

# Banchory Community Resilience Plan

(Emergency Contingency Arrangements)

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

**999**

<i>Record of Amendments</i>			
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### Introduction to Resilient Communities

#### **Purpose of Community Resilience Planning**

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 community resilience 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.

#### **Scope of Community Resilience Plan**

This community resilience plan assesses local risks, identifies local resources and actions, voluntary support and key locations within the community of Banchory; a similar but separate plan exists for the other Deeside communities (e.g. Ballater and Culter).

In the event of an emergency (or any situation which threatens the safety of local community 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 Banchory Community Council (BCC), the Resilience Team are an integral part of the BCC, all their activities, both inside and outside, are covered by the Community Council's insurance policy (with the exception of those involving the use of mechanised equipment).

#### **Personal 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.

Banchory Community Council Area

**Description**

Banchory Community Council (BCC) is one of 15 community councils located in the Marr Area, the largest administrative area in Aberdeenshire. BCC is contained within the electoral Ward-16 of Banchory & Mid-Deeside (see map below – Ward-16 highlighted in purple).

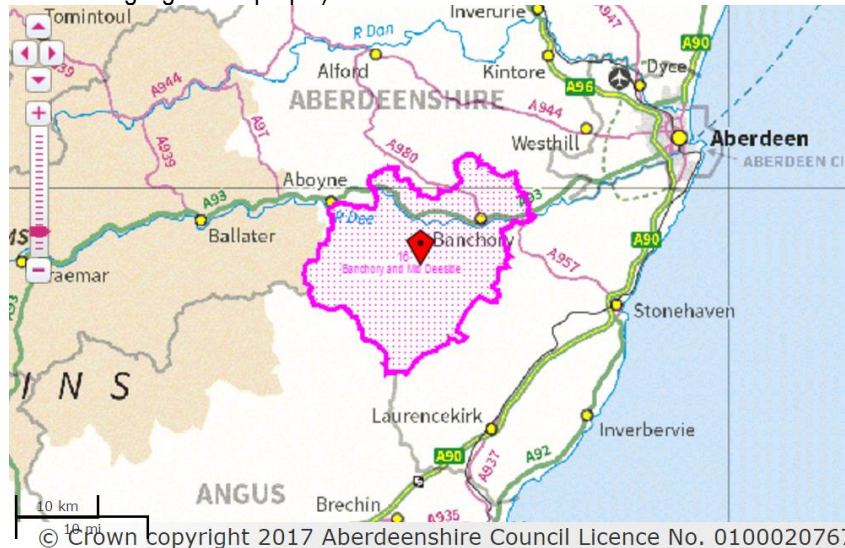


Figure 1 – Ward-16 Banchory & Mid-Deeside Electoral District within the Aberdeenshire area.

BCC area is regarded as stretching from the NTS policies of Crathes Castle in the east, to those of Inchmarlo Continuing Care Community and its adjoining golf courses, in the west. From the slopes of Scolty Hill, leading down to the Bridge of Feugh in the south, to the conservation Area around the Loch of Leys, and its adjoining woodlands in the north (see map overleaf, BCC area marked in purple).

Settlement/Area	2001	2006	2011	2016
Aboyne	2,203	2,378	2,774	2,915
Alford	2,035	2,082	2,395	2,654
Ballater	1,584	1,739	1,753	1,739
<b>Banchory</b>	<b>6,036</b>	<b>6,593</b>	<b>7,111</b>	<b>7,200</b>
Braemar	478	491	546	542
Huntly	4,413	4,353	4,461	4,491
Tarland	520	552	569	595
Torphins	1,094	1,134	1,112	1,103
Remainder of Area	16,316	16,503	16,248	16,142
<b>Marr Area Total</b>	<b>34,679</b>	<b>35,825</b>	<b>36,968</b>	<b>37,381</b>

Figure 2 – Population data for Marr Area towns and villages

There is an important relationship between Banchory and its immediate environs, which provide its setting. The relationship with adjoining settlements is important to this close-knit Deeside community, not least because the wider hinterland depends on Banchory for many of its services (shops, restaurants, health centre etc) and employment opportunities, and in particular its secondary education facilities.

At the heart of the town runs the River Dee. Banchory is located on a bend in the river, and largely stretches along the northern riverbank, with the housing extending up the northern slope of the valley having a splendid outlook over the largely undeveloped, wooded, and highly picturesque southern bank.

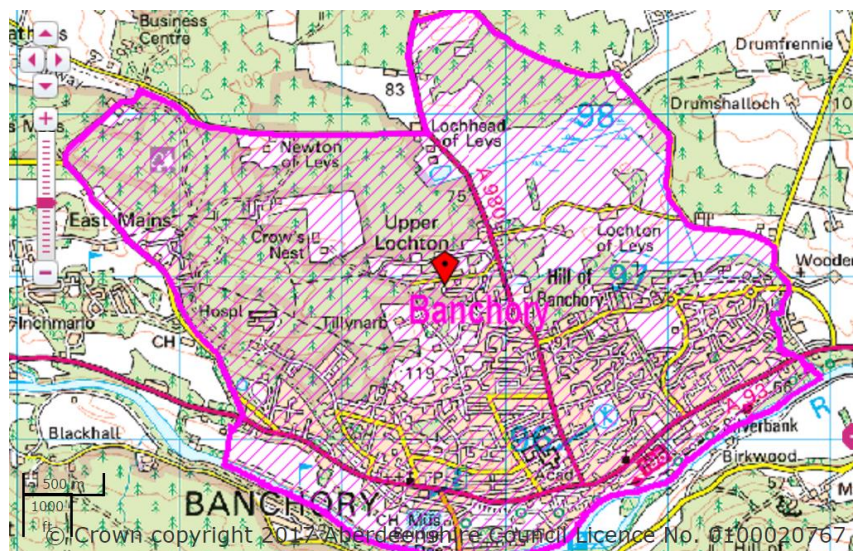


Figure 3 – BCC Area (outlined and shaded in purple)

### Key Locations – Temporary Refuge(s) and Reception Centre

The primary Evacuation Reception Centre in Banchory is based in **Banchory West Church** (High Street, AB31 5TB).

This temporary refuge, comprises 2 halls + 1x sanctuary + 2x kitchens + 2x toilets (including disabled facilities), and has the capacity to accommodate approximately 50 people. The West Church facility has disabled access throughout (i.e. chair lift and ramp).

As the West Church facility is on the Scottish Gas mains network the heating is gas-powered. Lighting, electricals and WIFI run from the SSE mains network.

In the event of a major evacuation, use of the various rooms will be designated as follows:

- Centenary Hall – registration, general use for evacuees with pets
- The Hub – general use for evacuees
- Murray Room – for those needing a less busy environment
- Church Office (Main Sanctuary) – Community Coordination Room
- Sanctuary – may be used as emergency services rest room

There is always a stock of tea, coffee, biscuits, and cups available.

In the unlikely event that **Banchory West Church Hall** (High Street, AB31 5TB) is not useable, **Banchory Scout Hut** (Dee Street, Banchory, AB31 5HT) is designated as the back-up evacuation reception centres. However, while these premises could provide immediate shelter, the facilities and resources are less suitable.

In the event of using the Banchory Scout Hut, use of the various rooms will be designated as follows:

- Main Hall - registration, general use for evacuees
- Kitchen
- Toilet facilities

*Note* – Aberdeenshire Council has plans in place to use Banchory Academy as a Rest Centre. To allow time for this centre to be activated, equipped and staffed to accept displaced persons on a long-term basis the Temporary Refuge Centres (above) are required to provide safe refuge for limited time. Transport between temporary centres and the rest centre will be arranged by Aberdeenshire Council.

Risks and Responses in Banchory Community

**Risk Assessment for Banchory**

The following tables identify the main realistic risks (Flooding, Severe Weather, Major Incident, and, Loss of Utilities), impact on the community, likely actions by emergency responders and possible actions to be taken by the community.

<b>Risk: Flooding</b> (e.g. river over-topping, banks bursting, drains overflowing water in village)			
<b>Impact on Community</b>	<b>Possible Actions to be Taken</b>	<b>Actions by Community to Assist Emergency Responders</b>	
Damage to homes and businesses	Monitor warnings 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 Banchory Caravan Park warden	
Flooding in local streets			
Disruption of transport links			Coordinate rescue activities with partners and voluntary organisations
Disruption of delivery of food and supplies to eateries and shops			Identify need for shelter and accommodation
Lack of access to/from homes	Make arrangements with voluntary organisations for a range of support (water rescue, 4x4 vehicles, first aid, etc.)	Place sandbags or domestic flood gates  Work with local emergency responders to assist, as required, with evacuation  Mobilise Temporary Refuge Centre  Identify and care for people who may benefit most from additional assistance and live in areas likely to be affected	

<b>Risk: Severe Weather</b> (e.g. excessive snow fall and drifting)		
<b>Impact on Community</b>	<b>Possible Actions to be Taken</b>	<b>Actions by Community to Assist Emergency Responders</b>
Disruption of delivery of food and supplies to eateries and shops	Monitor warnings 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  Clear snow from access routes to homes and community buildings  Assist with delivery of supplies, hot food and fuel to the community
Disruption to transport links	Request support from estates and voluntary organisations to provide equipment (e.g. ploughs, 4x4 vehicles, etc.)	
Lack of access to/from homes		

<b>Risk: Major Incident</b> (e.g. aircraft crash, forest fire, terrorism)		
<b>Impact on Community</b>	<b>Possible Actions to be Taken</b>	<b>Actions by Community to Assist Emergency Responders</b>
Major evacuation	Initiate generic emergency response and recovery plan	Assist with alerting residents
Lack of access to houses and businesses	Initiate 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 Temporary Refuge Centre
Road closures		

<b>Risk: Prolonged Loss of Utilities</b> (e.g. no electricity for several days)		
<b>Impact on Community</b>	<b>Possible Actions to be Taken</b>	<b>Actions by Community to Assist Emergency Responders</b>
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	Work closely with utilities to prioritise additional assistance for people who may benefit most from it	Assist with the delivery of alternative heating sources, water etc.
	Initiate arrangements in place with voluntary organisations to provide support	Mobilise Reception Centre and assist with providing warmth and food
		Manage Temporary Refuge 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 BCC 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.



## Response to Flooding

Banchory lies within SEPA's potentially vulnerable area (PVA) 06/21.

### **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 protection (e.g. sandbags or flood gates).

BCC 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.

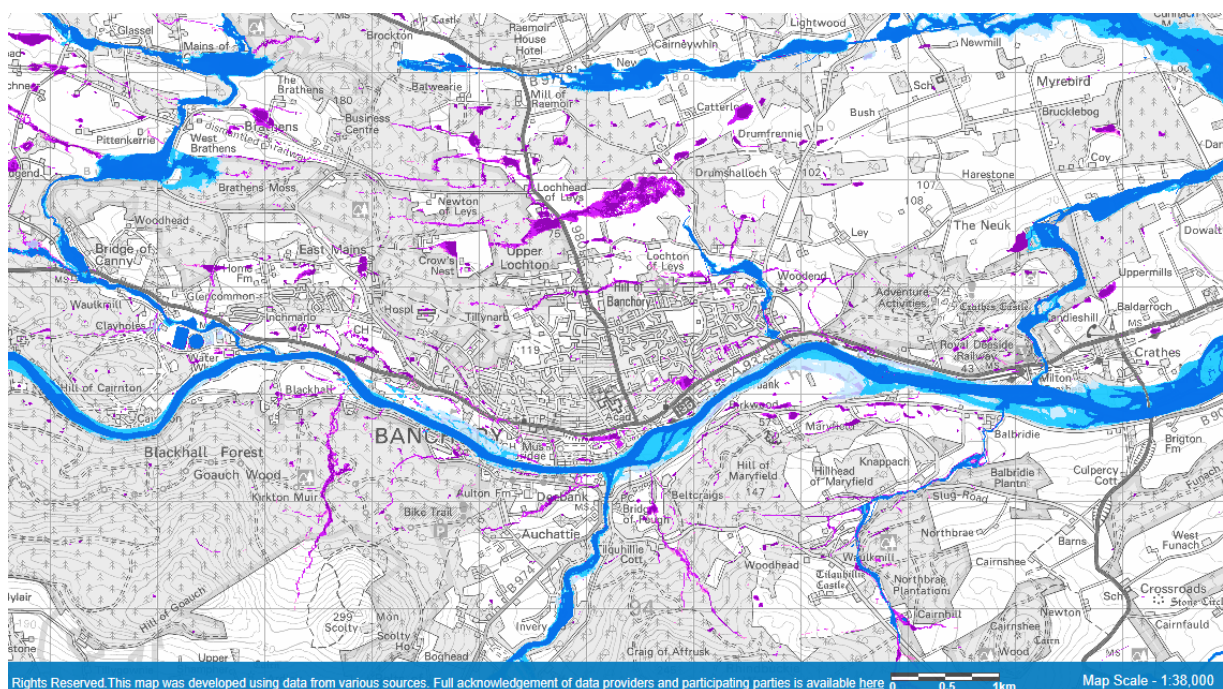
Aberdeenshire Council will make sandbags available for collection at depots in the event of potential serious flooding and no charge will be made for a reasonable number of bags, usually 10 per household. The Council is under no obligation to deliver sandbags, but they will endeavour to deliver for residents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

### **Flooding: SEPA Indicative River Flood map for Banchory area**

The map (see figure 4 below) is extracted from the Scottish Environment Protection Agency (SEPA) Flood Extent Maps. These flood maps show estimates of the areas with a 0.5% (1 in 200 chance) or greater probability of being flooded in any given year. The flood map does not take into account any flood defences in place and was developed to provide a strategic overview of flood risk in order to enable local authorities to take a more proactive approach to flood risk management. The maps do not provide enough detail to accurately estimate the flood risk associated with individual properties or specific locations.

More information and advice on flooding, including how to sign up to receive flood warnings direct to your phone, can be found on the SEPA website: [www.sepa.org.uk](http://www.sepa.org.uk)

The latest information on the weather and warnings of severe weather can be accessed by downloading the Met Office Weather App or via the website: [www.metoffice.gov.uk/mobile](http://www.metoffice.gov.uk/mobile)



*Figure 4 – SEPA PVA06/21 Indicative Flood Map, Banchory area. Areas at risk of surface water flooding are shaded in purple while areas at risk of river flooding are marked in blue – darker shading equates to higher risk; conversely lighter shading equates to lower risk.*

### 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 BCC 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 Temporary Refuge 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 Banchory (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.

### 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:

On receiving information from the EPO, the BCC-Resilience Team will:

- 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



## Information on Road Gritting and Snow Clearance

In general terms, Winter Maintenance consists of applying precautionary treatments to the road surface in advance of predicted snow and ice conditions. This precautionary treatment is achieved by spreading salt on roads and footways to prevent the formation of ice, commonly referred to as “gritting”. The most practical de-icing material for use on Aberdeenshire’s roads is 10mm Rock Salt (depending on particular circumstances a salt/sand mix may also be used). In addition to precautionary treatments it is also necessary to react to weather events by carrying out further gritting if ice reforms on the road surface and ploughing snow to clear roads following moderate or heavy snowfalls.

Treatment:

- The situation is monitored 24 hours a day by Aberdeenshire Council (remote weather station is located on western side of Banchory)
- Overnight treatment - normally only treats busiest arterial routes
- Early morning treatment (between 0445-0700hrs, to ensure that main routes open for rush hour)
- Early morning treatment covers 10 carriageway routes and priority 1 footway routes
- Other footways are treated from 0745hrs onwards if necessary
- During prolonged adverse weather the majority of roads and ground staff work on winter maintenance
- During severe weather, resources will concentrate on High Priority routes (A-roads and hi-use B-roads)

In winter, updates on Aberdeenshire Council’s road gritting and snow clearing operations can be found online at <http://www.aberdeenshire.gov.uk/roads-and-travel/roads/maintenance/winter-maintenance/>

BCC area is covered and serviced by three winter road maintenance routes operated by Aberdeenshire Council – these are TR24, TR25, and TR26 (see route maps overleaf for more information).

## Resilience Network

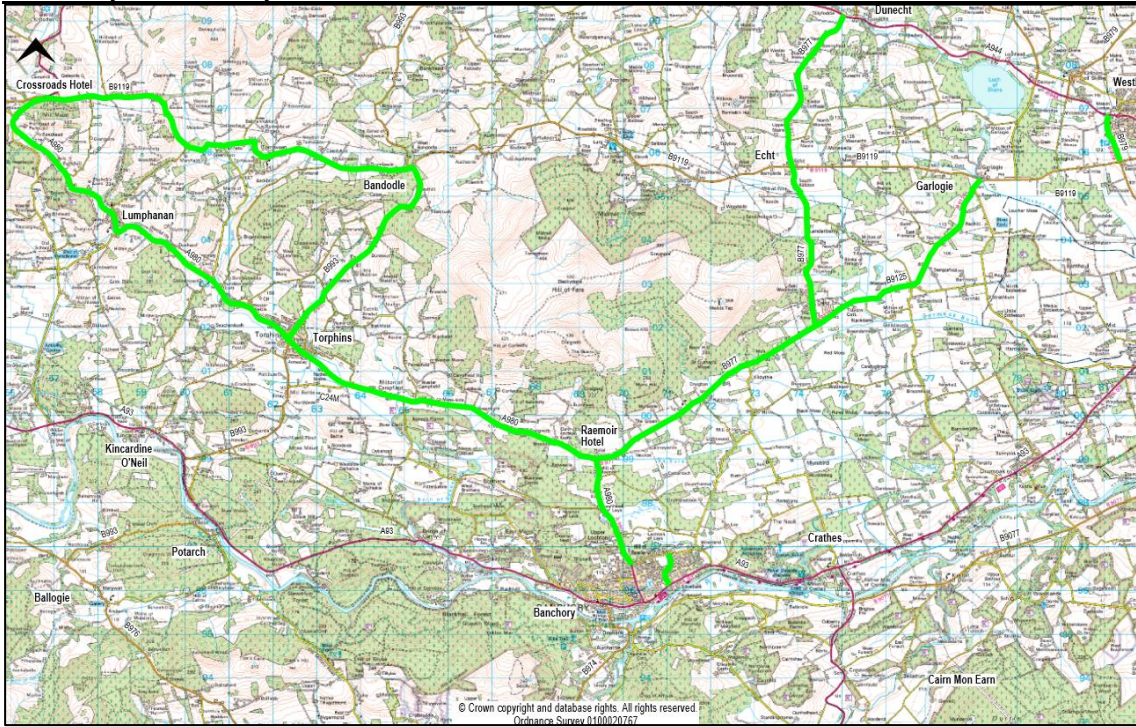
In extreme unforeseen circumstances the level of winter road service is likely to be severely reduced. In such extreme circumstances only the main routes in Aberdeenshire’s resilience network are serviced. This plan encompasses the A93 trunk road, running through Banchory towards Aberdeen.



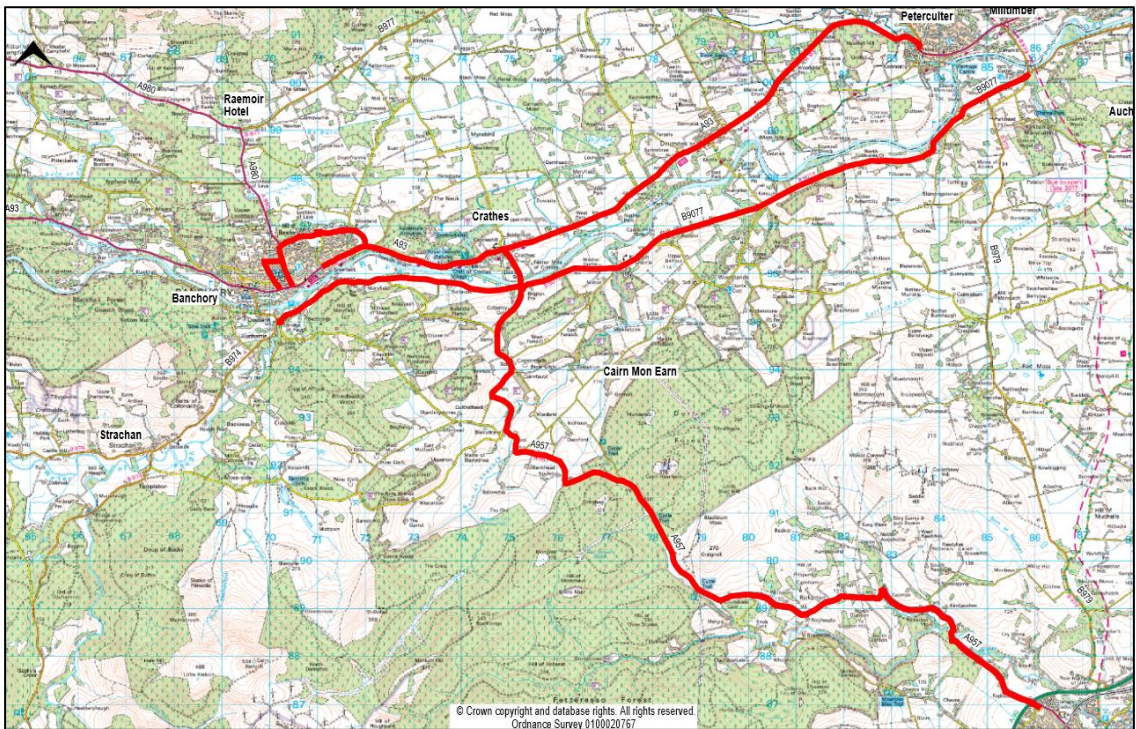
TR24 – Winter Road Maintenance Route Map, route marked in blue



# Banchory Community Resilience Plan



TR25 – Winter Road Maintenance Route Map, route marked in green



TR26 – Winter Road Maintenance Route Map, route marked in red

### Self Help

The community can get ready for winter by agreeing what you, your neighbours and your colleagues can do on your own and collectively to minimise the effects of winter weather where you live and work. BCC encourages residents to get together and assist each other in clearing snow from paths and ensuring that the more vulnerable members of our community are assisted.

There are no legal issues preventing members of the public clearing snow from public footways.

There are approximately 22x Grit Bins located at strategic positions within the BCC area (see listing below for details) and also a Large Volume Grit Bin at Banchory Recycling Centre Crow's Nest, Upper Lochton. This resource is provided to assist with clearing/gritting public roads and footways (not for use on private paths and driveways).

85600003	G1	GRANT ROAD	O/S 68 Grant Road
85600003	G2	GRANT ROAD	O/S 30 Grant Road
85600773	G1	ROSEHILL CRESCENT	O/S 1 Rosehill Crescent
85602274	G1	CORSEE ROAD	Opposite Arendal, Corsee Rd
85602279	G1	HOLLYBANK CRESCENT	O/S The Lythe
85602283	G1	DUNGEITH AVENUE	On Dungeith Av at Mount Street
85602284	G1	ROSEHILL LANE	O/S Walnut House
85602287	G1	LAWSON AVENUE	O/S 14 Lawson Avenue
85602290	G1	BELLSWOOD CRESCENT	O/S 7 Bellswood Crescent
85602299	G1	HIGHWOOD	The side of 21 Highwood
85602299	G2	HIGHWOOD	O/S 58 Highwood
85602357	G1	ILDERTON PLACE	Gable 16 Ilderton Place
85602360	G1	ST NICHOLAS CRESCENT	O/S 23 St Nicholas Crescent
85602363	G1	TILLYBRAKE ROAD	At Post Office sorting office
85602363	G2	TILLYBRAKE ROAD	At Banchory Car Centre in Tillybrake Ind Est
85602366	G1	FORESTSIDE DRIVE	O/S 30 Forestside Drive
85602372	G1	CAIRD'S WYND	O/S number 14 Caird's Wynd
85602714	G1	SILVERBANK GARDENS	Opp 71 Silverbank Gardens
85602715	G1	RAEMOIR AVENUE	O/S 31 Raemoir Avenue
85602715	G2	RAEMOIR AVENUE	O/S 62 Raemoir Avenue
85604119	G1	U41K C4K at Brathens Moss to A93 at Glen By garage of Wayside property on U41K	
85630600	G1	B974 Bridge of Dye to C17M by Ord of Til B974 100 m south of jct with C17M	

### **Response to a Major Incident**

During a major incident, as the coordinating emergency service, Police Scotland will take 'primacy' 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 BCC 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 Banchory (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.

### **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 (posted notices at West Church, the Scout Hut and the village noticeboard) and in subsequent telephone calls
- contact 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 Temporary Refuge 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 (e.g. Tesco, Morrisons, CO-OP).
- consider informing residents of any nearby communities unaffected by the loss of the utility and the advantages of relocating in the short-term.



## **Communication Systems**

Initial contact with Emergency Responders, call 999.  
Non-emergency contact with the Police, call 101.

## **Contacts with Emergency Services and First Responders**

The BCC Resilience Plan Co-ordinator will be the community's initial point of contact for the Emergency Services and Aberdeenshire Council Emergency Planning Department. If normal communication systems are operative, the following numbers should be used for support and assistance:

<b>Emergency Services</b>	<b>999</b>
<b>Police – Non-Emergency</b>	<b>101</b>
<b>NHS 24</b>	<b>111</b>
<b>SEPA's Floodline</b>	<b>0845 988 1188</b>
<b>Scottish Flood Forum</b>	<b>01698 839021</b>
<b>National Gas Emergency Service – contact re gas leak</b>	<b>0800 111 999</b>
<b>Scottish Water</b>	<b>0845 601 8855</b>
<b>Scottish &amp; Southern Energy Emergency Contact Centre – contact re power cut or dangerous situation</b>	<b>0800 300 999</b>
<b>Aberdeenshire Council (24 hours contact) Out of Hours Duty Emergency Planning Officer</b>	<b>01224 620610</b>
<b>Aberdeenshire Council Duty Emergency Response Coordinator (DERC)</b>	
<b>Marr Area Partnership – Area Manager</b>	<b>01467-536420 07770-314711</b>
<b>Aberdeenshire Council Road Depot - , can supply sandbags for collection, &amp; in winter out of hours emergency delivery of sandbags</b>	

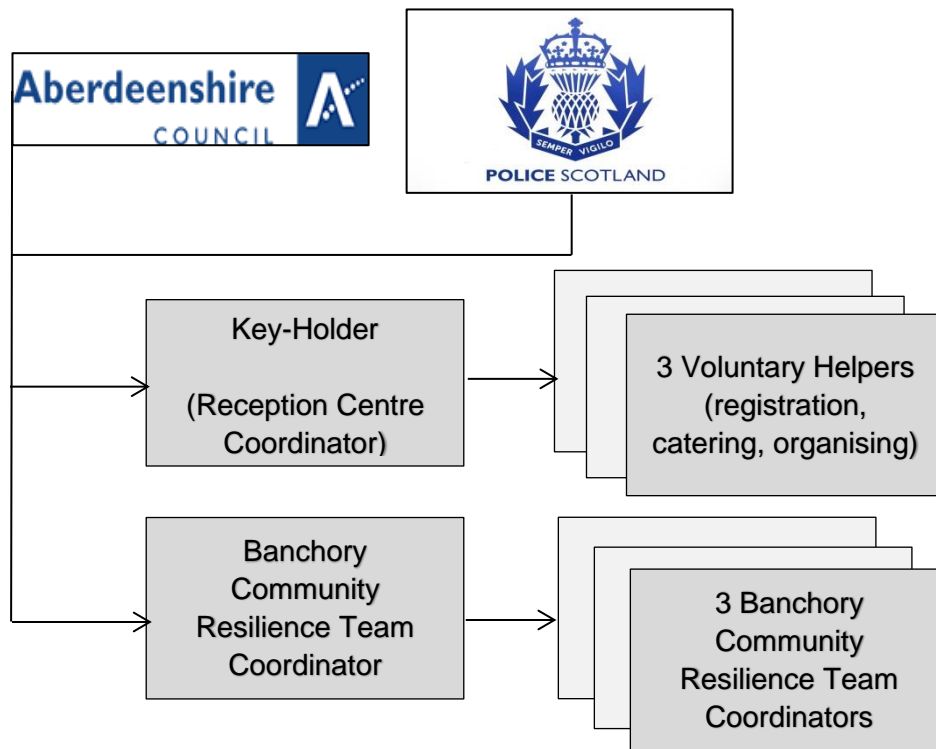
## **Mobilisation**

The initial alert in the event of an emergency in Banchory 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 temporary refuge centre, or if unsuccessful, up to two deputy key-holders, who will adopt the role of Reception Centre Coordinator and, once the Temporary Refuge Centre is open, call-out an initial 3 (internal) Helpers (i.e. voluntary helpers associated with the Banchory Resilience Plan).

The Council EPO or Police Scotland will then call the **primary Banchory Community Resilience Team Co-ordinator**, or if unsuccessful, the deputies, who in turn will call-out the full Banchory Community Resilience Team to the Community Coordination Room in the designated temporary refuge centre. .

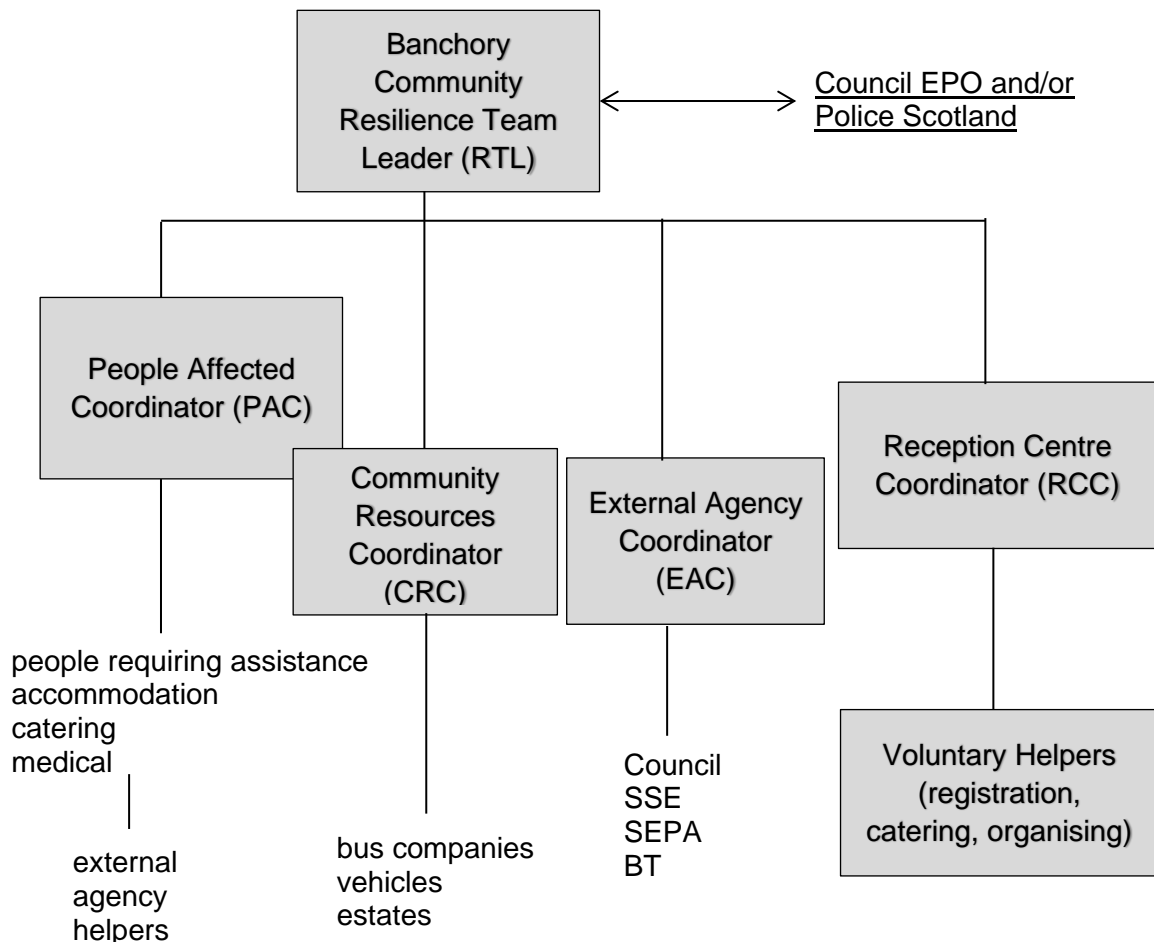
A laminated credit-card-size reference card is provided to the above six critical coordinators containing their telephone numbers and those of the key external agencies (i.e. those voluntary helpers lending assistance not associated with the BCC Resilience Team).

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 Banchory Community 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.



**Team Structure**

On arrival in the Community Coordination Room, the BCC Resilience Team members will elect a Resilience Team Leader (RTL) and agree the Coordinator roles. (Note – dependent on resources available CRC and EAC may be combined as one coordinator. 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.





## **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 on previous page; in some situations, 1-2 people may be sufficient to respond to the situation, but the checklists may be a useful prompt.

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.

### **RTL Duty 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 BCC 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).
- Inform Aberdeenshire Council DERC, and, Marr Area Manager of temporary refuge centre mobilisation and volunteer status (contact details listed page-15).
- 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.

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.

### **PAC Duty 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. Banchory 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 Banchory Academy (NB: use of Banchory Academy is only requested via Aberdeenshire Council EPO).
- If required, contact the Banchory 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.

## Banchory Community Resilience Plan

### Community Resources Coordinator (CRC)

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.

#### **CRC Duty 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 Banchory Academy 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.

#### **External Agency Coordinator (EAC)**

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).

#### **EAC Duty 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 Vodaphone.

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

In a major emergency, the RCC shall be located in the designated Temporary Refuge Centre (TRC) 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.

### **RCC Duty Checklist**

- When contacted by the Council EPO or Police Scotland regarding an emergency, mobilise to the TRC; on arrival, call-out at least 3 volunteer 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 TRC entrance 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 Banchory 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).

**Facilities**

Members of the BCC Resilience Team will mobilise to the Community Coordination Room (Church Office) in the TRC, 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 Banchory 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.

Information For Volunteers

(after Culter Resilience Plan, some duplication with AppC)

Volunteer questionnaire forms

Emergency meeting agenda template

APPENDICES

**Appendix A - Household Emergency Plan**

**Appendix B - Reception Centre Registration Form**

**Appendix C - Information for Volunteers**

**Appendix D - Banchory Caravan Park Emergency Procedure**

**Appendix E - Banchory Community Resilience Emergency Contacts List**

Appendix A – Household Emergency Plan

**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:** Banchroy West Church
- **Meeting place 2 (further away):** Banchory Scout Hut

**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:

<b>Name:</b> .....	<b>Name:</b> .....	<b>Name:</b> .....
<b>Address:</b> .....	<b>Address:</b> .....	<b>Address:</b> .....
.....	.....	.....
<b>Tel No:</b> .....	<b>Tel No:</b> .....	<b>Tel No:</b> .....



**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 C – Information For Volunteers

**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 Banchory BCC 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 BCC 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 Banchory 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.

## Appendix D – Banchory Caravan Park Emergency Procedure

**Introduction**

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

**Description**

The caravan park is located on the southern edge of Banchory 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 in 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.

**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.

<b>Risk: Flooding</b> (e.g. rivers over-topping, banks bursting)		
<b>impact on site</b>	<b>possible actions by emergency responders</b>	<b>actions by Warden to assist emergency responders</b>
Damage to caravans, motorhomes and tents  Flooding in surrounding streets	<u>Monitor</u> warnings received from SEPA and Met Office via Banchory 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

<b>Risk: Major Incident</b> (e.g. explosion/fire)		
<b>impact on site</b>	<b>possible actions by emergency responders</b>	<b>actions by Warden to assist emergency responders</b>
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

## 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 TRC before they leave the Banchory area (this will assist Police Scotland account for people involved in the incident).

### Warden's Checklist

- Ideally, given sufficient information from the Banchory 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 Temporary Refuge Centre (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 BCC Resilience Team Leader (in Temporary Refuge Centre).

## 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).

## Appendix E – Banchory Community Resilience Plan Emergency Contact List

<b>Banchory Community Resilience Team</b>				
<u>#</u>	<u>Name</u>	<u>Phone</u>	<u>Mobile Phone</u>	<u>Email</u>
1	David Conroy	01330-825816	07484-611755	<a href="mailto:Rockdoc99@gmail.com">Rockdoc99@gmail.com</a>
2	David Milner	01330-820106	07775-993458	<a href="mailto:lindsayjmilner@hotmail.com">lindsayjmilner@hotmail.com</a>
3	Vivika Kerridge	01330-825384	To be confirmed	<a href="mailto:mechavivzilla@yahoo.co.uk">mechavivzilla@yahoo.co.uk</a>
4	John Wills	To be confirmed	07813-967878	<a href="mailto:Johnj.wills@gmail.com">Johnj.wills@gmail.com</a>

<b>Primary Temporary Refuge Center – Banchory West Church</b>				
<u>#</u>	<u>Name</u>	<u>Phone</u>	<u>Mobile Phone</u>	<u>Email</u>
1	Jill Smith	01330-822006	07787-976354	<a href="mailto:office@banchorywestchurch.com">office@banchorywestchurch.com</a> Home: 01330-824994
2	Stuart Fyvie		07785-462026	<a href="mailto:stuart_fyvie@yahoo.co.uk">stuart_fyvie@yahoo.co.uk</a> Note – works in Aberdeen
3	Tony Stephen	01330-822811	07866-704738	<a href="mailto:tony@banchorywestchurch.com">tony@banchorywestchurch.com</a> Home: 01330-825038
4	Malcolm Taberner	01330-824158	07895-115231	<a href="mailto:mhtaberner@gmail.com">mhtaberner@gmail.com</a>
5	Scott Hunter	01330-824532	07736-225162	<a href="mailto:jeasco@btinternet.com">jeasco@btinternet.com</a>

<b>Secondary Temporary Refuge Center – Banchory Scout Hut</b>				
<u>#</u>	<u>Name</u>	<u>Phone</u>	<u>Mobile Phone</u>	<u>Email</u>
1	Vanessa Holmes	01330-820530	07976-600808	<a href="mailto:nessholmes@aol.com">nessholmes@aol.com</a>
2	Bill Urquhart	01330-822231	07447-816475	
3	Bob Watt	01330-824561	07813-050443	

<b>Banchory Community Groups for Priority Assistance</b>				
<u>#</u>	<u>Name</u>	<u>Phone</u>	<u>Mobile Phone</u>	<u>Email</u>
1	Donna Duncan (Banchory Lodge Caravan Park)	01330-822246	To be confirmed	<a href="mailto:blcp@btinternet.com">blcp@btinternet.com</a>
2				
3				
4				

