

Ballater Resilience Plan

(Emergency Contingency Arrangements)

In the event of an emergency, the relevant emergency services should be immediately notified by calling

999

AMENDMENT RECORD		
revision and date	prepared by	amendment / description
Rev 1 03 Oct 16	Response Consultants UK Ltd	New document developed by an initial small Community Council team and in discussion with the Council EPO and Police Scotland
Rev 2 16 Jan 17	Response Consultants UK Ltd	Various updates (<u>underlined</u>) following a tabletop exercise with external agencies and other inputs

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DISTRIBUTION OF PLAN	number of copies
V&A Halls, Ballater	4
Aberdeenshire Council Emergency Planning Officer (EPO)	1
Police Scotland	1
Scottish Fire & Rescue Service	1
Ballater Community Council website	-

1. INTRODUCTION

1.1 Purpose

Community Resilience is an initiative supported by local, Scottish, and the UK governments originating from the Civil Contingencies Act 2004. The principle is that communities develop a local plan so that they can help themselves during an emergency in a way that complements, but in no way replaces, the response of the emergency services and other responders. The purpose of the local plan is to:

- raise awareness and understanding of the local risks and emergency response capability in order to motivate and support self-help
- increase individual, family and community resilience against emergencies
- provide a framework for the delivery of a resilient community plan
- commence self-help arrangements until support from the emergency services or other agencies is in place.

1.2 Scope

This community resilience plan assesses risks, identifies local resources and actions, voluntary support and key locations within the community of Ballater; a similar but separate plan exists for Crathie community. In the event of an emergency or any situation which threatens the safety of local residents, the actions taken by the community may include some of the following:

- providing shelter, hot meals and assistance in village halls during an emergency
- checking on neighbours and residents who may benefit most from additional assistance to ensure their safety and well-being during severe weather or utility failure
- assisting with the placing of domestic flood gates, sand bags, or other flood protection equipment into position
- organising the clearing of snow from the pathways of people who are unable to do so themselves, and from the pathways to community facilities
- assisting with the delivery of essential supplies during severe weather e.g. hot meals.

As members of the Resilience Teams in both Ballater and Crathie are an integral part of the Ballater and Crathie Community Council, all their activities, both inside and outside, are covered by the Community Council's insurance policy (but not those involving the use of mechanised equipment).

1.3 References

As this Plan is in the public domain, all references to people's names and telephone numbers have been omitted, but are documented in the Emergency Contacts List, the distribution of which is limited and controlled.

2. BALLATER

2.1 Description

Ballater is located 42 miles west of Aberdeen City Centre, mostly on the north side of the River Dee but with isolated pockets of remote farming and residential properties on the south side of the river and to the north and east of the village, which is surrounded by countryside with high ground. In the village, there is a supermarket, pharmacy, clinic, military barracks, plus several churches, hotels, cafes, restaurants and takeaway food outlets. There is a fire station in Ballater with two appliances plus an Argo-cat (retained crew), police station and ambulance depot (all located in an area prone to flooding).

The A93, the main road from Aberdeen to Braemar and beyond, passes through Ballater, although some of the traffic tends to use the B972 Pass of Ballater road. These roads are subject to heavy traffic, as it forms part of a route used by heavy goods vehicles, coaches, tourist and local traffic including farm and logging vehicles. On the south side of the river, the less used B976 connects Aberdeen, Banchory and Aboyne to Balmoral and Loch Muick which is used by tourists, walkers and outdoor enthusiasts. During the summer months, all the aforementioned roads are used by large numbers of motorbikes and sports cars, often at excessive speed.

Approximately 1,800 people live in Ballater, of which an estimated 30% are over 60 years of age and 7% over 80 years of age. However, during the tourist season, especially in August and September (due to members of the Royal Family, Highland Games, etc), these numbers increase dramatically with an influx of visitors to the area.

2.2 Key Locations

The primary Evacuation Reception Centre in Ballater is based in the **Victoria & Albert Halls (V&A)**, Station Square. The halls, comprising two large halls, several smaller rooms, two kitchens, many toilets and lift, have the capacity to accommodate over 421 people. There are plans to provide standby power and heating equipment in both halls in the event of the failure of mains electricity. In the event of a major evacuation, use of the various rooms will be designated as follows:

Victoria Hall	-	registration, general use for evacuees with pets
Albert Hall	-	general use for evacuees
Mike Sheridan Room	-	for those needing a less busy environment
Beaton Craigie Room	-	Community Coordination Room
Mike Sheridan Storeroom	-	may be used as emergency services rest room (access via stairway in Victoria Hall foyer).

There is always a stock of tea, coffee, biscuits, dried soup and disposable cups available, but there are plans to increase this stock. In addition, sleeping bags, mats and cots are also stored in the V&A Halls.

In the unlikely event that the V&A Halls are not useable, **Ballater Primary School** is designated as the back-up evacuation reception centre. However, while these premises could provide immediate shelter, the facilities and resources are less suitable.

3. RISKS AND RESPONSES

3.1 Risk Assessment

The following tables identify the main realistic risks, impact to the communities, likely actions by emergency responders and possible actions to be taken by the community.

Risk: Flooding (e.g. rivers over-topping, banks bursting, water in village)		
impact on community	possible actions to be taken	actions by community to assist emergency responders
Damage to homes and businesses	<u>Monitor warnings</u> received from SEPA and Met Office so that potential problems identified as early as possible	Based on information given by SEPA and supported by observations from estates upstream, attempt to give early warning of flooding to residents and Ballater Caravan Park warden
Flooding in local streets		Wake-up householders in order to give clear, simple and accurate information on what is occurring, what to do and where to go
Disruption of transport links	Coordinate rescue activities <u>with partners and voluntary organisations</u>	Place sandbags or domestic flood gates
Disruption of delivery of food and supplies to eateries and shops	Identify need for shelter and accommodation	Work with local emergency responders to assist, as required, with evacuation
Lack of access to/from homes	<u>Make arrangements</u> with voluntary organisations for a range of support (water rescue, 4x4 vehicles, first aid, etc.)	Mobilise Reception Centre
		Identify and care for people who may benefit most from additional assistance and live in areas likely to be affected

Risk: Severe Weather (e.g. excessive snow fall and drifting)		
impact on community	possible actions to be taken	what can community do to prepare and assist?
Disruption of delivery of food and supplies to eateries and shops	<u>Monitor warnings</u> received from SEPA and Met Office so that potential problems identified as early as possible	Support statutory responders and voluntary sector agencies in identifying and caring for people who may benefit most from additional assistance and live in affected areas
Disruption to transport links	Request support from estates and voluntary organisations to provide equipment (e.g. ploughs, 4x4 vehicles, etc.)	Clear snow from access routes to homes and community buildings
Lack of access to/from homes		Assist with delivery of supplies, <u>hot food</u> and fuel to the community

Risk: Major Incident (e.g. aircraft crash, forest fire, terrorism)		
impact on community	possible actions to be taken	what can community do to prepare and assist?
Major evacuation	<u>Initiate</u> generic emergency response and recovery plan	Assist with alerting residents
Lack of access to houses and businesses	<u>Initiate</u> arrangements in place with voluntary organisations to provide support	Assist with the evacuation of residents to a safe place
Damage to property and land		Assist Emergency Services by initial provision and staffing at Reception Centre
Road closures		

Risk: Prolonged Loss of Utilities (e.g. no electricity for several days)		
impact on community	possible actions to be taken	what can community do to prepare and assist?
Prolonged loss of electricity, water or telecoms	Arrangements in place to open Rest or other support Centres	Provide support for people who may benefit most from additional assistance in liaison with statutory responders and voluntary agencies
Loss of utilities to homes, schools, public buildings	<u>Work closely</u> with utilities to <u>prioritise additional assistance for people who may benefit most from it</u>	Assist with the delivery of alternative heating sources, water etc.
	<u>Initiate</u> arrangements in place with voluntary organisations to provide support	Mobilise Reception Centre and assist with providing warmth and food
		Manage Reception Centre until Aberdeenshire Council make other arrangements and organise temporary accommodation
		Availability of analogue phones in the Community Coordination Room

People who may benefit most from additional assistance

In all the above scenarios, there are a number of groups of people who, in a crisis, may welcome extra assistance, if it were available, including:

- people with mobility limitations, both young and old
- disabled people (including those with physical disability and learning difficulties)
- blind or partially sighted people
- people with severely impaired hearing
- single parents with more than one child under 12 years of age
- anyone in charge of a group of children (e.g. playgroups, summer camps).

Members of the local Community Resilience Team should prioritise contact with all the above, plus residents in sheltered housing, retirement and nursing homes within the community, as listed in the Emergency Contacts List.

3.2 Response to Flooding

Precautions

As there is no statutory duty for any local authority to prevent property from flooding, property owners are to be encouraged to make prior preparations for protecting their property, for example, installing flood gates.

Ballater Community Council encourages homeowners to install their own flood defences to protect their property, develop their own evacuation plan, have emergency equipment available, and keep a small “grab bag” handy for evacuation. More details of an evacuation plan and the suggested contents of the “grab bag” are provided in Appendix A (leaflets will be distributed to homeowners with this information).

Aberdeenshire Council will make sandbags available for collection at depots in the event of potential serious flooding and no charge will be made for a reasonable number of bags, usually 10 per household. The Council is under no obligation to deliver sandbags, but they will endeavour to deliver for residents who are disabled or elderly and unable to lift heavy items and for others if sufficient personnel are available. Given the location of the depot at Ballater being on the other side of the river, it is proposed to locate containers at suitable locations in which filled sandbags can be stored. These containers would be locked until required and keys kept in the Community Coordination Room.

Actions

Ideally, early warning of the potential for flooding will be received from SEPA, Council EPO, Police Scotland and/or Met. Office and initial preventative actions can be taken. As the coordinating emergency service, Police Scotland will take ‘primacy’ during a major incident for the emergency response, coordinating the other emergency services (e.g. Fire and Rescue, Ambulance, Coastguard) and support organisations (e.g. Mountain Rescue Team), including the local Community Resilience Team. The latter may be asked to perform the following tasks, depending on the severity of the flooding:

- along with a member of the emergency services, if possible, assist to waken residents, including those in the caravan park, in order to give clear and accurate information on what is happening, what to do and where to go
- open-up the Evacuation Reception Centre to provide immediate shelter to evacuated personnel, ensuring sufficient warmth and light, and to provide food and refreshments; ensure a register is maintained of all evacuated personnel including residents, visitors, people in transit through Ballater (see Appendix B)
- retrieve the container keys from the Community Coordination Room cupboard and organise the opening of the containers to allow residents to deploy sandbags and ensure Aberdeenshire Council can provide more, if necessary
- liaise with the Council EPO and/or Police Incident Officer to contact voluntary organisations and/or neighbouring estates for a range of support and resources e.g. boats, 4x4 vehicles, tractors, first aid, etc.
- identify and contact people who may benefit most from additional assistance who live in areas likely to be affected and liaise with the emergency services regarding their evacuation and transportation.
- attend regular multi-agency meetings as requested by the Police Incident Officer/local emergency services responder.

3.3 Response to Severe Weather

Severe weather, such as an excessive amount of snowfall and drifting, may not be classified as an emergency. However, it may cause considerable difficulty to the community, especially the elderly and disabled. It is reasonable to expect that roads may be blocked, resulting in residents, shops and eateries running out of food and supplies. It may, therefore, be necessary for the local Resilience Team to mobilise to provide support with the help of the emergency services. The Resilience Team may have to organise some/all of the following tasks, depending on the severity of the situation:

- contact people who may benefit most from additional assistance to identify their current welfare, any immediate needs and assess their medium-term requirements; document each call and actions
- contact Aberdeenshire Council to discuss and agree what resources they can provide/are needed
- liaise with the Council EPO and/or emergency services to contact voluntary organisations and/or neighbouring estates for a range of support and resources e.g. snowploughs, 4x4 vehicles, tractors, first aid, etc.
- consider the need to deploy volunteers to clear snow from access routes to homes and community/public buildings
- help to organise the delivery of supplies and fuel to the community.

3.4 Response to a Major Incident

As the coordinating emergency service, Police Scotland will take 'primacy' during a major incident for the emergency response, coordinating the other emergency services (e.g. Fire and Rescue, Ambulance, Coastguard, Mountain Rescue Team) and support organisations.

Depending on the nature, severity, security and public safety associated with the incident, the Ballater Resilience Team may be asked to provide support to the community, including some/all of the following tasks:

- open-up the Reception Centre to provide immediate shelter to evacuated personnel, ensuring sufficient warmth and light, and to provide food and refreshments; ensure a register is maintained of all evacuated personnel including residents, visitors, people in transit through Ballater (see Appendix B)
- identify and contact people who may benefit most from additional assistance and who live in areas likely to be/affected and liaise with the emergency services regarding their evacuation and transportation.
- attend regular multi-agency meetings as requested by the Police Incident Officer/local emergency services responder.

3.5 Response to Prolonged Loss of Utilities

The prolonged (several days) loss of the electricity supply in summer would undoubtedly be inconvenient. However, in winter, such a situation could quickly develop into an emergency situation, especially for the very young, disabled and older members of the community. It is possible that the supermarket, shops and eateries may have to close and frozen and chilled food may have to be destroyed.

The Resilience Team may have to organise some/all of the following tasks, depending on the duration of the outage:

- liaise closely with the Council EPO
- contact Scottish and Southern Energy (SSE) to establish the problem, likely reconnection time/date and communicate this throughout the community (post a notice on the V&A Halls and central village noticeboards) and in subsequent telephone calls
- contact any people who may benefit most from additional assistance by telephone initially to identify their current welfare, any immediate needs and assess their medium-term requirements; document each call, actions required and follow-up call; if the telephone network is down, organise domicile visits
- open-up the Evacuation Reception Centre to provide shelter, food and refreshments
- assess the knock-on effect of electricity outage, for example, on water treatment/pump facilities, availability of petrol/diesel at the filling station
- maintain contact with the management of the supermarket, shops and eateries with regard to stocks of food and availability of meals
- consider informing residents of any nearby communities unaffected by the loss of the utility and the advantages of relocating in the short-term.

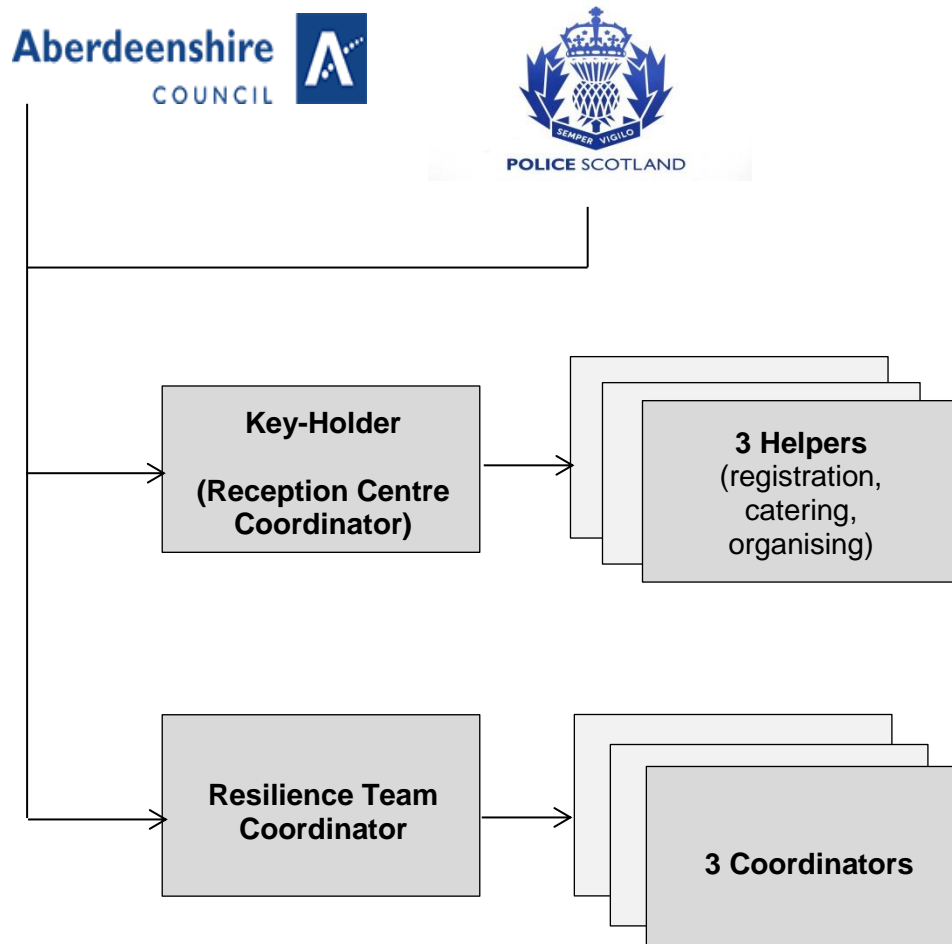
4 RESILIENCE TEAM

4.1 Mobilisation

The initial alert in the event of an emergency in Ballater will most likely come from Aberdeenshire Council EPO or Police Scotland. The first telephone call will be made to the **primary key-holder** of the designated reception centre, or if unsuccessful, up to two deputy key-holders, who will adopt the role of Reception Centre Coordinator and, once the Halls are open, call-out an initial 3 (internal) Helpers.

The Council EPO or Police Scotland will then call the **primary Resilience Team Coordinator**, or if unsuccessful, up to two deputies, who in turn will call-out up to a further 3 Coordinators to form the Resilience Team located in the Community Coordination Room.

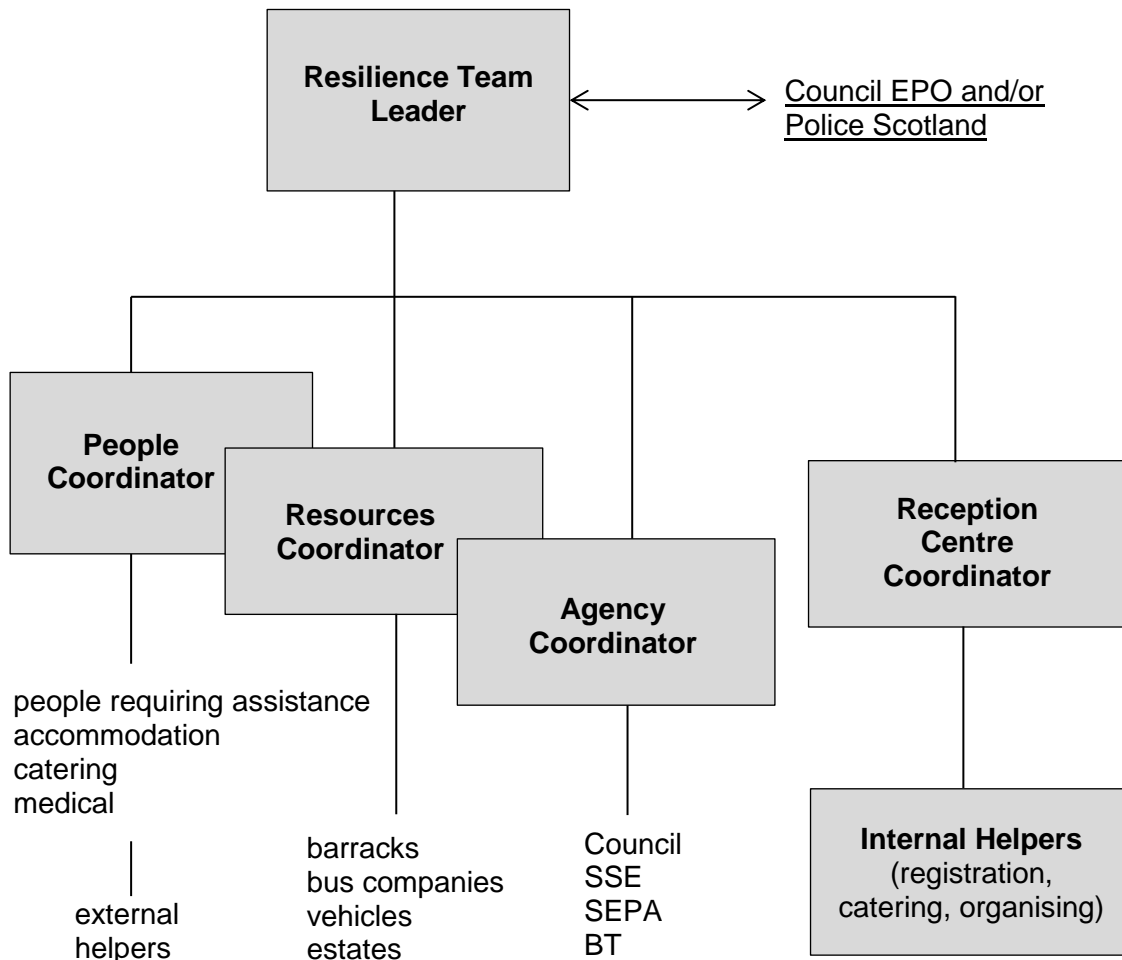
A laminated credit-card-size reference card is provided to the above six critical coordinators containing their telephone numbers and those of the key external agencies.



There may be incidents when the Emergency Services have not yet activated in the village (e.g. roads blocked due to flooding/excessive snow). In which case, the Resilience Team Coordinator (or any member of the Resilience Team) should take the initiative to mobilise a small team to go to the Community Coordination Room and advise the EPO or Police Scotland of their readiness to assist anyone in the community who requests assistance.

4.2 Team Structure

On arrival in the Community Coordination Room, the four Resilience Coordinators will elect a Team Leader and agree the roles of the other three Coordinators. The three (internal) Helpers will report directly to the Reception Centre Coordinator who will brief them and allocate their roles and location within the Centre.



4.3 Checklists

The following checklists, one for each of the above main roles in boxes, are provided as an 'aide memoire' and are not a finite list of the tasks to be undertaken. Most of the tasks required of the Resilience Team will be dictated by Aberdeenshire Council EPO and Police Scotland dependent on the nature and severity of the incident and prevailing circumstances. Not all incidents will require a full Resilience Team, as shown above; in some situations, 1-2 people may be sufficient to respond to the situation, but the checklists may be a useful prompt.

4.3.1 Resilience Team Leader

In a major emergency, the Resilience Team Leader shall be located in the Community Coordination Room and is responsible for the overall management of the community's response to the situation. He/she shall liaise closely with the Police Incident Officer or Aberdeenshire Council EPO to provide local support to the community.

Checklist

- Given sufficient prior warning, consider putting people on standby.
- In a minor emergency and perhaps with guidance from the Council EPO or Police Scotland, deal with the incident from your current location or contact 1-2 other Coordinators to assist you, and consider using the facilities in the Community Coordination Room.
- When contacted by the Council EPO or Police Scotland regarding an emergency, call-out up to a further 3 Coordinators to form the Community Resilience Team.
- When in the Community Coordination Room, re-establish contact with the Police Incident Officer and/or Council EPO to confirm the Resilience Team and Reception Centre are now mobilised, obtain a status report and receive instructions on how best to assist the primary responders; on an on-going basis, attend the regular multi-agency operational meetings, as required by the Police Incident Officer (consider delegating this role to another Coordinator).
- Maintain an Event Log noting every instruction received, decision made and key activities (consider delegating this task to another Coordinator).
- Liaise regularly with the Reception Centre Coordinator and assess the need for catering, emergency clothing, temporary accommodation, transport, etc.
- Provide direction to the other Coordinators in terms of providing catering, temporary accommodation and liaison with local suppliers/external organisations.
- If/when External Helpers are deployed outside (e.g. to help with an evacuation, deliver food), ensure they work in pairs, are suitably dressed for the weather conditions, are wearing a 'hi-vis' waistcoat and have a fully-charged mobile telephone. Request they maintain regular contact with the People Coordinator to provide updates on progress/problems.
- Constantly re-assess the need for additional support including more Resilience Team Coordinators and/or Helpers (internal and/or external).
- In a protracted response, e.g. expected to continue for several days, ensure replacement personnel are available to avoid working excessive hours in a stressful environment; consider introducing a 12 on/12 off rota for internal volunteers but probably shorter shifts for external personnel.
- As the incident winds-down, stand-down personnel as appropriate.
- Organise a post-incident debrief to identify any areas of concern and possible improvements to the Resilience Plan, arrangements and facilities.

4.3.2 People Coordinator

In a major emergency, the People Coordinator shall be located in the Community Coordination Room and is responsible for the provision of support to people in the community who may be affected by the incident, potentially or actually, especially the disabled and elderly. This role may include arranging temporary accommodation and medical support.

Checklist

- Seek direction from the Resilience Team Leader in terms of priorities, support required/requested by Police Scotland and/or the Aberdeenshire EPO.
- If appropriate, contact any holiday complexes (e.g. Ballater Caravan Park, see Appendix D) to advise them of the situation and provide advice on what actions to take (e.g. evacuation).
- If appropriate, start calling people who may benefit most from additional assistance, including those in sheltered housing and care homes, to warn them about the incident/situation, establish their present condition and needs and organise the appropriate support.
- Liaise with the Agency Coordinator with regard to the need for short-term accommodation (who may liaise with Aberdeenshire Council Housing Department) and the Resilience Team Leader regarding the availability of the Victoria Barracks (NB: use of the barracks is only requested via Aberdeenshire Council EPO).
- If required, contact the Ballater Health Clinic to ask them to provide medical support (e.g. doctor, nurse) in the Reception Centre.
- If you are not coping with the workload, ask the Resilience Team leader to re-allocate some of your tasks to other Coordinators or mobilise additional resources.
- If External Helpers are deployed, record their full names and contact details, and maintain regular contact with them to obtain updates on progress/problems.
- If volunteers arrive at the Community Coordination Room having been redirected from the Reception Centre, ascertain their skills/capabilities and either deploy them as required/appropriate, or record their contact details and send them away explaining that their help may be required later.

4.3.3 Resources Coordinator

In a major emergency, the Resources Coordinator shall be located in the Community Coordination Room and is responsible for the provision of resources, human and/or equipment. This role may include the provision of food and clothing, the mobilisation of local equipment, materials, transport and additional accommodation.

Checklist

- Seek direction from the Resilience Team Leader in terms of priorities, support required/requested by Police Scotland and/or the Aberdeenshire EPO.
- If required, and in liaison with the People Coordinator, contact the local hotels, restaurants and shops to ask them to provide food for the Reception Centre.
- If requested/directed by the Resilience Team Leader, establish contact with any of the following:
 - Aberdeenshire Council E.P.O. to establish if the Victoria Barracks may be available for emergency accommodation
 - local clergy (counselling, support for people who may benefit most from additional assistance)
 - estates (light and heavy equipment, people capable of heavy work and operating the equipment)
 - mini-bus owners and/or coach companies (transport to other locations).
- Be prepared to be asked to source various other items e.g. dry clothes (especially socks), towels (hotels may provide these), etc.

4.3.4 Agency Coordinator

In a major emergency, the Agency Coordinator shall be located in the Community Coordination Room and is responsible for contact with external agencies, companies and organisations (some of which may already have been mobilised).

Checklist

- Seek direction from the Resilience Team Leader in terms of priorities, support required/requested by the Aberdeenshire EPO and/or Emergency Services.
- If requested/directed by the Resilience Team Leader, establish contact with any of the following:
 - Aberdeenshire Council (e.g. Roads, Housing)
 - Scottish and Southern Energy (e.g. restoration of the electricity supply)
 - Scottish Environmental Protection Agency (e.g. Flooding Helpline)
 - British Telecom (e.g. restoration of the mobile network) and Vodafone.

NB: some/all of the above organisations may already be present in the vicinity and working closely with Aberdeenshire Council or Emergency Services.

4.3.5 Reception Centre Coordinator

In a major emergency, the Reception Centre Coordinator shall be located in the V&A Halls and is responsible for the provision of temporary shelter and general care and welfare of people in the community who may be affected by the incident, potentially or actually, especially the very young, disabled and elderly people.

Checklist

- When contacted by the Council EPO or Police Scotland regarding an emergency, mobilise to the V&A Halls; on arrival, call-out at least 3 Helpers to undertake registration, catering and organising tasks. turn-on heating and lighting, set-up chairs and tables, fill and switch-on urns/kettles for teas/coffees, etc.
- When Helpers arrive, brief them on the situation and allocate them roles and locations within the Centre, ensuring a table and a Registration Helper is positioned just inside the Victoria Hall to record all personnel making use of the facility by registering them on one of the following two forms:
 - pre-printed list of houses and residents in Ballater by street
 - Reception Centre Registration forms for visitors/non-residents (Appendix B).
- Liaise regularly with the Resilience Team Leader in terms of the numbers of evacuees expected, adequacy of resources in the Centre and the need for additional Helpers.
- Liaise regularly with the Resilience Team Leader to request catering, emergency clothing and temporary accommodation for evacuees who cannot make their own arrangements with family/friends in unaffected areas or further afield.
- Constantly move around the Reception Centre to liaise with Helpers, identify any issues, provide solutions to problems, etc.
- Be prepared to provide welfare for the emergency services and other external/field workers involved in the emergency response.
- If/when volunteers arrive at the Reception Centre and offer their help, redirect them to the Community Coordination Room if additional resources are not required/cannot be immediately deployed within the Centre.
- If/when media representatives arrive at the Reception Centre, redirect them to the designated Media Centre (this will be identified in conjunction with Police Scotland depending on the nature and location of the incident).

4.4 Facilities

Members of the Ballater Resilience Team will mobilise to the Community Coordination Room (Beaton Craigie Room) in the V&A Halls, in which the following equipment and documentation is stored in a locked filing cabinet:

- 4 trays, one for each function, containing:
 - role-specific checklist (Section 4.3)
 - A4 lined pads
 - pens
 - Emergency Contacts List
- Event Log (lined notebook)
- 3 Vodaphone Pay-as-you-go mobile telephones (each with £40 credit)
- large laminated street map of Ballater divided into 'search sectors', with laminated A4 paper copies of each sector
- large whiteboard and black dry-wipe marker pens
- 4-drawer metal filing cabinet
- 30 'hi-vis' waistcoats
- BT Telephone Directory and Yellow Pages.

NB: mobile telephone reception in the Beaton Craigie Room is variable (O2 is particularly poor).

APPENDICES

- A Household Emergency Plan
- B Reception Centre Registration Form
- C Information for Volunteers
- D Ballater Caravan Park Emergency Procedure

Prepare

If a major emergency happens it may be some time before help arrives. It's very 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.**

What to Do

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.)

My local radio station: **is on frequency:**

Where to Go

If you have to 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: if in Ballater, use the Victoria and Albert Halls**
- **Meeting place 2 (further away):**

Phone a Friend or Family

Choose 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.

- **Friend or relative to call to let people know that you're OK:**
Name: **Telephone Number:**

If it is safe to do so you should check on your neighbours and any vulnerable people living close by. Think about who they are in advance:

Name:	Name:	Name:
Address:	Address:	Address:
.....
Tel No:	Tel No:	Tel No:

Important Telephone Numbers

all emergency services	999
Police non-emergency	101
Aberdeenshire Council	0345 608 1208
NHS 24	08454 24 24 24
SEPA Floodline	0845 988 1188
Scottish Water	0845 601 8855

You should record other important numbers:

Schools/colleges:	Carers/childminder:
Work Contact:	Plumber:
Doctor:	Vet:
Insurance:	Local authority:
Gas supplier:	Electricity supplier:
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:

- **battery radio with spare batteries, or a wind up radio**
- **battery torch with spare batteries, or a wind-up torch**
- **first aid kit**
- **important documents like birth certificates and insurance policies**
- **bottled water and ready-to-eat food that won't go off (and a can opener?)**
- **spare keys to your home and car**
- **spare glasses/contact lenses, hearing aid batteries**
- **toiletries and details of important medicines**
- **pen and paper, penknife, whistle**
- **pet supplies**

If you have to leave your home, and there's time to gather them safely, you should also think about taking:

- **essential medicines**
- **mobile phone and charger**
- **cash and credit cards**
- **spare clothes**
- **sleeping bags or blankets**
- **games, books, a child's special toy**
- **pets**

APPENDIX B

RECEPTION CENTRE REGISTRATION

Time Arrived	Address (evacuated from)	Names of Residents + Number of Children	Special requirements/Additional Information e.g. Neighbours away (H/A against Address)	Leaving Reception Centre	
				Date & Time	Destination & Contact Number

NB: Please ensure that any children arriving at the Evacuation Reception Centre have been registered and depart with a parent/guardian

Data Protection

As part of the Community Resilience Plan, some information about volunteers who sign up to help will be recorded. The information held is the volunteer's name, skills and contact details, and as such is Personal Information. The Data Protection laws will be adhered to and guidance from the Information Commissioner's Office will be followed. Personal Information will be updated on an annual basis. This information, both hard copy and electronically, will be held securely by the Ballater & Crathie Community Resilience Team. Once information is no longer needed, or if requested by the volunteer, details will be securely deleted and destroyed.

The Community Resilience Plan does not contain information about people in the community who may require additional assistance due to vulnerability, medical conditions, etc. However, it is recognised that another agency might share such information with a volunteer, to enable the volunteer to assist that member of the community. If information of this nature is shared, then it will be treated as confidential.

Insurance

The insurance cover currently in place for both Aberdeenshire Council and for Ballater and Crathie Community Council is administered by The North of Scotland Insurance Scheme. It provides cover for Community Council volunteers and for assigned volunteers identified within the Asset Register for Ballater & Crathie Community Resilience Plan.

Risk Assessment for volunteers

A risk assessment will be carried out and briefing given prior to the deployment of volunteers who will be matched to tasks that are appropriate to their skills, competencies, fitness levels and their clothing and equipment.

Areas to be covered in briefing are:

- what the situation is
- what needs to be done
- how it will be done
- safety measures in place:
 - buddy system (i.e. no one carrying out an activity by themselves)
 - equipment check to ensure volunteers have the correct equipment (i.e. dressed appropriately, have a hi-vis jacket, charged mobile phone, torch, etc.)
 - reporting structure: volunteers told to whom they are to report once they have completed the task/or if they get into difficulties
 - information kept on where volunteers have been deployed and how to contact them.

Legal disclaimer regarding community responsibilities

Aberdeenshire Council wishes to make it clear that it is not the employing body for the volunteers referred to in this document; they are volunteers acting on behalf of the Community Council. Aberdeenshire Council accepts no responsibility whatsoever for any loss, injury, claim, liability, costs or damages caused by the actions and/or negligence of the volunteers or anyone acting for or on behalf of them.

1. Introduction

This local procedure identifies the key risks and associated responses to incidents within the Ballater Caravan Park.

2. Description

The caravan park is located on the southern edge of Ballater immediately adjacent to the River Dee and is open from Good Friday or 1 April to 31 October every year. The site lies within a high risk flood area and was subjected to a devastating flood on 30 December 2015, following which pitches were limited to touring caravans, motorhomes and tents. During the tourist season, the Warden, and the Directors, have a duty of care to take all reasonable steps to ensure the safety of all people using the Park.

3. Risks

The following tables identify the main realistic risks, impact to the caravan park, likely actions by emergency responders and possible actions to be taken by the Warden.

Risk: Flooding (e.g. rivers over-topping, banks bursting)		
impact on site	possible actions by emergency responders	actions by Warden to assist emergency responders
Damage to caravans, motorhomes and tents Flooding in surrounding streets	<u>Monitor</u> warnings received from SEPA and Met Office via Ballater Resilience Coordinator so that potential problems identified as early as possible. Coordinate evacuation and/or rescue activities Identify need for shelter and accommodation	Based on information given, attempt to give early warning of flooding to campers Waking-up campers in order to give clear, simple and accurate information on what is occurring, what to do and where to go Work with local emergency responders to assist as required with evacuation of campers to Reception Centre

Risk: Major Incident (e.g. explosion/fire)		
impact on site	possible actions by emergency responders	actions by Warden to assist emergency responders
Major evacuation Damage to adjacent caravans/tents	<u>Activate</u> generic emergency response and recovery plan Coordinate evacuation and/or rescue activities Identify need for shelter and accommodation	Assist with the evacuation of campers to Reception Centre

4. Response to Flooding

Precautions

A card is provided to campers on arrival which gives the positions of muster points and fire extinguishers and informs them the Caravan Park is situated on a flood plain. It also gives detailed evacuation instructions in the event of a flood and stresses the importance of registering at the Victoria Hall before they leave the Ballater area (this will assist Police Scotland account for people involved in the incident).

Warden's Checklist

- Ideally, given sufficient information from the Ballater Resilience Coordinator, the Warden shall warn all campers of the possibility of a flood, allow them to either leave the site or make the necessary preparations for a quick departure.
- The Warden shall notify one the Directors of the possibility of flooding and seek additional resources.
- In the event of the river flooding the site, the Warden, assisted by members of the community, shall go around the Caravan Park advising all campers to leave the site immediately and make their way to the Reception Centre in the Victoria and Albert Halls (5 minutes walk) to register that they have safely evacuated from the caravan park.
- Once all campers have evacuated the Caravan Park, the Warden **must** report this fact to the Resilience Coordinator (in Beaton Craigie Room in V&A Halls).

5. Response to Other Incidents

Warden's Checklist

- In all incidents in which lives may be at risk, the Warden shall dial 999 and request the appropriate emergency service(s).
- If appropriate, the Warden shall instruct other campers to go to the muster point where a register of all visitors shall be taken.
- Thereafter, the Warden shall follow instructions from the emergency service(s).