



## YOUR COMMUNITY RESILIENCE LOCAL PLAN

### Torthorwald, Collin, Greenlea and Racks



[www.readydumgal.gov.uk](http://www.readydumgal.gov.uk)

[www.majoremergenciesindg.co.uk](http://www.majoremergenciesindg.co.uk)

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## **BACKGROUND**

### **Why plan?**

Since the mid 1980's the United Kingdom has been affected by various natural and technological disasters all of which to a greater or lesser extent have impacted on local communities. The nature of the actual threat to the United Kingdom has changed over time and new threats have been identified. Currently, the following threats should be considered:

- Isolation of the community through severe weather resulting in blizzards, flooding, gale force winds, landslides and the loss of critical utilities such as electricity or telephones.
- Climate change challenges caused by significantly higher summer temperatures, e.g. a heat wave adversely affecting the young and elderly.
- Health crisis such as pandemic influenza occurring and affecting the ability of organisations to provide services to the local populace.
- Interruption to businesses and supply of goods to communities caused by disruptive challenges e.g. fuel shortages affecting agriculture or distribution services.

The Civil Contingencies Act 2004 was enacted to provide both formalised structures and processes to enhance the provision of emergency planning across the United Kingdom, in light of the various incidents that occurred in previous years. The aim of the Act is to ensure that all local authorities and others undertake planning both to mitigate risks within their communities and to be adequately prepared to respond in the event of an emergency.

### **What role does the local community have?**

The Civil Contingencies Act has not yet designated a formal role for local communities in the response to, and recovery from, emergencies or disruptive challenges but the value of local planning is well recognised. This local planning can help prepare a community for occasions when support from other organisations (for whatever reason) is not immediately available or which may be limited in scope or capacity.

### **What hazards to address?**

Potential hazards could vary between communities; for example, flooding may present the major risk in low lying land alongside rivers and streams, but this may not present a risk on higher ground in the other parts of the Region. It will be for the community to determine where to focus its efforts in the development of any plan. Additionally, it may be useful for a community to prepare separate emergency arrangements if there is a need to reflect risks that are likely only in certain points within their geographical area.

## **How long do we have to cope for?**

It is important to recognise that in extreme circumstances as envisaged by national planning assumptions and guidance, that there may be occasion when the community will have to cope for up to 72 hours (or more) before any aid from other agencies may arrive. For instance, extreme snow falls and blizzards or flooding conditions over a prolonged period affecting the whole of the country may cause roads to be impassable.

## **What information to record?**

The template includes sections for the more obvious contact numbers and resource requirements to support the community in a broad range of crises. However, the presence or absence of certain risks may require the inclusion of other important information or the removal of unnecessary sections from the template to avoid confusion. Again this must be a local community decision; the bottom line is that the information recorded must help any local response.

## **What happens to the plan when completed?**

The local community should keep the plan accessible to residents. This will help ensure that they are aware of what the risks are, the resources which are available and how the community intends to activate the plan and respond to a crisis. A copy of the plan should be sent in electronic form to Dumfries & Galloway Council Civil Protection, Resilience & Corporate Risk Unit. The Unit will extract primary contact details and will then arrange for it to be hosted on their Geographical Information System (GIS) for future reference and access if required in an emergency.

## **What happens if circumstances change?**

The community resilience plan should be amended when circumstances change significantly. Significant changes to the completed template, especially changes in contact details, should be passed in electronic form to the Civil Protection, Resilience & Corporate Risk Unit.

## **Welcome to Community Resilience...**

An emergency/major incident is any event or circumstance (happening with or without warning) that causes or threatens death or injury, disruption to the community, or damage to property or to the environment on such a scale that the effect cannot be dealt with by the emergency services, local authorities and other organisations as part of their normal day-to day activities.

Although there is no statutory responsibility for communities to plan for, respond to, or recover from emergencies, it is good practice (and in the community's interest) to identify hazards and make simple plans on how they could respond to them.

A key issue for communities in an emergency situation is understanding the vulnerability of neighbours throughout that emergency. Past experience has shown that people who are not considered vulnerable or in need of help in normal circumstances can quite quickly become vulnerable as a result of the effects of an emergency. e.g. prolonged freezing conditions. It is at this point that responder organisation data becomes less useful than in normal circumstances and when community knowledge becomes critical to intervention either by the community itself or by responder organisations.

### **Aim**

To increase resilience within the local community through the development of robust co-ordinated arrangements that compliment those of responding agencies.

### **Objectives**

- Identify the risks to the community and relevant response actions
- Identify vulnerable people / groups in the community
- Identify resources in the community available to assist during an emergency
- Provide key contact details for the Community Response Team, Key Community Resources, the Emergency Services and Local Authorities
- Assist Dumfries & Galloway Council's Local Response Team and/or Area Management Framework with situational updates relevant to your Community

## **Disclaimer**

### **Key Points**

The following key points should be borne in mind when completing this template –

This document neither implies nor intends any formal role for villages, towns or any part of the community (collectively called the 'community') in the response to, or recovery from, emergencies.

There is no role implied for the community in support of the emergency services in their response to incidents.

The completion of the document template, in part or in full, is entirely voluntary and is the responsibility of the local community.

While the local community has no formal role, there is widespread recognition of the value of planning from the lowest practicable level upwards to help cope with potential local emergencies.

The need to complete any part of the template, or the requirement to include other relevant information, will depend on the nature and composition of the community and the likely hazards.

Dumfries & Galloway Council Safety & Resilience Unit may provide advice and assistance where requested, and where relevant, to support the completion of the template.

Dumfries & Galloway Safety & Resilience Unit staff accept no responsibility for the content of the completed template.

The local community is encouraged to submit a copy of the completed template with the Safety and Resilience Unit.

Significant amendments to the completed template, especially changes in contact details, should be passed to Dumfries & Galloway Council Safety & Resilience Unit.

## Community Response Team

The Community Response Team (CRT) co-ordinate the community's response to ensure that vulnerable people are cared for and to promote self help to householders. They are also responsible for keeping the plan up to date.

| Role                | Name            | Tel                           | Mobile              | Address  |
|---------------------|-----------------|-------------------------------|---------------------|--|
| Coordinator         | Pauline Dear    | 01387<br>750<br>343           |                     | Penny Cottage,<br>Torthorwald,<br>Dumfries,<br>DG1 3QD<br><a href="mailto:castleyards@btinternet.com">castleyards@btinternet.com</a> |
| Vice<br>Coordinator | Moira Weatherup | 01387<br>260<br>139<br>(work) | 0772<br>506<br>5468 | Trabeattie,<br>Torthorwald,<br>Dumfries,<br>DG1 3QD  |
| Team<br>Member      | Lindsay Florey  | 01387<br>750<br>918           |                     | Castleyards,<br>Torthorwald,<br>Dumfries,<br>DG1 3QD<br><a href="mailto:Lindsay5445@btinternet.com">Lindsay5445@btinternet.com</a>   |
| Team<br>Member      | Bill Hitchens   | 01387<br>751<br>009           |                     | 6 Highfield Court,<br>Torthorwald,<br>Dumfries,<br>DG1 3GB   |
| Team<br>Member      |                 |                               |                     |  |
| Team<br>Member      |                 |                               |                     |  |
| Team<br>Member      |                 |                               |                     |  |

### The Community Response Team Co-ordinator should:

- Oversee the completion and updating of the Community Response Plan.
- Ensure that the plan is regularly reviewed and updated (including contact details).
- Report annually to the Community detailing if the plan has been activated and highlighting any changes to the CRT members.
- Act as a focal point for the community in the response to an emergency.
- Act as the main contact point for the Council's Local Response Team and/or Area Management Framework and ensure that two-way communication is maintained.
- Ensure that the appropriate authorities and individuals are notified.
- Communicate important messages to and from the community.
- Activate resources as required.

Tasks should be delegated to team members as appropriate. The Co-ordinator should ensure that all team members are engaged in the planning and response processes.

**All members of the Community Response Team should:**

- Reside in the community.
- Have good local knowledge.
- Be able to activate the support of the community and speak on behalf of the community.
- Ensure that the vulnerable are provided with additional assurance during an emergency.
- Ensure that communications are maintained within the community and the Council's Local Response Team and/or Area Management Framework.
- Ensure that confidentiality is maintained where necessary.
- Maintain his/her own action log in the event of an emergency.
- Create a Household Emergency Lifesaving Pack (H.E.L.P) containing the plan and any appropriate clothing / equipment which may be required.
- Have sufficient knowledge of the plan to deputise as co-ordinator when required.

The Deputy and other team members should support the Co-ordinator in carrying out their role.

**Key information**

The Annexes of this plan provide areas to record key information to plan for and use in the event of an emergency.

**Plan Maintenance**

The CRT should meet to discuss the community's resilience on a regular (suggest quarterly) basis.

A full review of the plan by the CRT should be carried out on a regular (suggest half yearly) basis to ensure that the contact numbers are still correct.

When issuing updated pages of the plan it is important to ensure that all copies of the plan are updated to help ensure that all the plans are correctly updated/and (the removed pages are returned from those on the distribution list as this will help ensure that all the plans are correctly updated.

## Emergency Action Check List

This procedure details the call out order, communicating of information to the community and logging of actions.

| Action |  | Complete |
|--------|--|----------|
| 1      | Dial <b>999</b> and ensure the emergency services are aware of the emergency and follow any advice given.  |          |
| 2      | Contact and inform your Council – DGDirect. Either on 030 33 33 3000 or 01387 260000 (DGDirect will inform LRT Rep and Safety & Resilience Team as appropriate)  |          |
| 3      | Contact utilities as appropriate (Elec, Gas, Water, Phone) – DON'T DELAY IF YOU SMELL GAS  |          |
| 4      | Begin recording details on the Log Sheet overleaf including: <ul style="list-style-type: none"> <li>• Any decisions you have made and why</li> <li>• Actions taken</li> <li>• Who you spoke to and what you said (Including contact numbers)</li> <li>• Any information received</li> </ul>        |          |
| 5      | Contact other members of the Community Response Team and members of the community that need to be alerted: <ul style="list-style-type: none"> <li>• Households affected</li> <li>• The Community Council / Councilor (see Annex B)</li> <li>• Volunteers and key holders as appropriate</li> </ul> |          |
| 6      | If necessary, call a community meeting but ensure the venue is safe and people can get there safely  |          |
| 7      | Make sure you take notes and record actions from the meeting. If a decision is reached to activate the Emergency Plan ensure that steps 1 – 4 above are carried out.   |          |
| 8      | Provide Dumfries & Galloway Council's Local Response Team and/or Area Management Framework with situational updates relevant to your Community. (Updates will then be given to Safety & Resilience Team)   |          |

**Under no circumstances should you put yourself or others at risk to fulfil these tasks.**



## Key Contacts List

E.G. Council, Emergency Services, Health Organisations, Community Councils, Water Company, Gas, Doctors, Roads, SEPA, Schools etc.

| Service / Name                                | Telephone Number                           | Website  | Additional Information |
|---|--|--|------------------------|
| D&G Council                                   | 03033333000                                | <a href="http://www.dumgal.gov.uk">www.dumgal.gov.uk</a>   |                        |
| D&G Police                                    | 101 / 999                                  | <a href="http://www.scotland.police.uk">www.scotland.police.uk</a>   |                        |
| Fire & Rescue Scotland                        | 01505 331 661<br>0141 887 1188             | <a href="http://www.firescotland.gov.uk">www.firescotland.gov.uk</a>   |                        |
| NHS   | 01387<br>246246/272700                     | <a href="http://www.nhsdg.scot.nhs.uk">www.nhsdg.scot.nhs.uk</a>   |                        |
| NHS 24  | 111  | <a href="http://www.nhs24.com">www.nhs24.com</a>   |                        |
| SEPA Floodline                                | 0845 988 1188                              | <a href="http://www.sepa.org.uk">www.sepa.org.uk</a>   |                        |
| Scottish Flood Forum                          | 01738 448244<br>07747702299<br>07825010436 | <a href="http://www.scottishfloodforum.org">www.scottishfloodforum.org</a>   |                        |
| Councillor John Charteris                     | 07388956565                                | <a href="http://www.dumgal.gov.uk">www.dumgal.gov.uk</a><br><a href="mailto:john.charteris@dumgal.gov.uk">john.charteris@dumgal.gov.uk</a>               |                        |
| Councillor Ivor Hyslop                        | 07825633172                                | <a href="http://www.dumgal.gov.uk">www.dumgal.gov.uk</a><br><a href="mailto:ivor.hyslop@dumgal.gov.uk">ivor.hyslop@dumgal.gov.uk</a>                     |                        |
| Councillor Jeff Leaver                        | 07825633173                                | <a href="http://www.dumgal.gov.uk">www.dumgal.gov.uk</a><br><a href="mailto:jeff.leaver@dumgal.gov.uk">jeff.leaver@dumgal.gov.uk</a>                     |                        |
| Councillor Tracey Little                      | 07389856568                                | <a href="http://www.dumgal.gov.uk">www.dumgal.gov.uk</a><br><a href="mailto:tracey.little@dumgal.gov.uk">tracey.little@dumgal.gov.uk</a>                 |                        |
| D&G Ward worker Derek Hextall                 | 01387 260026<br>Mobile<br>07834567869      | <a href="mailto:derek.hextall@dumgal.gov.uk">derek.hextall@dumgal.gov.uk</a><br>Not on call so use D&G Council number out of hours                       |                        |
| Westsound Radio                               | 01387 250 999                              | <a href="http://www.westsound.co.uk">www.westsound.co.uk</a>   |                        |
| BBC Website                                   |  | <a href="http://www.BBC.co.uk">www.BBC.co.uk</a>   |                        |
| Dumfries and Galloway Major Emergency website |  | <a href="http://www.majoremergenciesindg.co.uk">www.majoremergenciesindg.co.uk</a><br><a href="http://www.readydumgal.gov.uk">www.readydumgal.gov.uk</a> |                        |
| Scottish Power                                | 0330 101 0222                              | <a href="http://www.spenergynetworks.co.uk">www.spenergynetworks.co.uk</a>   |                        |
| Gas   | 0843 557 4307                              | <a href="http://www.scottishgas.co.uk">www.scottishgas.co.uk</a>   |                        |

## Risk Assessments

When assessing the risks in the community the likelihood and the impact of the event should be considered. Many of the risks will be planned for at a National / Regional / Council level. Therefore the risk assessments should consider how the community could respond to ensure the community's safety / wellbeing. Note that these responses if appropriate should only take place in the absence of outside support or with express consent of the emergency services.

The table below has some suggested impacts to consider and some possible actions. There is a high possibility that communities could be faced with a combination of these and this should be taken into account when assessing the risk.

| Risk / Hazard           | Suggested Impacts on the Community/ Vulnerability  | Possible Actions (If outside help not available)  |
|-------------------------|--|---|
| Sustained Power Failure | Loss of heating/ cooling<br>Loss of refrigeration<br>Loss of light<br>Loss of emergency communications<br>Loss of pumped water/ sewerage | Emergency reception centre.<br>Distribution of heating.<br>Distribution of warm meals/ cooking facilities.<br>Distribution of lighting.<br>Relocation/Evacuation. |
| Sustained Water Failure | Loss of drinking water<br>Loss of water for animals<br>Loss of water for washing/ cleaning   | Emergency reception centre.<br>Distribution of drinking water.<br>Relocation/Evacuation.  |
| Heavy Snow/ Freezing    | Loss of access<br>Food shortages<br>Loss of drinking water   | Emergency reception centre.<br>Relocation/Evacuation.   |
| Flooding                | Loss of access<br>Loss of emergency communications   | Emergency reception centre<br>Relocation/Evacuation.  |
| Sustained Gas Failure   | Loss of heating  | Emergency reception centre.<br>Relocation/Evacuation.   |
| Gales/ Gusting Winds    | Tree falls causing power outages/access problems<br>Damage to buildings  | Work Teams<br>Relocation/Evacuation.  |
| Fuel Shortages          | Loss of transport/ access<br>Food shortages  | Emergency reception centre.<br>Distribution of heating.<br>Distribution of warm meals/ cooking facilities.<br>Relocation/Evacuation.                              |

|           |                                  |                                |
|-----------|----------------------------------|--------------------------------|
| Landslide | Loss of access<br>Food shortages | Reception Centre<br>Evacuation |
|-----------|----------------------------------|--------------------------------|

## Community Resources

Key resources available to support the local community should be listed here.  
E.G. Community Hall.

| Resource                 | Contact / Key Holder         | Conditions of use                             | Additional Information |
|--------------------------|------------------------------|---|------------------------|
| Torthorwald Village Hall | Frank Wilson<br>01387 750642 | Can be utilised at any time for Emergency Use |                        |
| Collin Village Hall      | Contact details to follow    | Can be utilised at any time for Emergency Use |                        |
|                          |                              |   |                        |
|                          |                              |   |                        |

## Communications

Providing accurate information is essential during an emergency. Methods available will differ depending upon the type of incident, therefore alternatives should be considered.

E.g. Notice boards, Local meeting, Community leaflets, telephone cascade system and Door knocking.

| Method                  | Location (If applicable) | Contact / Responsibility   | Additional Information       |
|-------------------------|--------------------------|--|------------------------------|
| Telephone Cascade       |                          | Pauline Dear – All information received by Pauline will be cascaded to Team Members to pass onto local community |                              |
| Community news magazine |                          | Annual CC News Letter will detail team members   | Administered by Pauline Dear |

|               |  |   |                    |
|---------------|--|---|--------------------|
| Door Knocking | Torthorwald, Collin, Greenlea, Racks villages  | All Team members to inform residents of situation and updates.  |                    |
| Facebook Page |  | Posts from team members   | Admin Pauline Dear |
| Email         |  | Pauline to email all team members to pass on to local community |                    |
| Notice boards | 6 boards located in all areas of the community | Team members  |                    |

Key information such as road or school closures are usually reported on local radio.

| Station          | Frequency | Website   |
|------------------|-----------|---|
| West Sound Radio | 96.5FM    | <a href="http://planetradio.co.uk/westsound">http://planetradio.co.uk/westsound</a> |

## Householders Self Help

The following Household Emergency Life-saving Plan (H.E.L.P) can be copied and distributed to residents in your community.

### Annex A



# Household Emergency Life-saving Plan (H.E.L.P)

In the event of a major emergency in Dumfries and Galloway; it may be some time before the emergency services can help you, making it very important that you and your family have made the necessary preparations to take care of yourselves.

As a family or household agree on a plan in advance.  
Complete the following and **keep it safe** should you need to use it.

Plan somewhere to go if evacuated.  
Friends? Family? Phone Numbers?

.....  
.....

Plan where to meet if you are unable to  
contact each other. Who will you  
leave a message with?

.....  
.....

In case of a major emergency it is very useful to have: a **Household Emergency Life-saving Pack (H.E.L.P)** containing:

- A battery radio with spare batteries or a wind up radio
- A battery torch with spare batteries or a wind up torch
- Candles and matches
- A First Aid kit
- Copies of important documents like birth certificates, insurance policies and this plan
- Bottled water and ready to eat food (tinned food), with a can opener if required

Knowing what to do in an emergency is vitally important. Consider learning First Aid, it is a valuable skill that can serve many purposes.

You should complete and familiarise yourself with the following emergency numbers:

Emergency Services: 999 (or 112)

NHS 24: 0845 424 24 24

Local Police Station: .....

Local Authority: .....

Doctor: .....

Work: .....

School: .....

Home Insurance: .....

Local Radio Stations:

CFM.....96.4FM

BBC Dumfries .....585 AM

South West Sound Dumfries.....97FM

Stranraer.....96.5FM

Kirkcudbright...103FM

Machars.....103FM

Other areas.....97FM

Ensure you have an analogue phone (one that doesn't need to be plugged into the electrics) – electric ones may not work in an emergency if the electricity supply is affected

In the event of an emergency and if it is safe to do so 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 services will be broadcast.)

If you find yourself in the middle of an emergency, your common sense and instinct will usually tell you what to do. However, it is generally important to:

- Try to remain calm, reassure others and think before acting
- Make sure 999 has been called if people are injured or if there is a threat to life
- Do not put yourself or others in danger
- Follow the advice of the emergency services

**You should check your neighbours – they may need your help.**

|                                      |                                       |
|--------------------------------------|---------------------------------------|
| <b><u>NEIGHBOURS TO THE LEFT</u></b> | <b><u>NEIGHBOURS TO THE RIGHT</u></b> |
| Name: .....                          | Name: .....                           |
| Home No: .....                       | Home No: .....                        |
| Mobile No: .....                     | Mobile No: .....                      |

During an emergency, in case you are advised to evacuate your home, you may want to add the following to your Household Emergency Life-saving Pack (H.E.L.P):

|  |                          |
|--|--------------------------|
| Toiletries, sanitary supplies                    | Mobile phone and charger |
| Prescribed medication                            | Cash/credit cards        |
| Playing cards, games/some form of entertainment  | Spare clothes/blankets   |
| Any special equipment for infants or the elderly | Home/car keys            |

Don't forget about your pets and their equipment, such as carrier, collar, lead and pet food. If possible, take pets with you as the emergency may last a long time.

|  |   |
|--|---|
| <b>Should you be evacuated do you know<br/>How to turn the following off?<br/>Choose a family member to do this?</b> | <b>Who will be responsible for picking<br/>the children up from school?<br/>(if applicable and safe to do so)</b> |
| Electricity: .....   | First Choice: .....   |
| Water: .....   | Second Choice: .....  |
| Gas: .....   |   |

Should you leave via car you should take your Household Emergency Life-saving Pack (H.E.L.P) with you and listen to local radio to find out which roads are open.

When you are told that it is safe to return home, open windows to provide fresh air before arranging for gas, electricity and water supplies to be reconnected.

For more information on major emergencies, go to Dumfries and Galloway's dedicated emergency website:  
[www.majoremergenciesindg.co.uk](http://www.majoremergenciesindg.co.uk)

## Annex B

### Maps of the community.

Maps of the community should be attached highlighting any key buildings and major hazards.







## **Annex E**

### **Vulnerable Residents within your Community**

Who needs most help within the Community? (For example, elderly, young, parents).

Vulnerable people lists are constantly changing and therefore it would not be viable for Communities to permanently hold a list. Emergencies can also make people vulnerable who are not normally and therefore any details should be collated following a major incident.

Information should be provided to the emergency services and welfare agencies as a priority.