

KYLE OF SUTHERLAND COMMUNITY RESILIENCE PLAN

FOR CREICH AND ARDGAY
& DISTRICT COMMUNITIES

ARE YOU READY?

Are you ready for severe weather, utility failure, flooding or pandemics? Make sure you know what to do. Stay informed, pack a kit, make a plan.



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ABOUT THE RESILIENCE PLAN

Who is the Community Resilience Plan for?

The Kyle of Sutherland Community Resilience Plan is for people who live in the Creich and Ardgay & District Community Council areas.

Why is a Community Resilience Plan needed?

There is a need for communities in the Kyle of Sutherland 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 Creich and Ardgay & District is undertaken at the town 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 snow ploughs
- 4x4 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



COMMUNITY PROFILE KYLE OF SUTHERLAND

KYLE OF SUTHERLAND COMMUNITY RESILIENCE Area Statistics



FLOODING

Flooding is one of the most common emergency situations in Scotland and affects many homes and communities. Taking action now to prepare for flooding can protect your home and possessions and can help you recover more quickly when floods occur. The main types of flooding in Scotland are:

- River flooding – when rivers and burns burst their banks due to high volumes of water
- Coastal flooding – high tides and storms create unusually high sea levels or big waves
- Surface water flooding – heavy rainfall fills the drains and sewers which then overflow.

Know your risk – check SEPA’s flood map to see if the area you live in is at risk of flooding. [Please see page 6 for map.](#)

Sign up to Floodline at www.floodlinescotland.org.uk to receive text alerts so you get advance notice of impending floods.

Create a flood plan – make sure you’ve thought about all members of the family and don’t forget about your pets.

Prepare a ‘grab-bag’ of essential items. Remember you may be out of your house for days.

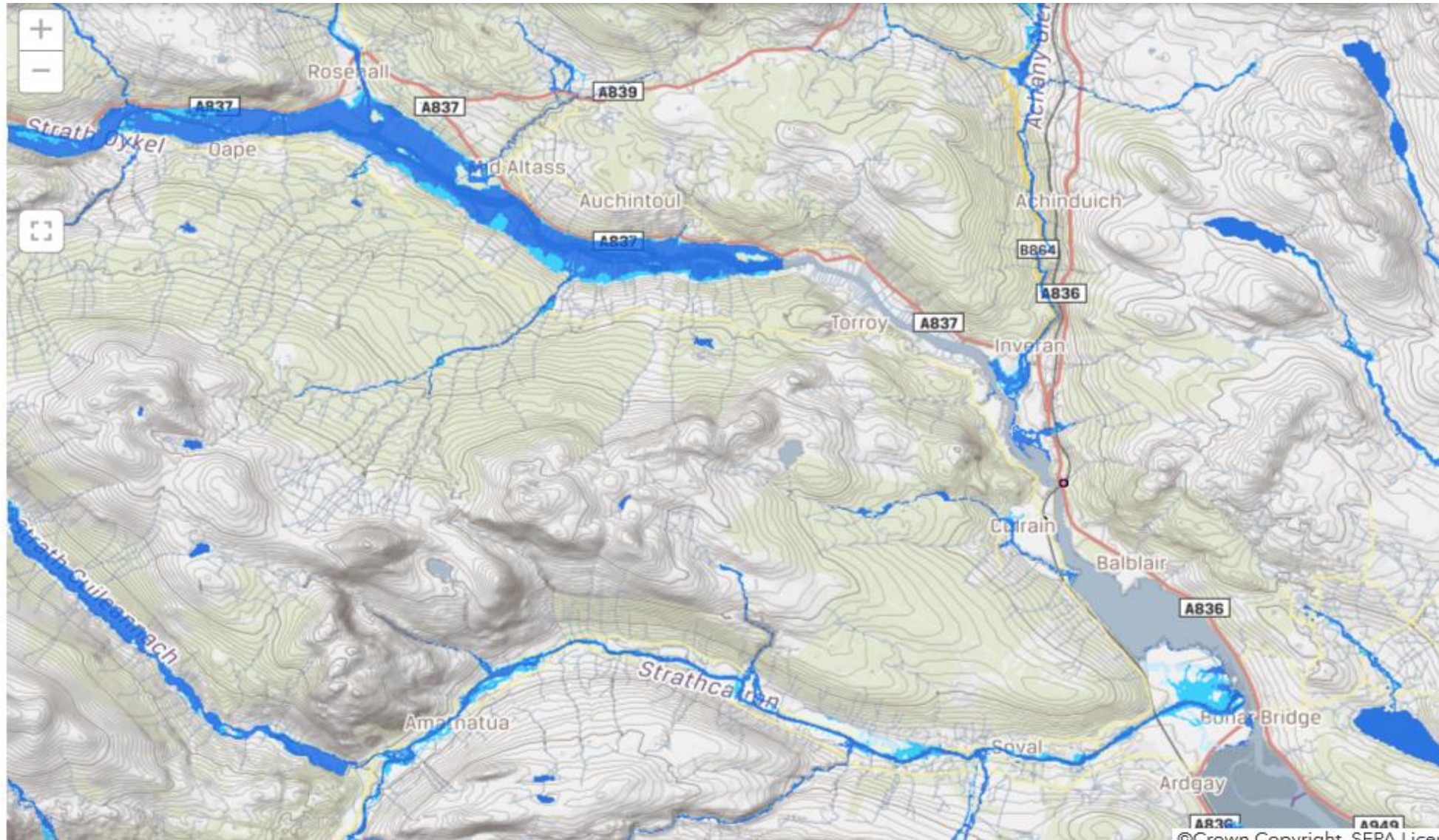
What goes into a family flood kit?

It should include a torch, first aid kit, warm and waterproof shoes and clothing, supplies of prescription medicines, bottled water, food, rubber gloves, children’s supplies, pet supplies, insurance details, portable radio and spare batteries, and a rucksack in case of evacuation.



FLOODING

The map indicates potential flood risks from coastal and river water.



SNOW

Snow and ice can disrupt our lives in lots of different ways.

It can cause frozen or burst pipes, transport disruption and even risk of hypothermia. Then when the snow thaws, a risk of flooding can follow. Because winter can be a particularly difficult time for elderly or vulnerable people, the following advice mentioned below is to make sure you, and those around you, have the help and support you need.

In Advance

- Make sure you've signed up to the Met Office for the latest weather warnings/updates.
- Make sure you have storage of food, water, prescription medicines and torches.
- Check on vulnerable neighbours or relatives and help them to prepare. Make sure they're aware of the support available to them during cold weather, including the SSEN Priority Services Register. To register, please call **0800 294 3259**.
- Keep up-to-date with the latest weather warnings, travel advice and road conditions by visiting www.trafficscotland.org.

In Cold Weather

- If you lose power, call 105 – it's free of charge and will put you through to your local network operator who can give you help and advice.
- Make sure you can keep as warm as possible, wearing layers, and keeping at least one room in the house heated.

After Snowfall/Ice

- Take extra care when cycling, walking or driving. Leave a safe distance when driving - your stopping distance is increased by 10x in snow and ice;
- Stay off frozen water
- Make sure that vulnerable neighbours or relatives are safe
- Before attempting to thaw out your pipes, check for leaking joints or bursts. If there are none, and if it's safe to do so, gently warm any frozen sections with a heated cloth wrapped around the pipe. **Never apply a direct flame or attempt to thaw pipes by switching on your immersion heater or boiler;**
- If you're fit, well and able; clear and grit paths and pavements (clearing fresh snow is easiest, and avoid using hot water, which could quickly turn to ice).

WILDFIRES

Wildfires are very dangerous, spreading fast, changing direction, jumping to other areas potentially threatening life. If you see a fire, however small, call 999 immediately.

Be prepared for wildfires that can threaten your home

It may seem like a remote possibility, but it pays to be prepared. Here are some simple tips for keeping you, your home and your family safe from wildfires.

- If you burn leaves and debris, consider alternatives like composting.
- Before lighting any outdoor fire, check for any restrictions or if any permits are required.
- Avoid lighting fires when high winds, high temperatures and low humidity are present or predicted.
- Always have a shovel available and connect your garden hose before you start the fire.
- Make sure recreational fires are made in a fire-safe pit or container and completely extinguished before leaving.
- Never burn if the smoke and flames are blowing towards your home (or your neighbour's home).
- Do not dispose of ashes until they are cold to the touch.
- Store flammable materials in approved safety cans. Keep those safety cans in a fire-resistant metal or brick building or your garage.

WILD SWIMMING

Spot the Dangers!

- Ask locals for advice before swimming. This could be on a Facebook Group or in person.
- Read local warning and guidance signs before heading into water.
- Plan your entrance and exit points before swimming.
- Be aware of dangers you can't see from the side – currents and underwater hazards.

Swim sober:

- Alcohol and drugs impair judgement, swimming ability and body temperature.
- Don't drink or take drugs before swimming, even in small quantities.

Swim with others:

- Consider taking someone with you when you go into water, especially if you've not swum alone before. If something goes wrong they will be able to get help.
- No one to swim with? Pop a note onto **[Insert local wild swimming group, if exists]** Wild Swimming Facebook Group (insert link to group)

Increase your exposure to open water gradually:

- Enter the water slowly, getting used to the temperature. Cold water shock 'gasp reflex' can be triggered in water below 15 °c.
- Take it slow, there is no rush!

Avoid jumping in:

- Before jumping in check for depth and hazards, and get used to the water temperature.
- If in doubt about the depth, don't jump.

Watch children at all times:

- Find a safe area for children to play in and watch them all the time. It's easy for them to fall and get into difficulty, and even shallow water can cause problems.

Recognise the signs of drowning:

- People who are drowning are usually silent. Dial 999 and ask for the Coastguard or ask for the Fire and Rescue service when at any inland waterside location.
- Don't put yourself at risk trying to save a swimmer in difficulty.

WATER DROUGHT

A drought is a period of drier-than-normal conditions that results in water-related problems. It is important to be mindful about the amount of water you use each day to prevent you running out of water during a water drought.

- A hosepipe can use enough water in 30 minutes to fill five bath tubs. Top Tip: Use a bucket and sponge to wash the car to help save water.
- Use a watering can instead of a hose and water plants early in the morning or late in the evening, this way less water will evaporate and more will go to the plant roots. Alternatively, you can fit your hosepipe with a trigger nozzle so it only runs when you need it.
- Save on your energy bills by filling the kettle with only the water you need, you'll also save time waiting for the kettle to boil.
- Remember to wash your dishes in a basin or bowl instead of under a running tap, or if using a dishwasher wait for a full load and use the eco setting to help save not only water but energy too!
- Showers and baths use the most amount of water in the home (32%), and make up around a fifth of the average household energy bill, knocking one minute off your shower can save over 4100 litres of water and 39kg of CO2 per person, each year.

RESOURCES

POLICE SCOTLAND

(Non emergencies) 101

NHS

NHS 24 helpline 111

www.nhs24.com

WATER

Scottish Water 08000 778 778

HIGHLAND COUNCIL

Health & social care out of hours 08457 697 284

Roads, parks, flooding & street lighting 01349 886 690

ROAD INCIDENT

TRUNK Road maintenance -

BEAR: 08005 871 107

www.trafficscotland.org

TRAIN INCIDENT

British Transport

Police 0800 40 50 40

FLOODING

SEPA floodline 03459 881 188

www.floodlinescotland.org.uk

SEVERE WEATHER

www.metoffice.gov.uk/

POWER OUTAGES

For all electricity providers 105

BROADBAND & TELEPHONE OUTAGES

Highland Wireless 01862 808 077

BT Customer line 0800 800 150

EE support 0800 079 8586

TalkTalk help 0345 172 0088

Plusnet helpline 0800 432 0200

Vodafone 03333 040 191

PANDEMIC

www.nhsinform.scot/coronavirus

LOCAL HEALTH CENTRES

[Enter local health centres]

Raigmore Hospital,

Inverness: 01463 704 000

CYBER SCAMS

Report Fraud 0300 123 2040

www.actionfraud.police.uk/

Police Scotland 101

www.citizensadvice.org.uk/consumer/scams/

RIVER INCIDENT

[Enter local coast guard]

www.watersafetyscotland.org.uk/

ENVIRONMENTAL

SEPA pollution

hotline 0800 807 060

www.ep-scotland.org.uk

MENTAL HEALTH

Samaritans 116 113

CROCUS 01463 714 568

NHS24 111

Mikeysline 07786 20 77 55

Breathing Space 0800 83 85 87

DOMESTIC VIOLENCE

Caithness & Sutherland

Women's aid 03454 080 151

NSPCC 0808 800 5000