

Guide to Emergency Planning for Community Groups

**How to Help Make Your Community
More Resilient**

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Introduction: Why plan for emergencies?

Emergencies happen.

In the last few years Scotland has experienced severe winter weather, flooding, travel disruption, fuel shortages, animal diseases, and a pandemic flu outbreak. Challenges like these affect us all in going about our daily lives, and **every community has a different reason for wanting to plan to get through them.**

A recent report published by the think-tank DEMOS¹ explained the problem very well. The lives we lead are made possible only by relying on very complex systems that depend on each other to work properly. Imagine, for example the impact of a single school closure. If parents can't go to work because they need to look after their children at short notice this will have a significant impact on the work that they would otherwise have been doing. If all the schools in Scotland were to close, over 360,000 primary school children alone need to be cared for.

The good news is that how communities organise themselves to prepare for emergencies can make a big difference. Making a Community Emergency Plan is about how communities can make that difference by coming together to support each other.

This guide is written to provide advice to community groups that want to help their communities cope better in an emergency. It is written with existing groups like community councils, residents associations or neighbourhood watch groups in mind, but could be used by any community organisation – or by a group of people in a community who want to be more prepared

Scotland is a relatively safe country, and it has excellent organisations which help the public when an emergency happens. These organisations, which are called “emergency responders” in this guide, take the lead in supporting communities in dealing with emergencies.

Good practice example: A house-fire broke out in a rural community during a period of severe winter weather in 2011. Community members knew not to try to tackle the fire, but they played a vital role. While the fire service was on its way, they were able to work in advance to make sure that the fire engine was able to get to the scene, by clearing ice and snow from the access road. A local farmer used his tractor to tow the fire-engine part of the way to the building which was on fire.

Edwards, C 2009 “Resilient Nation” DEMOS www.demos.co.uk¹

They include what people think of as the “emergency services”: police, fire and ambulance, but also other organisations like local authorities and the NHS, as well as voluntary organisations like mountain rescue teams and the British Red Cross.

These organisations come together as regional “Strategic Co-ordinating Groups” which enable them to prepare for and respond to emergencies in a joined up way.

Voluntary sector groups regularly work alongside the emergency responders. Both say that this works best where they have an established relationship and don't have to start from scratch when an emergency occurs. It helps that they know who to talk to and have planned in advance what to do.

However, the emergency responders can't be everywhere at once. They will always have to prioritise people in greatest need, especially where lives are at risk.

Having a Community Emergency Plan doesn't mean that your group should or could replace the emergency responders. **It is important to remember that you should never do anything which puts you or anyone else in your community at risk.**

At the heart of how communities get through emergencies is how “resilient” they are – this means how well they can use their **strengths to**:

- *prepare for,*
- *respond to; and*
- *recover from emergencies.*

More resilient communities:

- Are aware of risks that may affect them and how vulnerable they are to them.
- Use their existing skills, knowledge and resources to prepare for, and deal with, the consequences of emergencies.
- Work together to complement the work of the local emergency responders before, during and after an emergency.

A Community Emergency Plan is one way in which your group can help your community become more resilient. It can help your community cope until the emergency responders arrive, and help it recover in the long term.

Past incidents have shown that people already support and help each other during times of need. **Simple activities like getting together to clear snow and ice from paths, or offering a helping hand to neighbours who might become vulnerable in an emergency can make all the difference.**

Every day in Scotland thousands of people need to attend hospital for life-saving treatments like dialysis. If ice and snow caused a problem getting someone from their home to their hospital transport, could your community get together to help?

This document sets out a step by step guide, from getting started, to practising your Plan. However, it is not an instruction manual that must be followed to the letter. **Carrying out any of the steps is a worthwhile achievement in itself.**

It is available for groups to use now, but the Scottish Government is open to feedback on it's contents and will update it periodically. If you have any comments or suggestions on how we could improve the guide, please send them to Lynn Mills at:

Email: lynn.mills@scotland.gsi.gov.uk ; or

Post: St. Andrew's House
Regent Road
Edinburgh
EH1 3DG

Where to go for help and advice

Different communities face different issues, and have different strengths and ideas about how to tackle them. So, your Community Emergency Plan will be unique to your community.

Good practice example: The Scottish Flood Forum has helped several communities in Scotland to set up Community Flood Groups. These groups have helped communities threatened by flooding or severe weather to become more resilient. They have agreed with Community Councils and local authorities to find solutions that work in local communities, and contributions that local people can safely make. Further information is available at the Scottish Flood Forum website at: www.scottishfloodforum.org

This guide includes Community Emergency Plan templates which you will find on Pages 33 - 45. You can use or change them in whatever way suits you and your community, including adding your own community name, or logo etc.

It is very important that you:

- Talk to people in your community who have resources that they can use to help; and
- Talk to your local authority to make sure that what you are planning fits in with the “big picture” of how your local emergency responders would act in an emergency.

Your local authority can provide invaluable help. It is a good initial contact that can put you in touch with the key people locally. Contact details are provided on Page 24.

Good practice example: Scottish Borders Council’s “Resilient Communities” initiative is supporting local Community Councils to develop plans which will identify how community members can come together to look after each other in an emergency. Importantly, part of the approach in Borders is to make sure that there are clear lines of communication between the council and community members when an emergency occurs.

You may also find it helpful to talk to people in other community groups which have developed emergency plans. If you contact the Scottish Government at ReadyScotland@scotland.gsi.gov.uk or by phone at 0131 244 2040, we can put you in touch with another community group which has already put a Plan together.

The Scottish Government's Ready Scotland website is a useful source of information for communities that want to develop Community Emergency Plans, and can be found at:

www.readyscotland.org

There may also be sources of funding available to help you to produce your Plan. Sources of funding vary from place to place and over time. A good source of information and advice for funding for community groups is the Scottish Council for Voluntary Organisations, whose website is at:

<http://www.scvo.org.uk/information/funding/>

You may also get good advice on sources of funding from your local Third Sector Interface, contact details for which are available at:

http://www.voluntaryactionsotland.org.uk/third_sector_interfaces.html

and are listed on Page 31 of this guide.

Step 1 – Making your Plan

1.1 Getting started

How to use this guide

This guide takes you through a step by step process that will enable you to:

- **Decide who your Plan is for**
- **Get the right advice**
- **Think about the risks your community faces**
- **Think about local skills, knowledge and resources**
- **Involve all the people who can help**
- **Write and test a Plan**

Achieving any of these things will make your community more resilient.

Remember that **your local authority can give you advice and support**. Contact details for local authorities are listed from Page 24.

Look out for the “**Action**” markers in the guide for suggestions on how to complete sections of the Plan and where to find information to help you.

Who is your Plan for?

Most Community Emergency Plans will be made for a “geographical community” or place. This can mean one or more neighbourhoods in a city, a town, a village, or even a street.

However, communities can also be made up of people who are connected by other things than where they live. When you are thinking about who your Plan is for, and who you will want to help you produce it, you should think about the different kinds of communities in your area (and neighbouring areas), that may need to work together and help each other in an emergency. You can consider all sorts of factors, for example - race, age, gender, disability religion, and shared interests.

It may help you to gather background information on your community, such as a map of the area covered, which includes things like:

- main roads and rail lines
- rivers and lakes
- community facilities like schools, village halls and residential homes
- grit bins

Good practice example: Scottish Borders Council have produced community level maps for community councils, as well as key statistics about the community.

Action 1: Decide who (and where) your plan is for.

Who can you work with?

One of the first things to think about is who can help you. In many areas there are already active community groups and businesses which help to respond to emergencies. Consider what already exists around you.

As well as your local authority, you may want to talk to your community council or local councillors, as well as local organisations like the police, fire service, ambulance service, and NHS board, and voluntary organisations active in your area such as mountain rescue teams, the WRVS or the British Red Cross.

It's important to remember that you need to have support and enthusiasm from your community for a Plan to work. People need to be prepared to sign up and offer to get involved in helping if an emergency happens. Raising awareness and encouraging people to see the value of joining in are an important part of building the foundations for a Plan.

To make your Plan more effective, as diverse a group as possible within your community should have a chance to get involved. Different people bring different skills and opportunities. For example some people may not be able to clear snow, but could be willing to help look after people who have to leave their homes in an emergency. People from different ethnic communities may have language skills, and could help communicate with people in your community for who's first language isn't English.

You could have an open meeting where the community can discuss their ideas for the Plan and find out who is interested in helping to create it. There may already be a regular meeting where you can do this – such as a community council meeting, neighbourhood watch or residents' association. You might want to think about if there are groups within the community for whom an open meeting wouldn't work well, and think about other ways to get their views.

You'll need to bear in mind that different methods will be best to communicate with different people. For example, people with childcare responsibilities may not be able to attend evening meetings and not everyone will be comfortable getting information by email or through websites.

You may want to consider:

- **Discussing the idea at meetings of your community groups, and with other community groups in the area**
- **Leaflet drops to local households (to save effort, where possible you can co-ordinate to do this at the same time as other leaflets are being distributed)**
- **Distributing leaflets through local shops, pubs or other services**
- **Using community websites, newsletters/papers and social networking**
- **Including information in letters sent home with school children**
- **Making use of social contacts to spread the word**

When you've got a group of people together who want to take part, you could form a Community Emergency Group. This will usually build on an existing community group such as a community council, residents association, neighbourhood watch or rotary club. But it could be a new group set up for this purpose. This is the group that will lead your preparations and coordinate the action you take with the emergency responders in your area.

Who will take the lead?

It may help to identify a co-ordinator to take a lead role in organising and taking forward the work of this group, and helping to keep up motivation and interest from their community.

It is important that the person taking on this role has a good understanding of your community, and has the backing and support of community members.

Action 2: set up an Community Emergency Group and appoint a co-ordinator.

Action 3: talk to your local authority, and other key agencies if you need to, and the rest of your community.

1.2 Identifying risks

In order to plan for emergencies you need to know:

- **What risks face you?**
- **How likely are they to come about?**
- **If they happen, what would their impact be?**
- **Are any people in your community particularly at risk?**

It's important that you focus on those risks that:

- 1) are important to you; and**
- 2) you can do something about.**

Examples of the sort of risks you can consider are described below.

Environmental risks

- Are there any particular areas that flood regularly?
- Are you frequently cut off by snow?
- Are there any sites of environmental or historic importance which may be impacted?

Infrastructure risks

- Is there a major transport facility (like a train station) in the area?
- Are there any vulnerable bridges or main roads?
- Are there any large industrial sites in the area?

Social risks

- Are there any known vulnerable people/groups in your area?
Examples may include:
 - People who have recently had an operation
 - People without access to transport
 - People with limited mobility
 - People reliant on regular medication or health visits
- Are there any groups who might find it difficult to understand emergency information?
- Are there any groups who don't live in the area full-time like holiday makers or travelling communities to consider?

Emergency responders cannot always determine exactly what individuals want and need, nor can they always identify who in your community may be vulnerable in a crisis, particularly those who may not previously have received support. This requires local knowledge and your help. Think about how you

could share this information with the emergency responders if an emergency occurs.

Local authorities and other organisations like British Red Cross, WRVS, the Salvation Army or faith communities will also have a good idea of the people or communities who are vulnerable, however they may not know who may become vulnerable in a crisis, or what help they might want or need. This is where your help is particularly important.

For each risk, you should also think about what actions you can take to reduce the risk of it occurring, or to minimise its impacts.

The emergency responders already do a lot of work to identify the risks in their areas. They meet regularly as a Strategic Coordinating Group (SCG). This group has the responsibility for the co-ordination of regional emergency planning and for overseeing the response to and recovery from, major emergencies. It also has a duty to publish a "Community Risk Register" (CRR) showing what risks have been identified in your area, and their potential impact.

It is worth looking at these documents to help you think about the potential risks to your local area and their impacts.

However, they mainly talk about relatively high-level threats, and how the emergency responders can address them. You should also use your local knowledge to try and identify other risks in your local area that may not be included in them.

For example, is there a local road that regularly floods, or a footpath that could get blocked in severe weather?

Community Risk Registers can be found at:

Central Scotland (Stirling, Falkirk and Clackmannanshire)
http://www.stirling.gov.uk/crr_proposed_version_4a_1_.pdf

Dumfries and Galloway
<http://www.dumgal.gov.uk/CHttpHandler.ashx?id=1528&p=0>

Fife
http://www.fife.gov.uk/uploadfiles/publications/c64_CRR-WebSiteFinal130111.pdf

Grampian (Aberdeen City, Aberdeenshire, Moray)
<http://www.grampian.police.uk/Pdf/Publications/Emergency/CRR%202011-2012%20Public.pdf>

Highlands and Islands (Highland, Orkney, Shetland, Eilean Siar)
<http://www.handiprepared.gov.uk/community-risk-register.asp>

Lothian and Borders (City of Edinburgh, East Lothian, Midlothian, West Lothian, Borders)

<http://www.lothian.fire-uk.org/publications/Community%20Risk%20Register%20V5.pdf>

Strathclyde (Argyll and Bute, East and West Dunbartonshire, Glasgow, North and South Lanarkshire, East, North and South Ayrshire, Inverclyde, East Renfrewshire and Renfrewshire)

<http://www.strathclydefire.org/your-service/community-risk-register.aspx>

Tayside (Dundee City, Perth, Angus)

<http://www.taysidefire.gov.uk/cmsimages/media/pdf/Publication%20Scheme%20Documents/Tayside%20SCG%20Community%20Risk%20Register%202008%20-%202011.pdf>

The National Risk Register (NRR) contains UK-wide information. This can be found at: <http://www.cabinetoffice.gov.uk/resource-library/national-risk-register>

Action 4: Complete the risk assessment template on Page 35 below.

1.3 What can your Community Emergency Group do to prepare?

One of the key things which the Community Emergency Group can do to make your community more resilient is to encourage individuals and families to think about what they would do in the event of an emergency.

You might want to consider encouraging local people to make plans for how they and their families will cope in an emergency. A Household Emergency Plan template which you can encourage people to use is attached to this guide on Page 47. You may want to consider circulating this or something similar in your community.

1.4 Assessing community skills and resources

Once your community is aware of the risks and what their impacts would be, it is important to consider what skills, resources and equipment your community already has that could be used, if needed, during an emergency.

You may be surprised at the level of knowledge you have, and the wealth of equipment and other resources in your community. In any case its better to find out now what is or is not available

You may want to look at your community's existing skills and resources under the following headings and add this information into your Plan:

Volunteers

People already help each other in emergencies. However, as part of your planning, you could speak to people and groups in your community and ask them, in advance, if they would be willing to volunteer during an emergency, and if they have skills, tools or other resources that could be used. For example, local farmers and tree surgeons may have equipment (see below) and expertise they are willing to use. Some people may be trained in first aid or food preparation. Many people will be able to help in tasks like clearing snow.

You can ask people about their skills and resources using a questionnaire. Its important to remember that people like to be communicated with in a number of ways, and you can think about distributing your questionnaire using the same approach as you used to put together your emergency planning group – see Page 9.

You might also want to consider talking with existing local groups to see if their volunteers or contacts would be willing to help in an emergency. For example, sports club members may be willing to help out if required. It is important to make sure that you keep volunteers up to date and engaged with your emergency planning.

More information about managing groups of volunteers can be found at Volunteer Development Scotland: www.vds.org.uk

- **Tools and equipment**

With your Community Emergency Group, think about what tools and machinery might be needed if an emergency occurs. There may be people in your community who are qualified, capable and willing to operate these tools and machinery in an emergency. For example tree surgeons may have useful skills and equipment, farmers may be willing to use their tractors to help. It's important to make sure that anyone using this kind of equipment is properly qualified and insured to do so. This is for their own protection, and also to protect the people they are helping.

Good practice example: In Dumfries and Galloway the local authority issue grit bins and hand-gritting machines to communities which want to use them. In return the communities take responsibility for this equipment, and for informing the council if the grit bin is in danger of becoming empty.

- **Supplies**

In an emergency, your community could require supplies, like food and water, which may be difficult to obtain. You should talk to your local authority to see what arrangements are in place already and, where appropriate, consider talking directly with local businesses and suppliers who might be willing to provide these supplies. If a written agreement is made between your community and the supplier, attach this to your Plan.

- **Transport**

Find out which vehicles could be used by the local community and know how to access them in an emergency. It is important to make sure that vehicle owners are properly licensed and insured to use their vehicles in this way.

Action 5: complete the local skills and resources template on Page 36.

- **Insurance and health and safety**

You should definitely not see insurance and liability as a barrier to preparing your community for emergencies. Having a Community Emergency Plan does not mean that volunteers will be putting themselves in danger, or endangering other people in the community. In fact it means the opposite.

For every-day activities that you might do to help your neighbours, in a personal capacity, your ordinary household buildings or contents insurance will generally provide personal liability cover. You will need to take reasonable care, and should not take unnecessary risks. If you are in doubt, you should check your policy or ask your insurer.

If you are part of an existing group, you will probably have third party liability insurance, and you can check with your insurer that the types of activities you want to do will be covered by your policy.

If your group is not employing anyone, health and safety legislation will not apply to you. However if you are motivated to do something to help your community in an emergency, you will want to make sure that the volunteers who are working with you do so safely.

It's important that you take volunteer's safety into account even when doing relatively low-risk activities. For example, no-one should clear ice and snow wearing inappropriate clothes or shoes, and no-one should clear snow in an area which is overhung by large icicles.

General advice on health and safety, and risk assessment for voluntary groups is available at:

<http://www.communitytoolkit.co.uk/>

<http://www.rospa.com/>

<http://www.scvo.org.uk/information/running-a-voluntary-organisation/people/volunteers/>

Some communities have made arrangements with their local authorities to enable actions taken as part of their community emergency plan to be covered under the local authority's third party liability insurance. You may want to discuss this possibility with your local authority.

- **Identifying key locations**

In an emergency, your local authority might need the community emergency group's assistance to help identify a safe place for people to shelter and set up a rest centre.

You should talk with your local authority to see what help the Community Emergency Group could give to set up places of safety or rest centres.

Action 6: Identify list of sites. Complete key locations template on Page 37.

- **Emergency contact list**

It is important to keep a record of who is in the Community Emergency Group, as well as others in the community who have offered their help in an emergency. This will help you contact everyone quickly in an emergency and make it easier for you and the emergency responders to identify who is part of the Community Emergency Group. It is important to remember to keep personal details safe, and only share them with those who need the information. For further information see:

http://www.ico.gov.uk/upload/documents/library/data_protection/practical_application/the_guide_to_data_protection.pdf

You may want to record contacts in a 'telephone tree', which sets out a process through which people have responsibility for ringing other contacts, sharing the work. An example of a telephone tree is provided in the template.

Action 7: Complete a telephone tree. See example on Page 39.

1.5 Sharing your Plan – get other views

Once you have drafted your Plan, share it with your community to get their views. It is important that all members of the community feel that the Plan works for them. And by sharing it you may get more people interested in it and gain further support.

Your local authority and other emergency responders should be aware of your Plan, and may want to offer a view on it. So it is important that you share your completed Plan with them, so that they will know who to contact and what assistance you can provide. You should record who has a copy of your Plan and ensure that they receive a revised copy whenever it is updated.

Action 8: Record who needs copies of your Plan using the template on Page 34.

Step 2 – Responding and recovering

2.1 Using your Plan

When an emergency happens, you will need to know how best to use your Plan and volunteers. In any emergency, having a Community Emergency Plan is not a substitute for calling 999. You will have made your local emergency responders aware of your Plan as part of your planning process, so in most circumstances you should activate your Plan in response to a call from the emergency responders. It is important that any actions which you carry out are co-ordinated with the wider emergency responders' efforts. You should work with your local emergency responders to identify how they will contact you, and how you should contact them.

In some circumstances, the emergency responders may be unable to contact you. Therefore, you should develop a series of triggers you can use as a Community Emergency Group to decide whether to take action.

For example:

- Have we been able to contact our local emergency responders?
- What messages are being put out in the media?
- What can we do **safely** without the help of the emergency responders?

Action 9: record the process by which you will activate your Plan. See Page 41.

What to do when you put your Plan into action

Using your list of skills, people and resources, you will need to decide what you can do to safely work with the emergency responders in the immediate response to an emergency, and a potentially long period of recovery.

Action 10: record first steps to take once a Plan is activated using the template on Page 42.

2.2 Your first Community Emergency Group meeting

It may be possible for your group to meet briefly once the Plan has been activated. If so, an example of a draft agenda you can use for the first meeting can be found on Page 44 of the template. The draft agenda is intended to be a guide only. You may find that your team and volunteers are already getting on with helping but it is important to make sure everyone is safe and working in a coordinated way.

2.3 Evacuation

During the initial response to an emergency, it might be necessary for some members of your community to be evacuated from their homes to a safe place. Speak to those coordinating the response (normally the police) to see what role your group can play in this.

You may be able to assist with:

- door knocking or delivery of emergency messages;
- looking after people in a rest centre; or
- identifying those who may need extra help to move to safety.

Action 11: Use template on Page 44 to record actions agreed with your local authority in respect of evacuation.

2.4 Communications

Your group should discuss how it will cope if communications are disrupted in the area. You may have access to walkie-talkies or amateur radio groups like the Radio Amateurs' Emergency Network (RAYNET), or other radio amateurs, that you can use to communicate with each other.

Your group could also consider door knocking as an option to communicate with the public and get the emergency responders' messages across if it is possible to do this safely. You should work with the emergency responders to ensure any messages they are delivering to the community are consistent with those from the emergency responders.

Action 12: Record alternative communication methods to use during an emergency using template on Page 45.

Step 3 – Practising and updating your Plan

It is important to regularly review and update your Community Emergency Plan to ensure it meets the changing needs of your community. It is also important to make sure that your Plan will work properly in an emergency.

As a minimum, you should check regularly that it is still up to date. You may want to practise using the Plan to test how well it would work in an emergency, and see how ready members of your team and volunteers are to help out.

You could work with your local emergency responders, using the local risk assessment you have produced, to identify scenarios that you can use to test the arrangements you have made in your Plan.

Your local emergency responders may be planning to practise their own emergency plans, and if so, you may be able to practise “activating” your Plan as part of their exercise.

Practising the arrangements in your Plan will allow you to identify any problems with it. Once you have practised your Plan, you should review and update it. You should also regularly update your emergency contact list to ensure it is accurate.

When you make any changes to the Plan, you should record them to make sure that everyone knows they are using the latest version and ensure that everyone who needs a copy of the Plan is sent a copy of the updated version.

Conclusion

If you’ve reached this far congratulations! Every step of this process helps make you and your community more resilient – supporting the work of emergency responders and building the sense of community in your area.

Emergency responders and the Scottish Government are very interested in hearing about local communities who are rising to this challenge. If you are working on this process (or have completed it) you may wish to share your experience. You will have already involved your local authority in the process, but the Scottish Government are keen to hear about your experience. (ReadyScotland@scotland.gsi.gov.uk or 0131 244 2040).

Emergency planning glossary

Business Continuity Management

Arrangements that businesses and service providers have to reduce risks of disruption to their operations, maintain key functions in adverse circumstances and recover quickly if serious problems arise.

Civil Contingencies Act

The Civil Contingencies Act 2004 and the accompanying Civil Contingencies Act 2004 (Contingency Planning) (Scotland) Regulations 2005 place a duty on a range of public sector organisations to prepare for and respond to emergencies. The Act sets out the duties of responders and the Regulations define, in greater detail, the extent and manner in which the main duties are to be performed.

Civil Contingencies Officer or Emergency Planning Officer

Local authority officer with responsibility for planning for emergencies. Often referred to as emergency planning officer.

Community Risk Register (CRR)

An assessment of the risks within a local resilience area agreed by the Strategic Co-ordinating Group as a basis for supporting the preparation of emergency plans.

Community Resilience

Communities and individuals harnessing resources and expertise to help themselves prepare for, respond to and recover from emergencies, in a way that complements the work of the emergency responders.

Control of Major Accident Hazards Regulations 1999 (COMAH)

Regulations applying to the chemical industry and to some storage sites where threshold quantities of dangerous substances, as identified in the Regulations, are kept or used.

Data Protection Act

The *Data Protection Act 1998* came into force in March 2000. It requires organisations which hold data about individuals to do so securely and to use it only for specific purposes. It also gives an individual the right, with certain exemptions, to see that personal data.

Emergency

Defined by the Civil Contingencies Act 2004. An event or situation which threatens serious damage to human life, welfare, the environment or the security of the UK.

Emergency planning (EP)

Planning to prevent, reduce, control, mitigate and take other actions in the event of an emergency. Often referred to as civil contingencies planning.

Emergency Planning Officer (EPO) or Civil Contingencies Officer

Local authority officer with responsibility for planning for emergencies. Often referred to as civil contingencies officer.

Emergency Responder

Organisations which respond to emergencies at the local level, mainly those which have a responsibility under law to do so.

Exercise

Practising responding to communities to make sure people know what to do when the time comes.

Hazard

An accidental or naturally occurring phenomenon with the potential to cause harm to members of the community (including loss of life), damage or losses to property, and/or disruption to the environment or to structures (economic, social, political) upon which a community's way of life depends.

Integrated Emergency Management (IEM)

The approach to managing emergencies in Scotland. Under IEM both preparation and response to emergencies are undertaken as an extension of the normal work of responder agencies. Staff prepare to carry out their "ordinary role" even in "extraordinary circumstances". IEM emphasises agencies working together and with a focus on consequences of emergencies rather than their causes.

Recovery

The co-ordinated process of rebuilding, restoring, rehabilitating and, perhaps, regenerating communities following an emergency.

Resilience

This is defined as the ability, at every relevant level to detect, prevent and, if necessary, to handle and recover from disruptive challenges.

Risk

Risk is a product of the likelihood of harmful consequences arising from particular identified hazards or threats and the potential impact of these upon people, services and the overall environment. It is a measure of the potential consequences of a contingency against the likelihood of it occurring. The greater the potential consequences and likelihood, the greater the risk.

Risk Assessment

A structured and auditable process of identifying hazards and threats, assessing their likelihood and impacts, and then combining these to provide an overall assessment of risk, as a basis for further decisions and action.

Strategic Co-ordinating Group (SCG)

A group of emergency responders which come together in each of Scotland's 8 police force areas to co-ordinate and co-operate on preparation for, response to and recovery from emergency events.

Threat

An intentional or deliberately occurring event with the potential to cause harm to members of the community (including loss of life), damage or losses to property, and/or disruption to the environment or to structures (economic, social, political) upon which a community's way of life depends.

Voluntary Sector or Third Sector

Bodies, other than public authorities or local authorities, which carry out activities otherwise than for profit.

Vulnerable People

People present or resident within an area who, because of dependency or disability, need particular attention during emergencies.

Warning and Informing the Public

Establishing arrangements to warn the public when an emergency is likely to occur or has occurred and to provide them with information and advice subsequently.

Local authority contact details

Aberdeen City Council

Grampian Emergency Planning Unit
Emergency Planning Manager
Dave McIntosh

Office Tel No: 01224 633030
E-mail Address: david@grampianepu.co.uk

Aberdeenshire Council

Grampian Emergency Planning Unit
Emergency Planning Manager
Dave McIntosh

Office Tel No: 01224 633030
E-mail Address: david@grampianepu.co.uk

Angus Council

Civil Contingencies Team

Email: emergency1@angus.gov.uk
Tel: 01307 476123 or 6122

Argyll and Bute Council

Carol Keeley
Civil Contingencies Manager
Argyll and Bute Council

Email: Carol.keeley@argyll-bute.gsx.gov.uk
Tel: 01436 658728

Susan Donnelly
Civil Contingencies Officer
Argyll and Bute Council

Email: Susan.donnelly@argyll-bute.gsx.gov.uk
Tel: 01436 658729

Edinburgh City Council

Paul Young
Emergency Planning

Email: Paul.young@edinburgh.gov.uk

Tel: 0131 529 4684/7

Clackmannanshire Council

David Johnstone
Emergency Planning Officer
Clackmannanshire Council

Email: djohnstone@clacks.gov.uk

Tel: 01259 452537

Dumfries & Galloway Council

Emergency Planning Unit
Council Offices
English Street
Dumfries
DG1 2DD

Email: Ep-enquiries@dumgal.gov.uk

Tel: 030 33 33 3000

Dundee City Council

John Handling
Emergency Planning Officer
Dundee City Council
Support Services
21 City Square
Dundee
DD1 3BY

Email: John.handling@dundeecity.gsx.gov.uk

Tel: 01382 434 264

East/North/South Ayrshire Councils

David Whyte
Ayrshire Civil Contingencies Team
Civil Contingencies Manager
Building 372
Robertson Road
Glasgow Prestwick Airport
Kessock
KA9 2PL
Email: David.Whyte@south-ayrshire.gov.uk
Tel: 01292 692 180

East Dunbartonshire Council

Pat Doherty
East Dunbartonshire Council
Tom Johnston House
Civic Way,
Kirkintilloch,
East Dunbartonshire,
Glasgow,
G66 4TJ

Email: Pat.Doherty@eastdunbarton.gov.uk
Tel: 0141 578 8062

East Lothian Council

Emergencyplanning@eastlothian.gov.uk

East Renfrewshire Council

Civil Contingencies Team

Email: ccs@renfrewshire.gsx.gov.uk
Tel: 0141 842 5532

Falkirk Council

Falkirk Council
Development Services
Abbotsford House
Davids Loan
Bainsford
Falkirk
FK2 7YZ

Email: Emergency.planning@falkirk.gov.uk
Tel: 01324 501 000

Fife Council

Emergency Planning and Business Continuity Team

Email: emergency.planning@fife.gov.uk
Tel: 01592 778381
Fife Council Contact Centre tel: 08451 550000

Glasgow City Council

Resilience Unit
Glasgow City Council
House 6
94 Elmbank Street
Glasgow
G2 4DL

Email: emplan@ced.glasgow.gov.uk
Tel: 0141 287 8011

Highland Council

Donald Norrie
Emergency Planning and Business Continuity Manager
Highland Council
The Emergency Centre
Mackintosh Road
Raigmore
Inverness
IV2 3TX

Email: Donald.Norrie@highland.gsx.gov.uk
Team email : Emergency.Planning@highland.gsx.gov.uk
Tel: 01463 713 479

Inverclyde Council

Civil Contingencies Team

Email: ccs@renfrewshire.gsx.gov.uk

Tel: 0141 842 5532

Midlothian Council

Contingency Planning Team

Email: cpo@midlothian.gov.uk

Tel: 0131 271 3078

Moray Council

Donna McLean
Emergency Planning Officer

Email: donna@grampianepu.co.uk

Tel: 01343 56 25 22

North Lanarkshire Council

Contingency Planning Team

Email: ContingencyPlanning@northlan.gsx.gov.uk

Orkney Council

Margaret Walters
Emergency Planning Manager

Tel: 01856 873535

Perth & Kinross Council

Email: emergencyplanning@pkc.gov.uk

Renfrewshire Council

Email: ccs@renfrewshire.gsx.gov.uk

Scottish Borders Council

Jim Fraser
Emergency Planning Officer
Scottish Borders Council

Email: jim.fraser@scotborders.gov.uk
Tel: 01835 825056
Mobile: 07831 440958
Fax: 01835 824031

Shetland Council

Email: Emergency.planning@shetland.gov.uk
Email: Ingrid.gall@shetland.gov.uk

South Lanarkshire Council

Ken Wratten
Contingency Planning Officer

Email: Ken.Wratten@southlanarkshire.gov.uk

Stirling Council

David Bright
Emergency Planning Adviser
Governance
Stirling Council

Email: brightd@stirling.gov.uk
Tel: 01786 443 186

West Dunbartonshire Council

Iain Davidson
Civil Contingencies and Business Continuity Manager

Email: Iain.Davidson@wdc.gsx.gov.uk
Tel: 01389 73 72 94

West Lothian Council

Emergency Planning Officer
West Lothian Council

Email: Emergency.planning@westlothian.gov.uk

Tel: 01506 775 000

Comhairle nan Eilean Siar

Andy MacDonald
Risk & Emergency Planning Manager
Comhairle nan Eilean Siar
Sandwick Road
Stornoway
HS1 2BW

Email: Andy-macdonald@cne-siar.gov.uk

Tel: 01851 822 612

24/7 tel: 01851 702 526

Third Sector Interface contact details

Local authority area	Organisation	Phone	Website
Aberdeen	Aberdeen Council of Voluntary Organisations	01224 686058	www.acvo.org.uk
Aberdeenshire	Aberdeenshire Voluntary Action	01771 624787	not available
Angus	Community Action Angus	01241 430349	www.angusinterface.org.uk
Argyll and Bute	Argyll and Bute Third Sector Partnership	not available	www.argyllcommunities.org/thirdsectorpartnership/
Clackmannanshire	Clackmannanshire Third Sector Interface	01259 726686	not available
Dumfries and Galloway	Volunteer Action Dumfries and Galloway	01387 267311	www.volunteeraction.co.uk
Dundee	Dundee Voluntary Action	01382 305731	not available
East Ayrshire	Third Sector Interface East Ayrshire	01563 574000	www.cvoea.co.uk
East Dunbartonshire	East Dunbartonshire Third Sector and Volunteering Interface	0141 578 0291	www.eastdunbartonshirecvs.org.uk
East Lothian	Voluntary Action East Lothian	0131 665 33001	www.voluntaryactioneastlothian.org.uk
East Renfrewshire	Voluntary Action East Renfrewshire	0141 876 9555	www.va-er.org.uk
City of Edinburgh	Edinburgh Third Sector Interface	0131 555 9100	www.edinburghcompact.org.uk
Falkirk	CVS Falkirk and District	01324 692000	www.cvsfalkirk.org.uk
Fife	Voluntary Organisations North East Fife	01334 654080	www.vonef.org.uk
Glasgow	Glasgow Third Sector Interface	0141 332 2444	www.gcvs.org.uk
Highland	Highland Third Sector LLP	01397 706044	www.voluntaryactionhighland.org
Inverclyde	Not yet finalised	N/A	N/A
Midlothian	Voluntary Action Midlothian	0131 663 9471	www.mvacvs.org.uk

Moray	Voluntary Action Moray	01343 541713	www.voluntaryactionmoray.org.uk
North Ayrshire	The Ayrshire Community Trust	01294 475618	www.vcna.org.uk
North Lanarkshire	Voluntary Action North Lanarkshire	01236 748011	www.voluntaryactionnorthlanarkshire.org.uk
Orkney	Voluntary Action Orkney	01856 872897	www.orkneycommunities.co.uk/VAO/
Perth and Kinross	Voluntary Action Perthshire	01738 567076	www.vaperthshire.org
Renfrewshire	Renfrewshire Third Sector Interface	0141 887 7707	not available
Scottish Borders	Borders Third Sector Partnership	01896 755370	not available
Shetland	Voluntary Action Shetland	01595 743900	www.shetland-communities.org.uk/vas/
South Ayrshire	Voluntary Action South Ayrshire	01292 263626	www.voluntaryactionsouthayrshire.org.uk
South Lanarkshire	Voluntary Action South Lanarkshire	01698 300390	not available
Stirling	Stirling Third First	01786 451203	not available
West Dunbartonshire	West Dunbartonshire CVS	0141 941 0886	www.wdcvs.com
West Lothian	Voluntary Sector Gateway West Lothian	01506 650111	www.vsgwl.org
Western Isles	Co-cheangal Innse Gall: Linking the Outer Hebrides	01851 700366	www.volunteeringwesternisles.co.uk

[Insert your community name here]

Community Emergency Plan

Plan last updated on: xx/xx/xxxx

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

Plan distribution list

Name	Role	Phone number/email address	Issued on
<i>Enter Name</i>	<i>Enter Role</i>	<i>Enter Details</i>	<i>Enter Date</i>

Amendments to Plan

Name	Details of changes made	Changed by	Date for next revision
<i>Enter Name</i>	<i>Enter Details</i>	<i>Enter Details</i>	<i>Enter Date</i>

LOCAL RISK ASSESSMENT

Risks – including likelihood	Impact on community/ Vulnerability	What can Community Emergency Group do to prepare?
<p><i>Example: River through village can flood – every 2-3 years.</i></p>	<ul style="list-style-type: none"> • <i>Example: Flooding of local streets</i> • <i>Example: Blocked access to community hall</i> • <i>Example: Damage to homes</i> 	<ul style="list-style-type: none"> • <i>Example: Encourage residents to improve home flood defences</i> • <i>Example: Work with local emergency responders to see if can help with distribution of flood warnings and any evacuation and rest centre establishment required</i> • <i>Example: Identify vulnerable people who live in areas likely to be flooded</i>

LOCAL SKILLS AND RESOURCES ASSESSMENT

Skill/resource	Who?	Contact details	Location
<i>Example: Trained first aider</i>	<i>Example: Mr A. Sample</i>	<i>Example: 0131 123 4567</i>	<i>Example: 1 Sample Street, Sampletown, SA1 2PL</i>

KEY LOCATIONS

identified with local authority for use as places of safety

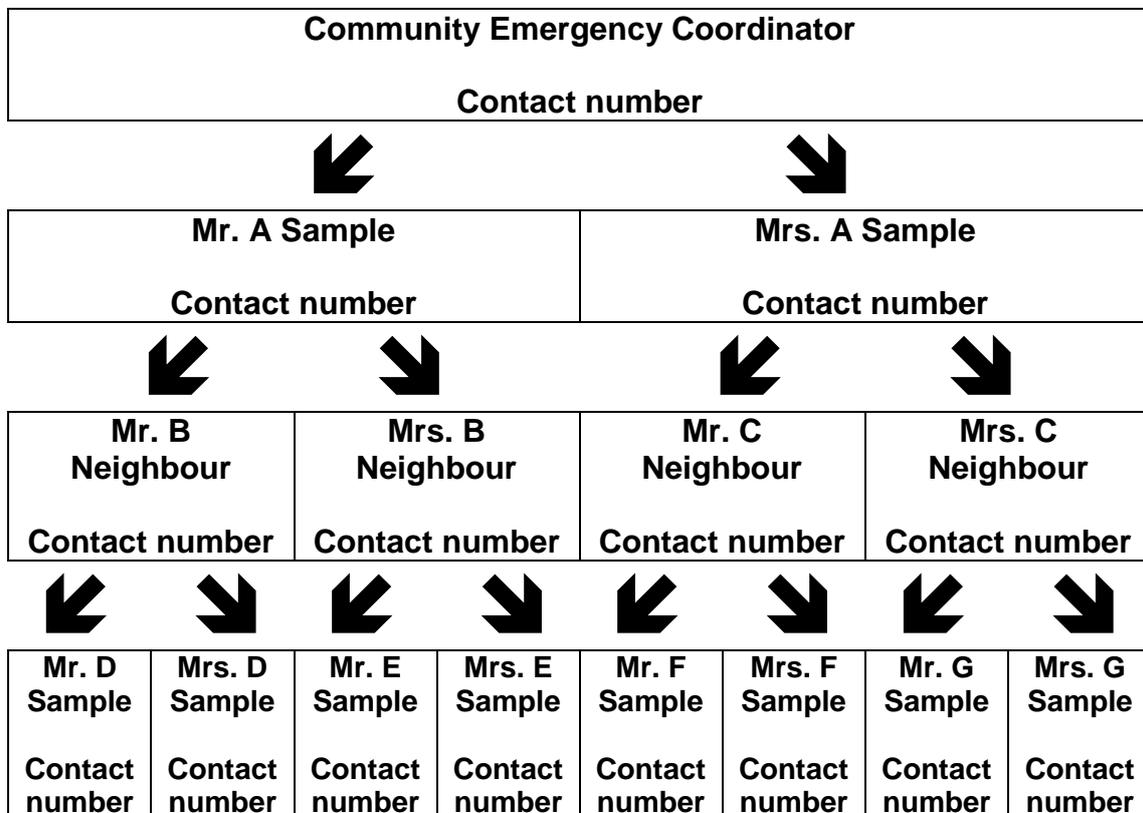
Building	Location	Potential usage in an emergency	Contact details
<i>Example: Church Hall</i>	<i>Example: Sampleton Village</i>	<i>Example: Rest Centre/safe place</i>	<i>Example: Church warden's contact number</i>

EMERGENCY CONTACT LIST

Photo	Name: <i>Enter Name</i>
	Title: <i>Enter Job Title</i>
	24hr telephone contact: <i>Enter Number</i>
	Email: <i>Enter Email</i>
	Address: <i>Enter Details</i>
Photo	Name: <i>Enter Name</i>
	Title: <i>Enter Job Title</i>
	24hr telephone contact: <i>Enter Number</i>
	Email: <i>Enter Email</i>
	Address: <i>Enter Details</i>

SAMPLE TELEPHONE TREE

The phone tree works as a pyramid. The coordinator at the top makes the first call to two or more people. In turn, they call an assigned set of people and so on, until the tree is complete.



LIST OF COMMUNITY ORGANISATIONS

that may work with people who may become vulnerable in people or communities in an emergency

[Use this space to record details of organisations who work with people who may be vulnerable in an emergency]

ACTIVATION TRIGGERS

[Use this space to record details of how your Plan will be activated. You should include details of how the Plan will be activated as a result of a call from the emergency responders, and also how your community will decide to activate the Plan yourselves, if the emergency responders are unavailable]

FIRST STEPS IN AN EMERGENCY

Follow the instructions below when the Plan is activated.

	Instructions	Tick
1	<i>Example: Call 999 (unless already alerted)</i>	✓
2	<i>Example: Ensure you are in no immediate danger</i>	✓
3	<i>Example: Contact the Community Emergency Group and meet to discuss the situation</i>	✓
4		
5		
6		
7		
8		
9		
10		

DRAFT COMMUNITY EMERGENCY GROUP FIRST MEETING AGENDA

Example Community Emergency Group Emergency Meeting Agenda

Date: *Enter Date*

Time: *Enter Time*

Location: *Enter Details*

Attendees: *Enter Details*

1. What is the current situation?

Enter Details

You might want to consider the following:

Location of the emergency. Is it near:

- A school?
- A vulnerable area?
- A main access route?
- Type of emergency:
- Is there a threat to life?
- Has electricity, gas or water been affected?

Are there any vulnerable people involved?

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

2. Establishing contact with the emergency responders

Enter Details

3. How can we support the emergency responders?

Enter Details

4. What actions can safely be taken?

Enter Details

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

Enter Details

6. Any other issues?

Enter Details

ACTIONS AGREED WITH LOCAL AUTHORITY IN THE EVENT OF AN EVACUATION

[Use this space to record details of the actions you can take to help your local authority if an evacuation is necessary in your community.]

ALTERNATIVE ARRANGEMENTS FOR STAYING IN CONTACT IF USUAL COMMUNICATIONS HAVE BEEN DISRUPTED

Use this space to record details of alternative communications within your local area should usual methods communications be disrupted. This could include the owner/locations of long distance walkie-talkies or details of your local Radio Amateurs' Emergency Network (RAYNET) group, or other radio amateurs in your community.

Household Emergency Plan

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.**

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:**

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 (Near Home)**
- ✓ **Meeting place 2 (Further away)**

Location: **Location:**

.....

.....

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

- ✓ **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 vulnerable people living close by. Have a think about who they are in advance:

Name:	Name:	Name:
Address:	Address:	Address:
.....
.....
Tel Number:	Tel Number:	Tel Number:

Important Telephone Numbers

- For the **emergency services**, dial **999**
- For **NHS 24**, dial **08454 24 24 24**
- For SEPA's **floodline**, dial **0845 988 1188**
- For **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. Pack a can opener if needed**
- ✓ **Spare keys to your home and car**
- ✓ **Spare glasses or contact lenses**
- ✓ **Toiletries and details of important medicines**
- ✓ **Pencil 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 and blankets**
- ✓ **Games, books, a child's special toy**
- ✓ **Pets**

For further advice on being prepared for emergencies see www.readyscotland.org

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