

BUTE COMMUNITY COUNCIL

# COMMUNITY EMERGENCY PLAN

Working together for the community

Last updated: September 2019

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

# COMMUNITY EMERGENCY PLAN

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### **Acknowledgement**

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We would also like to thank the members of the local community who have volunteered to help out in an emergency situation, without whom we would not be able to achieve any of the things contained herein.

### INTRODUCTION

The Community Emergency Plan has been prepared by Bute Community Council in consultation with local stakeholders, in line with the provisions of the Civil Contingencies Act 2004 and The Contingency Planning (Scotland) Regulations 2005. The Plan is a 'living document' and as such is subject to regular review and updates where required.

The plan is designed as a community response to a major event that disrupts and has serious consequences for the everyday life of the community. No attempt is made to define what might cause such disruption, and could be anything from severe weather, flooding or fire to a major incident. Being aware of the risks that we as a community may encounter and those within the community who might be able to assist, will make our community better prepared to cope with an emergency.

Local emergency responders will always have to prioritise those in greatest need during an emergency, especially when life is in danger. During these times, we as a community would benefit from knowing how to help ourselves and those around us until assistance arrives.

Throughout this document, the importance of volunteers in ensuring the wellbeing of the community is clear; however this document is not intended to usurp the statutory obligations of the Scottish Government, Argyll & Bute Council, and the Emergency Services.

**At all times volunteers act under the supervision and direction of the emergency services. It is important to remember that you should never do anything which puts you or anyone else in your community at risk.**

### KEY CONTACT NUMBERS (Sept 2019)

Community Emergency Manager (Ronnie Falconer) Mbl:07771 977338 Tel: 01700 505315

Depute Community Emergency Manager (James McMillan) Mbl: 07889 988 219  
Tel:1700 50 2755

Rothsay Joint Campus Tel: 01700 504407

Moat Community Centre: Tel: 01700 503696

Argyll and Bute Council 100 High Street Rothsay Offices Tel: 01700 501382

Argyll and Bute Council Incident Officer For Bute (Richard Gorman) Tel: 01700 501366

Argyll and Bute Council Civil Contingencies Manager (Susan Donnelly) Tel: 01436 65 8729

NHS Highland Adult Services Manager (Jane Williams) Tel: 01700 501555

Bute Advice Centre Tel: 01700 502784

Thomson Court Tel: 01700 504089 01700 Fax: 01700 505862

### PURPOSE

In a severe emergency situation, the emergency responders cannot be everywhere at once. They will always have to prioritise people in greatest need, especially where lives are at risk.

Within our community, vulnerable people who may already be using services become more vulnerable in an emergency situation and those that no-one thought of as vulnerable may well become so.

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

### Community Resilience

*A resilient community is achieved by working together*

At the heart of how communities get through emergencies is how 'resilient' they are - this means how well we can use our strengths to:

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

More resilient communities:

- are aware of the 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.

This purpose of this Community Emergency Plan is to help our community become more resilient, coping until the emergency responders arrive, assist emergency responders during an emergency if required, and help us recover in the long term.

### ROLES AND RESPONSIBILITIES

The responsibilities of the different organisations dealing with an emergency vary, some are set in statute and others fill a need. The police will normally take the co-ordinating role at a major, large or complex incident. Once an incident moves into the recovery phase, the council will take over the lead role.

#### Police Scotland

The primary areas of police responsibility at a major incident are:

- the saving of life
- co-ordination during the Emergency Phase
- calling out of essential services
- protection and preservation of the scene
- investigation
- identification of the dead
- collation and dissemination of casualty information
- co-ordination of the media response
- application of counter measures to protect the public
- restoration of normality

#### Fire & Rescue Scotland

The primary responsibility of Strathclyde Fire and Rescue in major incidents is:

- the saving of life and rescue of people
- protection of properties and prevention of escalation
- the carrying out of other specialist services, including flood/water rescue services
- to assist people where the use of fire service personnel and equipment is relevant
- protection of the environment

#### HM Coastguard

HM Coastguard is the emergency response branch of the Maritime and Coastguard Agency (MCA). The MCA is an executive agency within the Department for Transport (DfT) and has the lead role for dealing with incidents at sea and some inland waters.

HM Coastguard is responsible for -

- minimising loss of life amongst seafarers and coastal users
- responding to maritime emergencies 24 hours a day
- developing, promoting and enforcing high standards of maritime safety and pollution prevention for ships
- minimising the impact of pollution on UK interests
- responding to non maritime incidents such as floods, searches or assisting in evacuating areas.
- Providing support for Air Ambulance Service landing at the public park

#### NHS Highland

The NHS role and responsibility in an emergency situation is to:

- provide risk assessment within their sphere of expertise;
- continue to perform emergency or urgent healthcare functions;

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- contribute to emergency planning;
- maintain public awareness and arrangements to warn, inform and advise the public of health issues

### Argyll & Bute Council

In an emergency situation the principal concern of the council includes:

- support for the emergency services
- support and care for the local and wider community
- co-ordination of the response other than that of the emergency services.

In the immediate aftermath of a major incident, the council will assist the emergency responders and ensure that resources are made available, including:

- the provision of a wide range of professional staff including skilled trades staff
- road closures and diversions
- plant and equipment
- emergency centres
- maps and building plans
- building safety inspections
- emergency lighting
- environmental health services
- clearance of debris and restoration of highways
- psychological support
- interpretation services
- help lines
- information to the public
- media liaison services

As time goes on, and the emphasis switches to recovery, the council's Chief Executive will accept the responsibility for the overall coordination of the incident from the Chief Constable. The Council will take the lead in the recovery, rehabilitating the community and restoring the environment.

The council's Civil Contingencies Unit is responsible for the co-ordination of the council's response in an emergency. This includes the alerting and call out of other council officers and voluntary agencies such as the British Red Cross. The Civil Contingencies Unit also liaises with the emergency services or utility providers in the co-ordination of any incident/emergency.

### British Red Cross

The British Red Cross helps vulnerable people in crisis whoever and wherever they are. The Red Cross works alongside statutory agencies and voluntary sector partners to respond to emergencies and build community resilience. They provide practical help and emotional support to people and communities affected by emergencies. ([www.redcross.org.uk/emergencyresponseuk](http://www.redcross.org.uk/emergencyresponseuk))

### Bute Advice Centre

Bute Advice Centre assists the public by giving advice, information and support regarding welfare rights, housing, employment, financial (especially money management and debt



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counselling) and other issues.

Bute Oasis run the local foodbank, with support of the Bute Advice Centre. In the event of an emergency, crisis provision of food will be made available.

### Utilities

Utility providers such as Scottish & Southern Energy and Scottish Water have emergency response procedures to support communities affected by a loss of supply. Advice and Guidance from SSE Power Distribution is provided at the end of the document.

### Others

The Scottish Flood Forum is a charity that provides support for and represents those who are affected by or at risk of flooding, and can help dealing with insurance matters following flooding. For further information visit: [www.ScottishFloodForum.org](http://www.ScottishFloodForum.org)

### MANAGEMENT OF AN EMERGENCY

The police will normally take the co-ordinating role at a major, large or complex incident. Once an incident moves into the recovery phase, the council will take over the lead role. The community management of the emergency is the responsibility of the Community Emergency Manager working closely with the Police and Argyll & Bute Council. The Community Emergency Manager will co-ordinate community support for the duration of the emergency. The Community Emergency Manager is appointed by Bute Community Council and will be responsible for Community Emergency Plan implementation and maintenance including contact details; and will report regularly to the Community Council.

These organisations regularly deal with people in difficult situations and have volunteers in place to assist members of the community who need help. Using lists of vulnerable people in the community, the Community Emergency Manager will co-ordinate volunteers and resources to check on, and meet the needs of vulnerable people. The contact records of all the organisations/companies and volunteers involved are obtained, retained and maintained as current by the Community Emergency Manager. Lists of vulnerable people are held and maintained by NHS Highland working with Argyll and Bute Council social services and care providers.

#### Activating the Emergency Plan

The scale of the particular incident will dictate the response.

A 'Traffic Light' state of alert will be used:

**Green:** Community life as normal

**Blue:** Emergency Procedures and staff on Standby

**Amber:** A Primary Response

**Red:** A Full Response

The instigation of the response would be a collective one involving the Emergency Services, community leaders and the Community Emergency Manager. It should be stressed that the Emergency Services have very specific roles in every emergency. They have to effect a co-ordinated rescue/recovery operation and keep the community informed of progress. The police also have the additional responsibility of eventually reporting the circumstances to the appropriate authority e.g. the Procurator Fiscal. In consultation with the police and Argyll and Bute Council the Community Emergency Manager may provide support to raise the level of preparedness in advance of a full emergency e.g. help with the distribution and placement of sandbags when a Flood Warning is issued by SEPA.

#### The Central Hub

In the event of an emergency, the principal centre for the community response and administration, the Hub, is the Pavilion. In order to maintain separate lines of communication and areas of responsibility, the administrative response and practical assistance would be co-ordinated in the Pavilion with two distinct areas of responsibility.

As the Central Hub, the Pavilion complex would be a priority for being connected to the portable emergency generator. This would provide electricity for both the administrative

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management of an emergency, and also to the receiving centre for those in need of support.

In the event of the Pavilion being unavailable, the Joint Campus would be used as the alternative Hub, again able to maintain distinct areas of responsibility while providing practical help and administration. The Joint Campus has significant catering facilities, with 24 fully equipped work stations across two rooms, in addition to the school kitchens.

### Keeping People Informed

The importance of keeping people informed has been highlighted as one of the key shortcomings during previous emergency situations. In order to address this, Bute Advice Centre offices at 22 - 24 Bishop Street will act as a Community Information Centre; an information point where anyone can go for up to date information about what is happening.

It will be important that emergency services and utility providers keep the Central Hub updated so this information can then be shared with the Community Information Centre and the local community. The Community Information Centre in Bishop Street can also be used to notify people of specific needs in a particular situation where volunteer help is needed.

The single emergency information number would be the Argyll & Bute Council call centre, TEL: 01546 605 522 which would help keep the community informed and direct resources effectively.

The Joint Campus has a text alert system which can send text messages to all parents of school children on the island, which can also be accessed from any Council premises off the island. This reaches approximately 700 families.

### Media

The Community Emergency Manager will liaise with local media organisations to get important information out to as many people as possible, as quickly as possible. The following organisations would be asked to distribute public information during an emergency situation:

The Isle of Bute News - Local Newspaper and Facebook page  
Bute Island Radio - Community Radio Station broadcasting on 96.5FM and online.  
BBC Scotland - 810 MW

### Key Locations

Should the scale of the emergency dictate, Community Shelters in settlements around the island would be required to help with the management of the emergency. Activated by the Community Emergency Manager, these outlying emergency centres will provide shelter, food and support, as required. These centres can also disseminate information from the Central Hub to keep people informed.

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Many local organisations and community groups are well organised and have very good committee structures and in most cases suitable premises. They also have some catering facilities for food preparation should this be required.

These shelters would operate autonomously but with a common purpose, the welfare and wellbeing of those individuals in the community affected by the Emergency. They would be asked to provide the Community Emergency Manager with at least two contact names. Those records must be maintained as current.

Various mechanisms are in place to receive recompense from various sources depending on the nature of the emergency. The 'Bellwin Scheme' exists to give special financial assistance to local authorities who would otherwise be faced with an undue financial burden as a result of providing relief and carrying out immediate work due to large scale emergencies.

Financial support provided by this scheme is activated by Scottish Ministers, although there is no automatic entitlement to financial assistance. There is an assumption that local authorities will make provision to cover a proportion of the costs of emergency incidents from within internal resources, therefore a threshold of 0.2% of a local authority's budgeted net revenue expenditure is set. The key criterion of the Scheme is to safeguard life and property, and prevent suffering or severe inconvenience in a local authority's area or among its inhabitants.

Depending on the scale of the emergency, the Community Shelters can be activated in phases. The primary shelters would be activated if satellite centres are required, with the secondary centres activated if a full scale response is necessary.

### Central Hub

Rothesay Pavilion, or  
Rothesay Joint Campus

### Community Information Centre

Bute Advice Centre

### Primary Community Shelters

Craigmore Bowling Club, Grosvenor Road, Craigmore

Ballianlay Hall, Straad

Port Bannatyne Village Hall, Port Bannatyne

Kingarth Hotel, Kingarth. (Although this is a commercial operation, the hotel is the only facility at the south end of the island that could be used as an emergency centre.)

### Secondary Community Shelters

Trinity Church Hall, Castle Street, Rothesay

St. Paul's Church Hall, Deanhood Place, Rothesay

Rothesay Christian Fellowship, Bishop Street, Rothesay

Ardbeg Baptist Church, King Street, Rothesay

Red Cross Hall, Barone Road, Rothesay

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### Location Map of Emergency Centres

The central Hub (Rothsay Pavilion) and the alternative Hub (Joint Campus) are marked on the map in red. The Primary Community Shelters are marked in Orange, and the Secondary Community Shelters are marked in Green.



### Role of Transport Providers

#### **Caledonian MacBrayne**

In an emergency that affected the entire island or the greater part of it, CalMac have agreed to assist in providing relief from the effects of the emergency. If required, the ferry service on the Rothesay / Wemyss Bay route could be reduced to a one vessel service, allowing one ferry to be tied up at the pier. This would provide a further, self-sufficient, Emergency Centre with excellent catering facilities. Also in the worst case scenario, when all the island power and communication systems are down the ferry could become a communication centre with direct contact to mainland facilities.

#### **West Coast Motors / School Bus**

When the emergency plan is activated, West Coast Motors would be asked to provide the community with transport to and from the Central Hub or Community Shelters. There are 3 Council minibuses based at the Joint Campus which could be allocated to the smaller Community Shelters. Buses would operate a shuttle service for the duration of the emergency.

### Community Skills & Resources

It is important to consider what skills, resources and equipment our community already has that could be used, if needed, during an emergency. There is a wealth of knowledge and equipment and other resources in our community.

To be able to direct resources, the Community Emergency Manager needs to know the resources that are available on the island. In order to do this a 'Community Emergency Register' will be kept listing people who are willing to volunteer, along with any specialist training or knowledge, and access to tools, equipment and resources. The community register will be held and maintained by the Community Emergency Manager. Members of the community are encouraged not only to register, but to notify any changes, so the list is up to date.

All information provided for the purpose of assisting the community in an emergency situation will be kept confidential, and held in accordance with relevant data protection legislation.

### Volunteers

For this plan to work we need support and enthusiasm from our community. 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 plan.

To make our plan most effective, the involvement of as diverse a group as possible within our community are needed. Different people bring different skills and opportunities. For example, some people may not be able to clear snow, but may 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 whose first language is not English.

In an emergency situation volunteer groups and individuals will make the difference in ensuring the welfare and well being of vulnerable members of our community, and how quickly we recover from any emergency situation.

In order to make the most effective use of community resources, the Community Emergency Manager needs access to a list of community volunteers with any relevant skills. Members of the public are encouraged to register as a community emergency volunteer and if they have skills, tools or other resources that could be used. For example, some people may have equipment and expertise they are willing to use while others may be trained in first aid or food preparation.

During an emergency situation, people should visit the Community Information Centre in Bishop Street for information directing people to where they are needed and how to get involved. Outside of an emergency, people can register by completing a Volunteer Form available at the Bute Advice Centre office or downloadable from [http://docs.wixstatic.com/ugd/8240ff\\_3edc3fd15b01412885af69759471e902.pdf](http://docs.wixstatic.com/ugd/8240ff_3edc3fd15b01412885af69759471e902.pdf)

### Tools and Equipment

Within our community there are individuals and companies who use portable generators and other tools or equipment that could be used in the event of an emergency. Those willing to provide assistance in an emergency need to be identified, so they can be contacted by the Community Emergency Manager and directed to where they are needed.



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For example, tree surgeons may have useful skills and equipment and farmers may be willing to use their tractors to help. It is 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 to protect the people they are helping.

### Supplies

In an emergency, our community could require supplies, like fuel, food and water, which may be difficult to obtain. The more we are prepared the better we will be able to manage difficult circumstances. Having an emergency kit (see page 18) already packed will help you and your family cope, and keeping three days supply is recommended.

Crisis supplies will be available from Bute Advice Centre / Bute Oasis in the event of an emergency.

### Vehicles and Transport

In our community there are people who are able to help transport people, supplies or equipment during an emergency. The Community Emergency Manager will need to know which vehicles could be used by the local community and know how to access them in an emergency. This could be knowing if volunteers have access to a car or if a local tradesman is able to take supplies to a Community Shelter using their van. It is important to make sure that vehicle owners are properly licensed and insured to use their vehicles in this way.

### Health & Safety and Insurance

Insurance and liability need not be a barrier to preparing our 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 a group is not employing anyone health and safety legislation, does not, in general apply.

Voluntary organisations and individual volunteers do, however, have a duty of care to each other and others who may be affected by their activities. In every case it is important to ensure that volunteers working on community resilience activities do so safely and anyone affected by their activities not put at any additional risk. If your group has control of premises the law requires you to take reasonable measures to ensure the premises, access to it and any equipment and/or substances provided are safe for people using it.

*It's important that you take volunteer 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.*



## Household Emergency Plans

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:** Bute Island Radio      **Is on frequency:** 96.5FM  
BBC Radio Scotland      810MW

**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 a 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:**  
.....

**Address:**  
.....  
.....  
...

...  
**Tel Number:**  
.....

**Name:**  
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**Address:**  
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...  
**Tel Number:**  
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**Name:**  
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**Address:**  
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...  
**Tel Number:**  
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### Important Telephone Numbers

- For the emergency services, dial 999
- For NHS 24, dial 111
- For SEPA's Floodline, dial 0845 988 1188
- For Scottish Water, dial 0845 601 8855

You should record other important telephone numbers:

Emergency Services: 999

Non-Emergency Number: 101

Police: Local Office: 01700 894000

Schools/Colleagues: North Bute Primary – 01700 503728  
Rothesay Primary – 01700 503227  
St Andrews Primary – 01700 503123  
Rothesay Academy – 01700 503367  
Argyll College – 01700 501000

Health: Rothesay Health Centre – 01700 501532  
Rothesay Victoria Hospital – 01700 503938  
Inverclyde Royal Hospital – 01475 633777  
Royal Alexandra Hospital – 0141 887 9111  
NHS 24 – 111

Local authority: 01546 605 522

Local Organisations: Bute Advice Centre – 01700 502784

Electricity supplier: Hydro Electric (emergencies) – 0800 300 999  
SSE Careline 0800 622 838

Gas supplier: Transco (emergencies) – 0800 111 999

Vet: Bute Vets – 01700 503017

CalMac: Rothesay Pier – 01700 502707  
Colintraive Terminal – 01700 841 235

Housing associations: ACHA – 01546 605 870  
ACHA Repairs – 0800 028 2755  
Fyne Homes – 0845 607 7117  
Fyne Homes Maintenance – 0845 052 0039  
Fyne Homes 24hr Emergency – 0800 592 276

Work Contact:

Insurance:

Carers/childminder:

Plumber:

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, ready-to-eat food that won't go off and a can-opener too
- ✓ 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](http://www.readyscotland.org)

## Contacting Argyll and Bute Council in an Emergency Situation

In an emergency situation, the council website is the best place to find out up-to-date and accurate information

[www.argyll-bute.gov.uk/service-disruptions](http://www.argyll-bute.gov.uk/service-disruptions)

You can also find out information or contact the council through the following ways:

### 24 hours a day, 7 days a week

- Service Disruption Hotline 01546 604040
- Smartphone/Wifi - [www.lookinglocal.gov.uk/argyllbute](http://www.lookinglocal.gov.uk/argyllbute)
- Digital TV - Sky channel 539, press the red button, select Scotland and then select Argyll & Bute
- Payment Line 01546 605515

### Monday to Friday, 9am to 5pm

- Social Work and Social Care 01546 605517
- Roads, Waste, Pest Enquiries 01546 605514
- Regulatory Services 01546 605519  
(Trading Standards, Environmental Health, Animal Health and Licensing)
- Switchboard/General Enquiries 01546 605522
- Benefit Enquiries 01546 605512
- Council Tax Enquiries 01546 605511
- Complaints and Feedback 01546 605516
- Text us on 07624 808 798
- Email us at [enquiries@argyll-bute.gov.uk](mailto:enquiries@argyll-bute.gov.uk)

Dependent on the situation, a dedicated contact number be may set up and Social Media pages may be created.



## USEFUL INFORMATION



### Candle Safety

- Candles should be placed in a candle holder for stability and to prevent heat transferring to the surface below.
- Take special care with votive (prayer) or scented candles. These candles are designed to liquefy when heated to maximise fragrance release.
- Position candles away from draughts, curtains, fabrics and furniture.
- Keep candles apart. Leave at least 10cm between lit candles.
- Don't place candles under shelves. Always make sure there is a minimum of one metre between a lit candle and any surface above it.
- Don't lean across candles as there is a risk of setting fire to your clothing or hair. Never spray hair lacquer or perfume near a lit candle.
- Candles should always be kept out of reach of children and pets.
- Don't move or carry candles whilst they are burning.
- Before leaving a room or going to sleep, ensure all candles are fully extinguished.
- Use a snuffer or a metal spoon to extinguish the flame. This is safer than blowing a candle out, which can send sparks and hot wax flying.

## Staying warm and well this winter



### Here are some top tips for warding off the winter chills.

- Dress in plenty of layers and make sure that you have some warm shoes or boots with non-slip soles.
- Keep a mixture of salt and sand handy to put on steps or paths in icy weather.
- Keep simple cold, flu and sore throat remedies in the house. Your pharmacist can make suggestions and can also advise you on how to manage minor illnesses.
- Eat healthily and stay as active as possible - keep basic food items in the cupboard or freezer in case it's too cold to go shopping.
- Use a hot-water bottle or an electric blanket (serviced every three years) to warm the bed - never use the two together as this can be very dangerous.

The recommended temperature for your main living room is around 21°C (70°F,) and the rest of the house should be heated to at least 18°C. Age UK's free information guide 'Winter Wrapped Up' includes two room thermometers. You can use one in your living room and one in your bedroom to make sure you stay

To order your free copies of 'Winter Wrapped Up' or 'Save Energy, Pay Less' guide, call free on:

**0800 169 65 65**



Free thermometers can also be made available from Argyll Lomond & the Islands Energy, whose primary function is the alleviation of fuel poverty, by contacting the Bute Advice Centre.

## Keeping the Lights on



Our goal is to keep the lights on 24 hours-a-day, seven days-a-week. Events outside our control, such as bad weather conditions, can mean that the power is sometimes interrupted. When this happens, our first priority is to get the electricity back to normal for our customers, as quickly as possible.

### **What to do if your power goes off**

Check your trip switch or fuses to make sure there isn't a fault with your wiring or an appliance.

Check if any neighbours are affected. If they are, it is more likely to be a problem with the local network. If there is a network problem, please make sure you let us know.

If your trip switch, wiring and appliances are not faulty, please phone our Emergency line in Scotland on 0800 300 999.

### **Additional Guidance in the event of a power cut.**

Keep a battery-powered radio tuned in to your local radio station.

Keep a torch with fresh batteries in a place where you can reach it easily.

Ensure you have a 'plug in' phone to replace a battery or mains electricity supported phone and/ or ensure you have an alternative charger for your mobile phone, for example a vehicle charger

If you use other forms of heating and lighting, such as paraffin heaters and candles, don't leave them unattended.

Switch off appliances and lights, but leave a light on so you know when power has been restored.

If you have elderly or infirm neighbours, check to make sure they are comfortable. If you know of anyone who needs priority service, e.g. anyone on a ventilator or dialysis machine, please contact our Careline team by phoning freephone 0800 622 838.

If we have warned you in advance that the electricity will be turned off, boil some water and keep it in a thermos flask. You can use it to make hot drinks or fill a hot water bottle if it gets too cold.

Don't open the freezer door unless you have to - this helps food stay frozen for longer. When the power comes back on, check the food inside. Food should keep for about eight hours without power. If the food is still hard and icy, you can leave it in the freezer. Turn the freezer to its maximum setting for 24 hours, before putting it back on a setting that keeps it at -18°C.

### Careline Team

We know some of our customers have special needs which can be compromised if their electricity supply is interrupted. These special needs may include medical conditions which rely on machines that run on electricity such as a kidney dialysis machine or a ventilator.

If you believe you have special needs, or you are aware of a neighbour or relative with special needs, you can ask to be placed on our Priority Service Register.

Our team of specially trained Careline advisers will advise on the support we can offer.

You can contact Careline by phoning 0800 622 838. All calls to our Careline are free, unless you use a mobile when your provider may charge.

If you have hearing or speech difficulties and you are a text phone user, you can send text messages to our Text line on 0800 622 839. All calls to our Text line are free, unless you use a mobile when your provider may charge.

Our Careline team also give advice on where you can get special controls and adaptors to help you use appliances more easily, if you have difficulty finding suitable help.

One of the services we offer is to personally contact you in advance of a planned power cut (e.g. when we have to undertake essential maintenance) to check what additional support you may need. We will always do this if we can, but we can't promise to do it every time there is a planned power cut much as we would like to.

Please note: we cannot guarantee a constant supply of electricity so it is essential you have alternative arrangements should you experience a supply interruption.