

## Appendix 1 Ballater Recovery Action Plan

### Residents Recovery Plan

Key Actions					
<ol style="list-style-type: none"> <li>1. To facilitate and provide community information and support to assist return to homes</li> <li>2. To coordinate community activity and support from volunteers and organisations</li> <li>3. To facilitate future resilience to emergency situations.</li> </ol>					
1 To facilitate and provide community information and support to assist return to homes					
Action	Priority	Outcome	Who	When	Comments
Provide temporary service point in library	High	Point of contact for residents and businesses in Ballater	AC Area team to coordinate	Ongoing	Reduced hours from week begin 22 Feb 2016
Survey and repair council housing damaged by flooding.	High	Tenants return to their homes.	AC Housing AC Property		Work progressing on 54 properties. Work split between Housing Repairs (minor damage) (32no) and Property Services (Major works) (22no). Start date relates to minor damaged properties only. Work has yet to start on properties with major damage
Survey and repair Sluiemohr SH damaged by flooding.	High	Vulnerable tenants return to their homes. A speedy return allows respite and care home places to be released for others.	AC Housing AC Property		Some clients should be able to move back in next two weeks. Homecare gathering costs for additional hours worked should have this for next update.
Re-assess needs of those in temporary accommodation in care homes and sheltered housing.	High	Releases care home spaces and respite units	AC Home Care Management AC Housing Options	4 weeks after event.	Met with Care Managers to discuss the care home placements as a result of flooding and identified those who do not require that level of care. We are actively looking for mainstream alternative temporary accommodation for one client and sheltered housing for another two clients.
Providing housing advice & assistance as required.	High	Temporary accommodation arranged or sign post to appropriate agencies.	AC Housing Options	Ongoing	Recorded contact with 98 households and in addition there are the 13 residents of Sluiemohr, Sheltered Housing We continue to provide for 23 families/persons in temporary

					<p>accommodation.</p> <ul style="list-style-type: none"> <li>• 11 temporary accommodation units</li> <li>• 4 sheltered housing placements</li> <li>• 8 care home placements</li> </ul> <p>5 further households are looking for assistance in identifying alternative accommodation when their current accommodation comes to an end in March</p> <p>At the recent surgery that held in Ballater only one individual came forward looking for assistance.</p>
Arrange surgeries with appropriate agencies		Provide expert advice in terms of insurance, grant applications, housing, council tax, money management, counselling etc.	AC Area Team Scottish Flood Forum	Ongoing	<p>We provided a one off housing surgery in Ballater on 9.2.15 as a result of a request from Marr Area Manager - further attendance subject to ongoing review.</p> <p>Drop in sessions arranged for Sat mornings throughout March with representatives including solicitor, architect and quantity surveyor.</p>
Planning surgery on a fortnightly basis		Advice and assistance particularly for conservation area properties.	AC Planning	Every Wed am	Ongoing
Planning guidance and proforma issued to fast track applications.		Simplified system to speed up process.	AC Planning	Wk beg 25 January.	Completed
Canvas households to assess current stage of recovery.	Medium	<p>To identify those households who require further help from volunteers.</p> <p>To identify those households who do not have any insurance or are under insured.</p>	AC Area Team to coordinate with volunteers.	Ongoing.	

2 To coordinate community activity and support from volunteers and organisations

Action	Priority	Outcome	Who	When	Comments
Establish systems at distribution centre for recording requests for	High	To have a record of assistance/ items required to direct the appropriate help to the	AC CLD	Completed	Templates have been developed and handed over to the volunteers. A leaflet has been produced that details

assistance and offers of assistance.		appropriate household.			individually requests (see attached)
Establish rota of volunteers to man the distribution centre	High	To ensure the distribution centre is open at times to suit the community.	AC CLD	Completed, however long term need to look at the rota on the Tuesday	Posters produced and distribution point has been staff by local volunteers on a Tuesday (2 individuals) and by the rotary on a Thursday
Use of social media to request assistance for appropriate times and items.	Medium	To ensure those requiring assistance get the most appropriate assistance.	AC CLD	Ongoing	
To organise a joint meeting of volunteering opportunities in response to the Ballater (requested by the Rotary)	Medium	To ensure volunteering opportunities are co-ordinated	AC CLD third sector volunteering groups	In progress	Met with CNPA and have a meeting arranged with River Dee Trust who are organising the river clear ups
Coordinate and share details of the various grant opportunities that exist.	High	To ensure all opportunities are maximised.	AC Area Team	Ongoing	Flood bulletins, which include information on grants, are being made available electronically and in paper format every two weeks. Grant forms and information are also available in paper format in the Library.
Provide assistance with completing forms etc.	High	To ensure lack of understanding does not prevent a successful application for funds.	AC CLD Temp service point.	Ongoing	Information on support available to complete forms (through Temporary Service Point, CLD volunteers and Citizens Advice) has been distributed via Flood Bulletins and electronic updates. One request to date, around ICT support and form filling. CAB are also offering assistance to complete forms and provide financial advice.

### 3. To facilitate future resilience to emergency situations.

Action	Priority	Outcome	Who	When	Comments
Support establishment of a community resilience	High	Community feel in control and are able to plan, react and recover	AC Area Team MAP	Ongoing	First meeting took place on 9 Feb 2016.

group (CRG).		from any emergency more effectively.			
Provide ongoing technical and practical support to CRG	Medium	Will enable an effective plan to be developed Will enable practical solutions to be put in place.	AC Area Team AC Flood Team SEPA Emergency services.	Ongoing	

## Business Recovery Plan

Key Actions					
4. Businesses affected by the emergency resume trading as soon as possible.					
5. The economic impact of the flooding is assessed and shared.					
6. Ballater once again has a vibrant and prosperous economy.					
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4. Businesses affected by the emergency resume trading as soon as possible.					
Action	Priority	Outcome	Who	When	Comments
Arrange drop in session to businesses	High	To ensure businesses receive advice from; Business Gateway, Revenue and Customs (VAT), insurance advice etc.	AC Econ Dev	Feb 2016	Event on 24 February at the Deeside Inn experts present to answer questions on VAT, Income Tax, Flood Recovery Grants, Business Gateway and other business support.
Contact all businesses to find out when they are re-opening.	High	If not planning to re-open find out why not so that support can be offered to persuade the business to continue trading.	AC Econ Dev	Feb 2016	
Push for rates relief.	High	To provide temporary business rates relief so that funds in the business can be spent on resuming trading.	AC -Finance Business Rates	Jan 2016	Achieved
Distribute Scottish Government Flood Relief Grants to businesses.	High	Business Rates and Econ Dev work together to ensure that businesses who are eligible receive Scottish Government funds.	AC Finance Business Rates AC Econ Dev	Jan – March 2016	
Assist businesses to apply for assistance to get them on-line.	Medium	To help businesses where premises are closed due to flooding to carry on trading and to help others increase trade.	AC Econ Dev	Feb - May 2016	
Assist Caravan Park to start operating.	High	To ensure that visitors continue to visit Ballater.	Area Manager AC Econ Dev	Jan – April 2016	Contract awarded by Aberdeenshire Council to clear site subject to obtaining all caravan owners permission.
Assist golf course to start operating.	High	To ensure that visitors continue to visit Ballater.	AC Econ Dev	Feb – April 2016	Assistance given with removal of waste material. Discussions ongoing
Help businesses draw	Medium	To assist businesses to carry on	AC Econ Dev	Feb – May	

up business resilience plans.		trading with confidence that they are better prepared if flooding occurs again. May also help a business to get insurance.	Business Emergency Recovery Group	2016	
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5. The economic impact of the flooding is assessed and shared.

Action	Priority	Outcome	Who	When	Comments
Carry out an Economic Impact Assessment of the flooding across Aberdeenshire including the specific impact of Ballater Caravan Park.	High	An impact assessment will be used to help mitigate the effects of the flooding, will be used in resilience plans and will be used to argue for support in the future.	AC Econ Dev	Jan – March 2016	Chamber of Commerce was asked to bring forward proposal for an impact study in Jan.

6. Ballater once again has a vibrant and prosperous economy.

Action	Priority	Outcome	Who	When	Comments
Organise events programme for the year and publicise.	High	To ensure that the message that Ballater is Open for Business is conveyed to potential visitors, to bring additional visitors to Deeside.	Visit Royal Deeside CBP AC Econ Dev	Feb – Dec 2016	Investigate if Ballater Walking Week can be re-instated. CNP Check if Golf Week is still going ahead. AC Econ Dev
Work to get an enhanced Station Visitor Centre open as soon as possible.	Medium	To ensure that a major attraction is open in Ballater and can be used to enhance Ballater as a tourist destination.	Area Manager CNP AC Education VisitScotland	On-going	
Continue to discuss assistance with individual businesses and Ballater Business Association	Medium	To ensure that the Ballater economy continues to flourish.	AC Econ Dev		Consideration will be given to new initiatives such as retail consultancy, events, support to groups etc.

## Infrastructure Recovery plan

Key Actions					
7. To assess flood damage					
8. To commence reconstruction phase					
9. To identify future resilience measures					
7 To assess flood damage					
Action	Priority	Outcome	Who	When	Comments
Asses need for and remove sandbags from doorways and around the village.	High	Improves appearance of village.	Area team BBA B&C CC		
In conjunction with other agencies, assess damage to riverbanks and existing flood defences. In particular, to consider those damaged around the golf course.	High	Ensure safety and allows repair work to be prioritised.	AC Flood team		Meeting to be arranged with Golf Club, Flood team, SEPA and community representatives.
Assess impact of flooding on all road bridges	High	Ensure safety and allows repair work to be prioritised.	AC Bridges		
Assess impact of flooding to all footbridges	Medium	Ensure safety and allows repair work to be prioritised.	AC Environment team CNPA		
Assess impact of flooding on historic footbridges in particular Polholick and Cambus O'May.	Medium	Ensure safety and allows repair work to be prioritised.	AC Environment team		
Assess impact on roads, pavement and gullies.	High	Ensure safety and allows repair work to be prioritised.	AC Roads		
8 To commence reconstruction phase					
Action	Priority	Outcome	Who	When	Comments
Repair Invercauld Bridge	High	Allows access from Ballater to Braemar	AC Roads and Bridges		Completed
Construct temp road on A93	High	Allows access from Ballater to Braemar	AC Roads		Completed

Repair roads and pavements	High	Safer to walk and drive on.	AC Roads		
Ensure street lighting is on throughout the village.	High	The area most impacted does not look derelict.	AC Roads		
Clear out all gullies	High	Allows surface water to flow freely.	AC Roads		

9. To identify future resilience measures

Action	Priority	Outcome	Who	When	Comments
Encourage households and businesses to retain sandbags that are not contaminated.	Medium	Provides future resilience	AC BBA B&C CC		
Collate data to feed into any future flood risk management plan review.	High	Ensures new data is considered.	SEPA AC		
Facilitate an event, which allows residents and businesses to express their experiences and share stories and images.	High	A collection of stories and images which can form a future exhibition.	AC Area Office	10 Feb 2016.	Completed



## Environment Recovery Plan

Key Actions					
10. Reinstate Footpaths and core path network damaged by floods					
11. Management of the river network					
12. Improve appearance of village					
10. Reinstate Footpaths and core path network damaged by floods.					
Assess impact of and repair footpaths and core path network	High	Ensure safety and allows repair work to be prioritised.	CNPA AC Environment team	Ongoing	CNPA as the access authority will take the lead.
Repair damage to Deeside Way	High	Allows full use of the network path	AC Environment team		
11. Management of the river network					
Action	Priority	Outcome	Who	When	Comments
To remove debris from River banks	Medium	River bank and adjacent fields cleared of debris. Materials recycled as much as possible to minimise landfill.	AC Area team AC Waste AC CLD Dee Catchment Partnership	Ongoing	Coordinate action with volunteer groups and agencies
Assess impact of flooding across Estates and Farms	High	Highlights overall impact in the area.	River Dee Trust Coordinating Estates.	Ongoing	
12 Improve the appearance of the village					
Action	Priority	Outcome	Who	When	Comments
Provide advice to residents in terms of reinstating drystone dykes.	Low	An environment in keeping with a conservation area.	AC Private sector	Ongoing	

## Communications Recovery Plan

Key Actions					
13. To communicate information and progress of recovery plan.					
14. To provide a coordinated and effective communication and marketing to promote Ballater and surrounding area.					
13 To communicate information and progress of recovery plan.					
Action	Priority	Outcome	Who	When	Comments
Prepare regular newsletters	High	Will provide information on progress in all areas of the recovery plan plus information on where assistance can be had e.g grants etc.	AC Area Team	Every 2 weeks or as required.	Paper and online.
Release regular press releases.	High	Highlights progress and positive stories.	AC Corp comms		
14. To provide a coordinated and effective communication and marketing to promote Ballater and surrounding area.					
Action	Priority	Outcome	Who	When	Comments
Develop an events calendar.	High	Will market events and attractions encouraging visitors to the area.	AC Econ Dev CNPA VisitScotland	First draft by 1 March 2016 and updated as required.	