger.	
3	Contact the Community Emergency Group and meet (Community Hall) to discuss the situation and establish the emergency actions coordinator.	
4	Emergency Group: What type of emergency? (flooding/strong wind/heavy snow/major road accident/major rail accident/boat capsize/pollution/oil spillage/fire)	
5	Emergency Group: Location of the emergency (a vulnerable area? School? Main access route? Has electricity/gas/water been affected?)	
6	Emergency Group: Who is affected? (visitors/local residents? Any vulnerable people involved? How many people affected, is there a threat to life?)	
7	Correct service alerted? **Police Scotland** Emergency 999 Non emergencies 101 **NHS 24 helpline 111** **Scottish Environment Protection Agency** Floodline 0845 988 1188 **Scottish and Southern Power Distribution** *24/7* 0800 300 999 **Scottish Water** *24/7* 0845 601 8855	
8	What can be done meantime? What resources do we need? (Contacting vulnerable people/clearing access/ preparing shelter, food, blankets for needy/ roads diversification)	
9	Updates to Emergency Services	
10	Can we offer to help/coordinate rescue locally? (utilising volunteers – first aiders, messengers, heavy machinery operators?)	

11.0 Community Emergency Group

The Community Emergency Group should be made up of individuals in the community to meet regularly to ensure the plan is up to date and the relevant processes are correct.

11.1 Meeting Agenda

Agenda Date: *Enter Date*
Time: *Enter Time*
Location: *Enter Details*
Attendees: *Enter Details*

1. What is the current situation?
Enter Details

You might want to consider the following:

Location of the emergency, is it near:
- A school?
- A vulnerable area?
- A main access route?

Type of emergency:
- Is there a threat to life?
- Has electricity, gas or water been affected?

Are there any vulnerable people involved?
- Elderly
- Families with children
- Non-English-speaking people. What resources do we need? Food?
- Off-road vehicles? Blankets? Shelter?

2. Establishing contact with the emergency responders
Enter Details

3. How can we support the emergency responders?
Enter Details

4. What actions can safely be taken?
Enter Details

5. Who is going to take the lead for the agreed actions?
Enter Details

6. Any other issues?
Enter Details

12.0 Actions Agreed with The Highland Council in the Event of an Evacuation

Local Authority: The Highland Council

- Ensure all evacuation routes are clear.

- Make contact with all vulnerable residents to check if anybody requires help.

- Provide transport if needed.

- If only part of the area has to be evacuated, then prepare food and shelter in key safe locations identified on page ** (Key Locations)

13.0 Alternative Arrangements for Staying in Contact if Usual Communications Have Been Disrupted

A range of communications method have been set up to ensure Community Responders are in touch with members of the group and members of your wider community, for example a telephone tree with both landline and mobile phone numbers (page 19) and social media tools such as the **[Insert Community Facebook Page]** and WhatsApp Group.

However, if those usual methods of communications have been disrupted, please see alternatives below:

- Community Notice Board
- **Facebook Group | [Insert Community Facebook page].** The community can also post if low physical impact issues take place, for example a Scam.
- **WhatsApp Group | Key Members to Communicate in an Event of Emergency**

14.0 Household Emergency Plan Template

If an emergency happens it may be some time before help arrives, it is important that you and your family get together to prepare.
- Agree a plan in advance with those in your home.
- Complete this template together and keep it safe in case you need to use it.

If the emergency means it is not safe to go out, the advice is usually to:

- **GO IN** (go indoors and close all windows and doors),
- **STAY IN** (stay indoors),
- **TUNE IN** (to local radio, TV or the internet, where public information and advice from the emergency responders will be broadcast.)

If you must leave your home, get out, **stay out**, and **take others with you**.
Think of two meeting places; one near home and one further away in case you can't get home.

Meeting Place 1 (Near Home)	**Meeting Place 2 (Further Away)**
Agreed Location……………………	Agreed Location……………………

Pick a friend or relative who lives out of the area, who you will agree to call to say you're OK, should you need to leave home. Make sure this person knows.

Friends' name and numbers:

Important Numbers	**Your Numbers**
Emergency Services: **999** Non-Emergency: **101** NHS 24: **111** Floodline Scotland: **0345 988 1188** Loss of Power, **105**	Schools/Colleges:………………………….… Carer/Childminder: …………………………... Work: ……………………………………….….. Doctor: …………………………………………. Insurance: ……………………………………... Local Authority:………………………………. Vet: ………………………………………….… Other:

Pack an Emergency Kit | You should keep enough **food and water** and other **essentials** at home for at least **three days**.

Whether you have to stay in or get out, packing a small emergency kit will help you get through. Keep it in a safe place at home where you can reach it easily. Your kit should be kept in a waterproof bag and the **top ten things to include** are:

1. Radio with spare batteries, or a wind-up radio
2. Torch with spare batteries, or a wind-up torch
3. First aid kit
4. Important documents like birth certificates and insurance policies
5. Bottled water and ready-to-eat food that won't go off. Pack a can opener if needed
6. Spare keys to your home and car
7. Spare glasses or contact lenses
8. Toiletries and details of important medicines
9. Pencil and paper, penknife, whistle
10. Pet supplies

Always prioritise **PEOPLE OVER POSSESSIONS.** However, if you have to leave your home, and there's time to gather them safely, you could also think about taking:

1. Essential medicines
2. Pets
3. Mobile phone and charger
4. Cash and credit cards
5. Spare clothes and blankets
6. Games, books, a child's special toy
7. What else is important to you and your family?

Find out how to turn off your gas, electricity and water supplies to your home.

You could also **consider moving (and securing) important possessions** to the upper levels of your home or to higher ground if you are at risk of flooding e.g., your essential documentation, photos, jewelry. medicines, or your vehicles.

15.0 Online Resources

Organisation	Support Service	Contact	Website
The Highland Council has a cascade system which alerts the relevant people/ teams.			
The Highland Council	Health and Social Care	Emergency Out of Hours Phone Number: 08457 697284	www.highland.gov.uk/info/1347/social _care_and_health
The Highland Council	Roads, Parks, Flooding and Street Lighting	Emergency Out of Hours Phone Number: 01349 886690	www.highland.gov.uk/info/20005/road s_and_pavements/99/roads_informati on
The Highland Council	Housing, Homelessness, and Public Buildings	Emergency Out of Hours Phone Number:0134 9 886691	www.highland.gov.uk/info/997/housin g_advice/245/homelessness
The Highland Council	Registration	Emergency Out of Hours Phone Number: 07818 588 203	
SEPA	Flooding & Environmental		www.sepa.org.uk/environment/water/floo ding/flood-maps/ www.sepa.org.uk/
Scottish Water	Flooding		www.scottishwater.co.uk/you-and-your- home/your-home/flooding-information
Traffic Scotland	Road and Rail Incident		https://trafficscotland.org/
Scotrail	Rail Incident		www.scotrail.co.uk/
Met Office	Severe Weather		www.metoffice.gov.uk
Keep Scotland Beautiful	Environmental		www.keepscotlandbeautiful.org/
Environmenta l Protection Scotland	Environmental		www.ep-scotland.org.uk/
Planet Sutherland	Environmental		www.planetsutherland.com/p/home.html
Scottish & Southern Electricity Networks	Power Outage		www.ssen.co.uk/Powercuts/whattodo/

SSE	Power and Broadband Outage		sse.co.uk/help/contact-us
Highland Wireless	Broadband Outages		www.highlandwireless.co.uk/support/
Scottish Government	Covid19 Pandemic		www.gov.scot/publications/coronavirus-covid-19-local-measures/
The Highland Council	Covid19 Pandemic		www.highland.gov.uk/coronavirus
NHS	Covid19 Pandemic		www.nhs.uk/conditions/coronavirus-covid-19/
Money Saving Expert	Cyber Scams		www.moneysavingexpert.com/shopping/stop-scams/
Norton	Cyber Scams		uk.norton.com/internetsecurity-online-scams-5-most-popular-scams-in-2020.html
Love Money	Cyber Scams		www.lovemoney.com/news/3771/the-top-10-online-scams
Citizens Advice Bureau	Cyber Scams		www.citizensadvice.org.uk/consumer/scams/get-help-with-online-scams/
Water Safety Scotland	River Incident		www.watersafetyscotland.org.uk/
Samaritans	Mental Health	116113	
CROCUS	Mental Health	01463 714568	
NHS24	Mental Health	111	
Mikeysline	Mental Health	07786207755	www.mikeysline.co.uk/

16.0 Emergency Coordinator Handbook

The emergency coordinator should:

- Live locally and have a good knowledge of the geographical area and the groups and individuals that live and work there.

- Have the backing of their group to represent their community.

- Be willing to speak on behalf of the community.

The emergency coordinator should perform the following roles:

- Develop, test, review and maintain the **[Insert area name]** Resilience Plan.

- Where possible identify a small team of people from the community that could assist in developing the plan and in responding to an emergency.

- Identify a suitable location for those involved in coordinating the response to meet if necessary.

- Identify vulnerable groups or individuals that might be at more risk during and emergency.

- Provide a link between the local community, Emergency Services and Local Authority.

- Activate the emergency plan on notification of an emergency incident and stand down those involved in the response when appropriate or directed to do so by the emergency services/local authority.

- Coordinate the work of volunteers.

- Shortly after a response, conduct a debrief with those involved to capture any lessons from the emergency/incident that would improve a future response.

In a response to any incident those involved should always be aware of their own Health and Safety and that of others. The Emergency Coordinator Team should be easily identifiable to both the public and emergency services.

Emergency Coordinator Aims, Objectives, Benefits and Outcomes	
Aims	a) Individuals, businesses, community networks and voluntary organisations are empowered to prepare, respond, and recover from emergencies and disasters. b) Emergency responders and government understand, enable and integrate voluntary capabilities of the public into emergency planning, response and recovery activity.

Objectives	a) **Enables Resilient Behaviors** | Informing and listening to the public about risk, appropriate preparedness and response actions, motivations and blockers to actions.
	
	  - Response Communications and Alerting
	
	  - Education and awareness materials, programmes and campaigns.
	
	b) **Enabling Community Led Social Action** | Supporting community networks to understand their capabilities, access resources, tools and responder partners and tale collective resilience actions with benefits for people and places.
	
	  - Facilitating and advising community networks.
	
	  - Supporting Community Led Emergency Planning
	
	  - Facilitating access to training and physical emergency resources.
	
	c) **Partnering with Voluntary Capabilities** | Working with individuals, businesses, community networks and Community Emergency Coordinator Teams, spontaneous volunteers and voluntary organisations to coproduce, design and deliver support to the public.
	
	  - Convening and consulting on plans.
	
	  - Agreeing roles and activation models dependent on need and appropriate to capabilities.

Benefits	a) Individuals behave in a resilient and prosocial way. b) Community networks take action to support their members to be resilient. c) Voluntary capabilities are integrated into emergency management.
Outcomes	Increased: • Understanding of needs and ability to target support to those in acutest need. • Public Confidence and Motivation to Act • Collective Capability to Manage Emergencies • Trust and Legitimacy of Official Emergency Management Activity • Speed of Recovery Decreased: • Social, Financial and Health impacts from emergencies • Demand on Emergency Resources • Cost of Response and Recovery