

Torphins Community Council

Emergency Response Plan

Plan Owner:
T o r p h i n s
Community
Council

Issued:
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**Next Review
Date:**
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In the event of an activation go to:	
Para 1.5	Activation of the Plan
Appendix 5	Volunteer Call Out Tree
Appendix 6	Activation Process

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Requires document control procedure to ensure latest version always in use.
Would this be an additional appendix?

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Document objective:

This document describes the Torphins Emergency Response Plan (TERP) detailing actions to be undertaken by Torphins community in the event of an emergency that cannot, for any reason, be immediately attended and managed by the emergency services. Community actions are only intended to provide assistance and safety to affected people until the appropriate emergency services are able to take over.

Community Support in an Emergency**1. Background and Aims**

In normal circumstances emergencies will be managed by the emergency services.

Emergencies can be: severe weather, floods, fires or major incidents involving transport, lengthy loss of utilities etc. Community awareness and pre-planning will make it easier to cope with and recover from an emergency.

This Emergency Response Plan assesses risks, identifies local resources and lists voluntary support and points of contact within the community. The aims of this plan are to:

- Raise awareness and understanding of the local risks and emergency response capability to motivate and support self-help.
- Increase individual, family and community resilience against emergencies.
- Provide a framework for the delivery of an Emergency Response Plan.
- Begin self-help arrangements until support from the Emergency Services - or other agencies is in place.

2. Examples of Community Actions

- Checking on neighbours to ensure their safety and wellbeing during severe weather
- Providing refuge within community centres and village halls
- Clearing snow when critical to do so.
- The delivery of essential supplies
- Provide first aid where and when necessary.
- Providing specialist skilled support. e.g. electrical, mechanical, forestry etc.

3. Volunteers

Volunteer information will be entered into the community asset register held by the TCC Secretary, (or, in his absence, a member of the committee) who will be the Data Controller for the Torphins Emergency Response Plan. N.B. Individual volunteers will be responsible for keeping their personal data current and accurate

4. Data Protection

As part of The Torphins Community Emergency Response Plan we will hold personal information about Group Members and Volunteers who sign up to help. In summary, the information collated is the volunteer's name, skills and contact details and as such is 'personal' information. We will not hold 'sensitive' personal information.

We will adhere to the Data Protection Laws. We will only collect the information, which is needed in order to provide efficient effective support to members of the community who are in need of support and once collated it will be updated on an annual basis. Information, both hard copy and electronic will be held securely by the Community Coordinator and Depute Community Coordinator. Once information is no longer needed, or if requested by the volunteer, details will be securely deleted and destroyed.

The TERP does not contain information about people in the community who may require additional assistance due to a vulnerability (or sensitive information). However, it is recognised that other agencies might share someone's personal details with us in order to enable volunteers to knock on their door and check on their wellbeing. If personal details are shared with volunteers it will be treated in accordance with The Data Protection Act.

5. Activation of the Plan

This Plan will be activated by the Torphins Community Coordinator or Depute, after discussion with two other Response Team members. The Chairperson of Torphins Community Council shall be the Community Coordinator and the Vice Chairperson the Deputy Coordinator.

6. Document Management

Copies of this plan, minus the completed Appendix 5 (Call Tree participants contact details) and completed Appendix 1 (Residents Questionnaires Volunteer and Asset registers), will be held by the Community Coordinator, the Depute, Key Volunteers and the Aberdeenshire Council.

This plan will be reviewed annually by TCC

This plan will be tested under the guidance and direction of the Grampian Emergency Planning group.

7. Enquiries on the Plan

Enquiries and communications relating to this Plan should be made to the Community Coordinator. Contact details on www.torphins.net/community-council

8. Acknowledgement

Torphins Community Council wishes to acknowledge that the TERP has been adapted from the Findhorn and Kinloss Plan

2. Description of Torphins Community Council Area

The area can be considered as having five parts;

- Torphins Village
- Tornaveen
- Glassel
- Sundayswells
- Campfield

2.1. Torphins Village

Torphins is a village in Royal Deeside, Aberdeenshire, Scotland which lies about 23 miles west of Aberdeen. It is situated on the A980, about 7 miles northwest of Banchory. The village has a health centre and primary school (with about 250 pupils attending each year). Also a number of leisure facilities including a, a large park with play area, two tennis courts, a bowling green and 9 hole golf course. There are also a variety of shops in Torphins including a charity shop, a car dealership, a Scotmid store (including Post Office), a Brasserie, a Cafe and Gallery, a Chinese takeaway and a Pharmacy and gift shop. There is a Church of Scotland church, which is part of the Mid Deeside United Churches alongside those in Kincardine O'Neil and Lumphanan. Torphins also has its own Village Hall - the Learney Hall.

The primary large enclosed areas are in the Learney Hall, the Church and the school.

2.2. Tornaveen

Tornaveen is a district to the north of the small village of Lumphanan, and is situated on the B9119 Tarland to Aberdeen road having approximately 150 residents, and a village hall.

2.3. Glassel

Glassel lies 2½ miles (4 km) southeast of Torphins and 4 miles (6.5 km) northwest of Banchory, and has a village hall.

2.4. Sundayswells

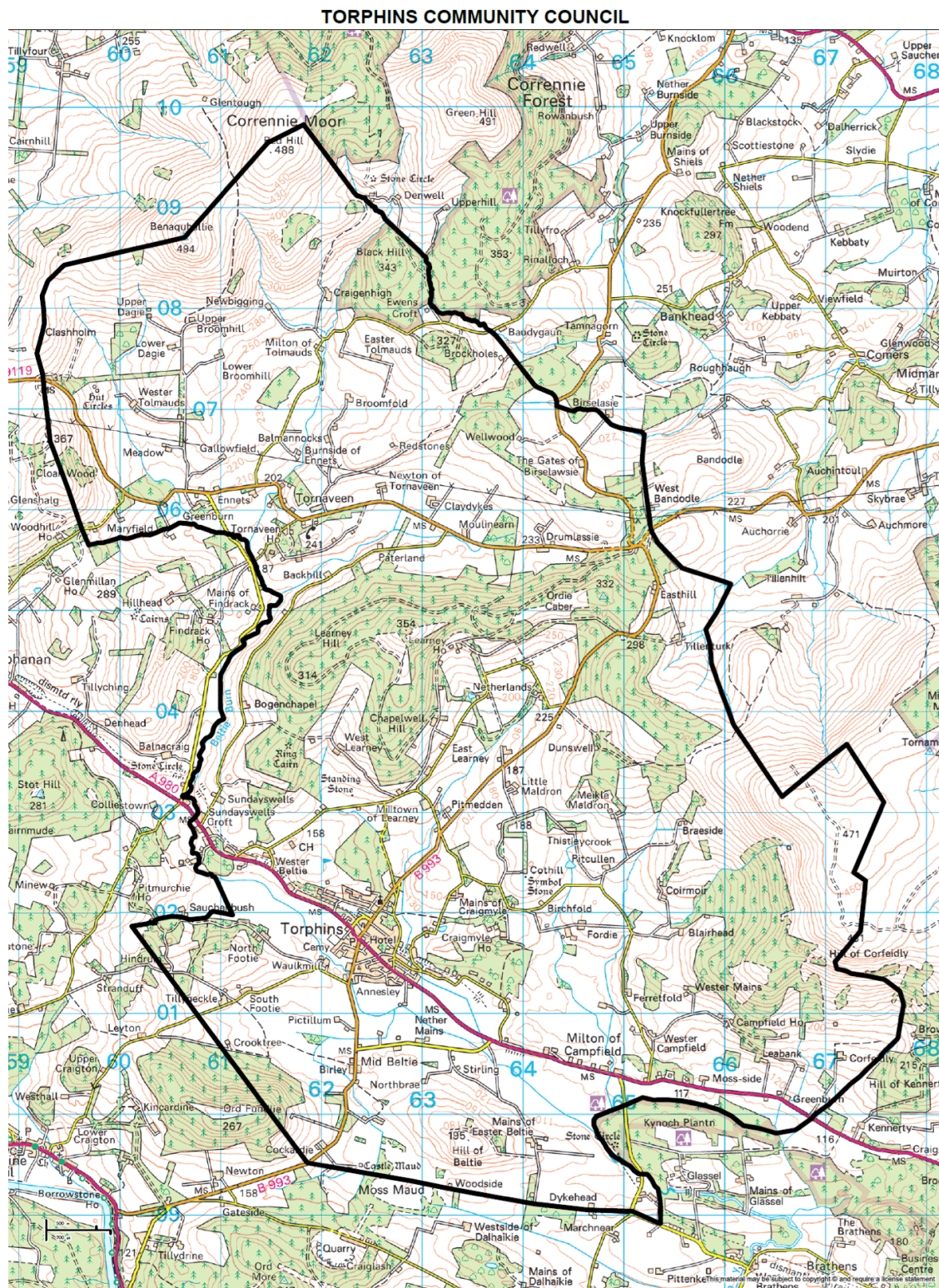
Sundayswells is a small community located 1 mile (1.6 km) to the west of Torphins village, on the A980.

2.5. Campfield

Campfield is a district, some 1.5 miles (3.2 km) to the east of Torphins, on the A980. There are a number of residential properties situated in Campfield along with a petrol station / caravan site / general goods shop and farms premises.

3. Torphins Community Council Area

3.1. Map showing Torphins Community Boundaries

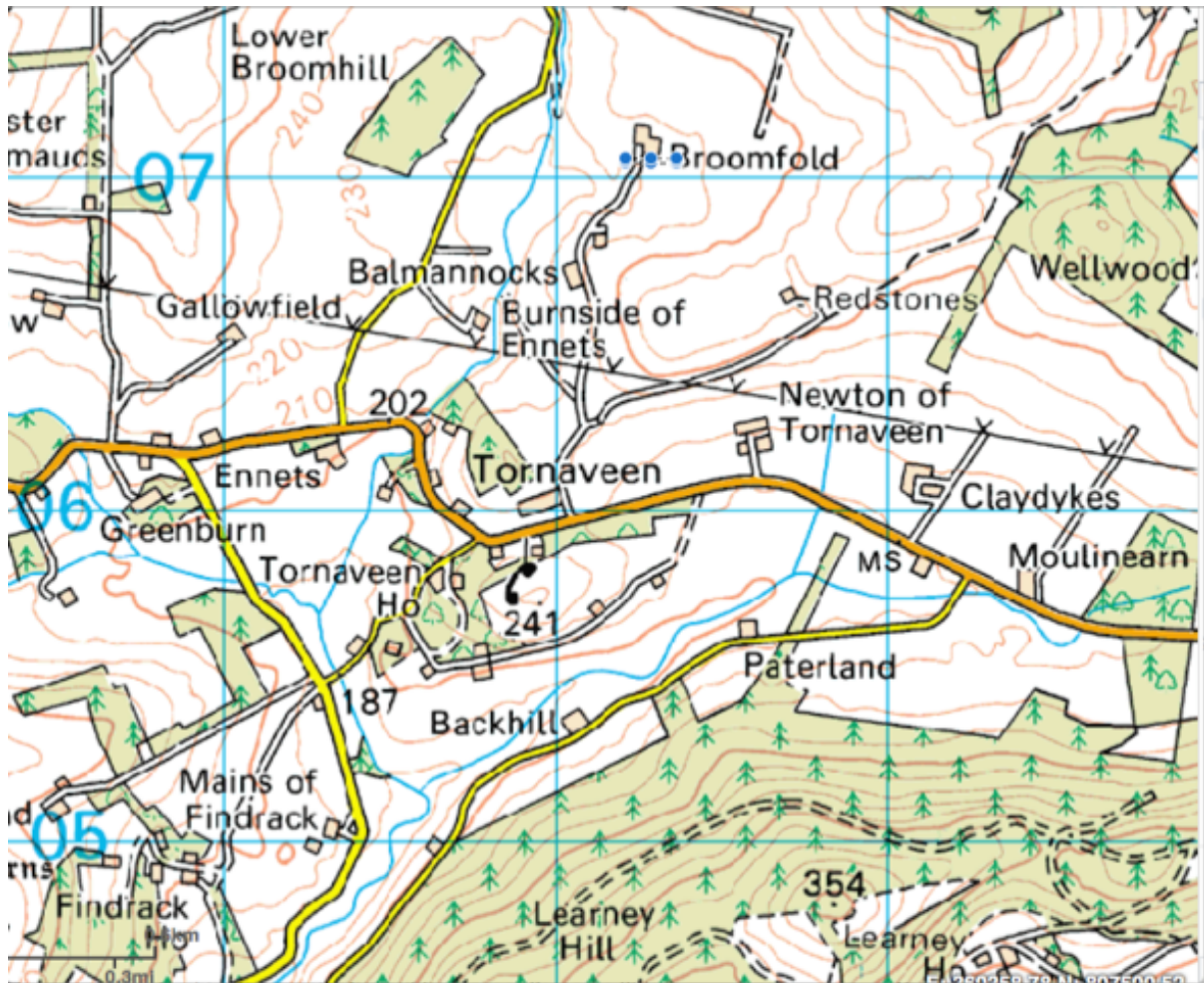


3.2. Map of Torphins

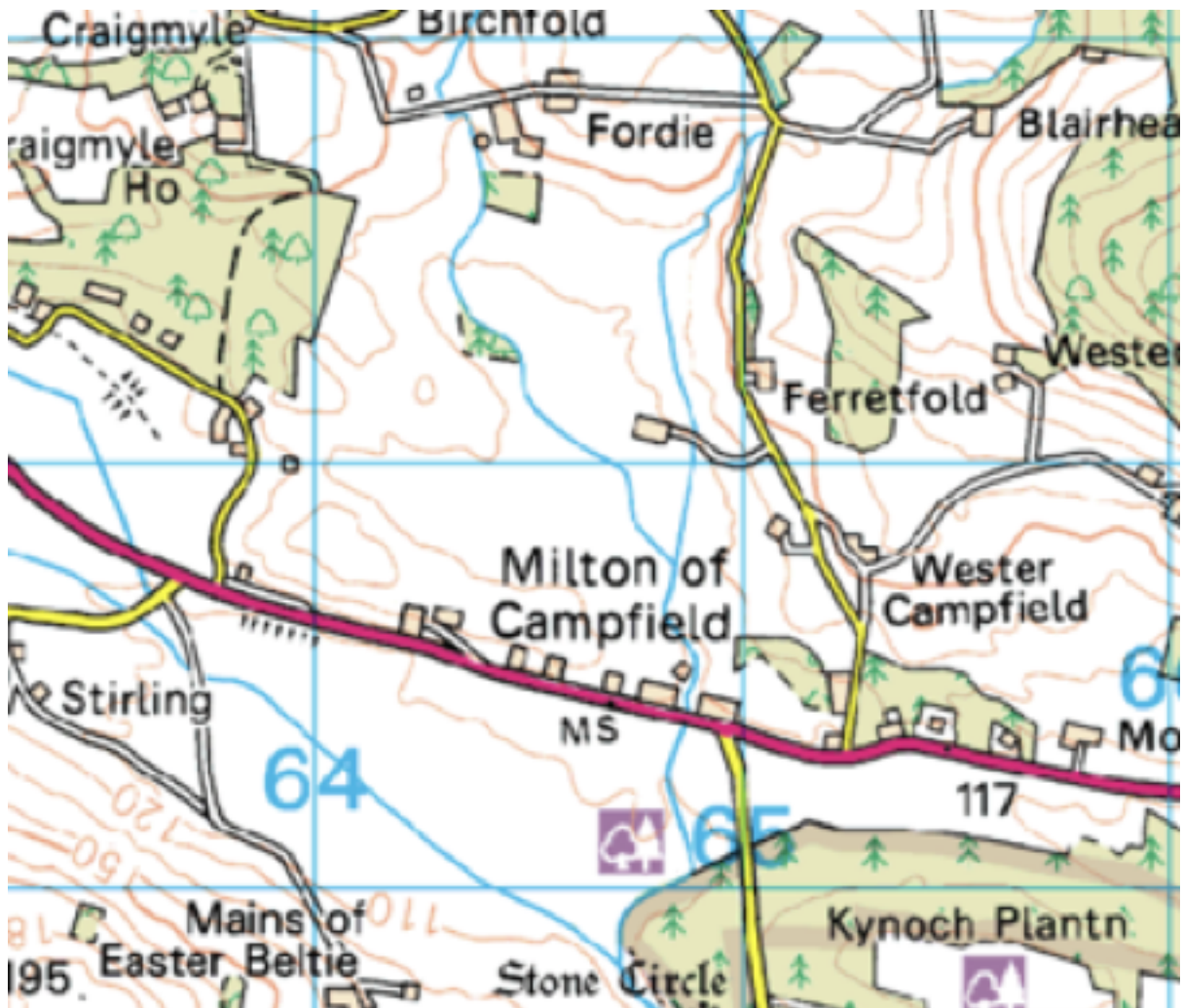


This area will be divided into four areas bordered by Craigour Road, Beltie Road, Kincardine Road, The Square and St Marnan Road.

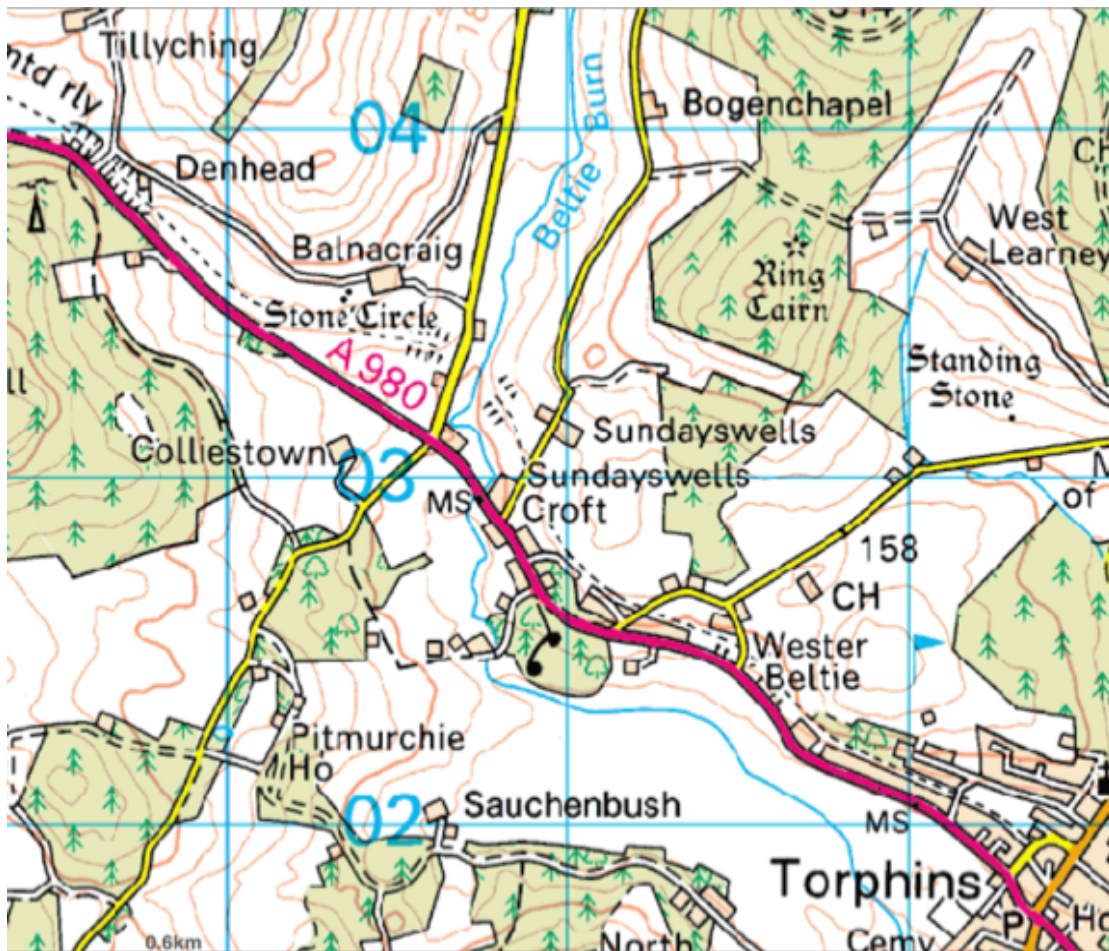
3.3 Map of Tornaveen



3.4 Map of Campfield



3.5 Map of Sundayswells



4. Risk Assessment

Risks	Impact on Community	What emergency responders have in place	What TCC can do to prepare and assist
Flooding	<ul style="list-style-type: none"> • Damage to homes and businesses • Flooding of local streets • Disruption to transport links • Lack of access to/from homes 	<ul style="list-style-type: none"> • Warnings received from SEPA and Met Office so that potential problems identified as early as possible • Arrangements to open Response Centres • Arrangements with voluntary organisation for a range of support (4x4 vehicles, First Aid etc.) 	<ul style="list-style-type: none"> • Place sandbags into position • Work with local emergency responders to see if they can help with distribution of flood warnings and any evacuation and rest centre establishment required • Identify and care for vulnerable people who live in areas likely to be affected
Severe Weather	<ul style="list-style-type: none"> • Damage to homes and businesses • Flooding of local streets • Disruption to transport links, including fallen trees • Lack of access to/from homes • Road and footpath (snow, rain etc.) inaccessibility • School closure • Rubbish Collection 	<ul style="list-style-type: none"> • As above 	<ul style="list-style-type: none"> • Identifying and caring for vulnerable people who live in areas likely to be affected • Clearing snow from access routes • Delivery of supplies and fuel to the community • Arranging rubbish to be centrally collected

Utility Failure	<ul style="list-style-type: none"> • Loss of utilities to homes, community buildings and/or schools • Loss of electricity and/or water • Loss of communications 	<ul style="list-style-type: none"> • Arrangements in place to open Response or other support Centres • Close working arrangements with utilities to ensure that those most vulnerable are prioritised 	<ul style="list-style-type: none"> • Encourage homeowner to have a phone which can plug into the wall (analogue phone) ie does not rely on electricity supply • Caring for vulnerable people • Assisting with delivery of alternative heating sources, water etc. • Making refreshments and food at community buildings.
Risks	Impact on Community	What emergency responders have in place	What TCC can do to prepare and assist
			<ul style="list-style-type: none"> • Staffing rest centres until Aberdeenshire Council staff arrive.
Major Fire	<ul style="list-style-type: none"> • Evacuation • Access to houses and businesses • Damage to homes and businesses 	<ul style="list-style-type: none"> • Arrangements are in place to open Rest Centres • Arrangements in place with voluntary organisations to provide support (e.g. WRVS/Red Cross) 	<ul style="list-style-type: none"> • Assist with alerting residents • Assist with evacuation of residents to a safe place • Maintaining access routes until the emergency services arrive
Other	<ul style="list-style-type: none"> • Missing persons • Transportation incidents 	<ul style="list-style-type: none"> • Generic emergency response and recovery plan 	<ul style="list-style-type: none"> • Identify a meeting point • Care for affected motorists etc.

Note: Some of the duties outlined above may be undertaken whilst the Emergency Services or Aberdeenshire Council personnel are on route to the incident. **The intention is to support and assist them in their duties.**

5. Torphins Emergency Response Team Communication system

5.1. Contact with Emergency Responders

Any request for assistance from the emergency services will be made by a member of the public or the Torphins Emergency Response Team (or both). Non-emergency contact with the Police is via 101. In the event of activation of this Plan, the Torphins Emergency Response Coordinator will advise the Aberdeenshire Council Duty Emergency Planning Officer. The Torphins Emergency Response Coordinator will be the initial point of contact for Aberdeenshire Council in the event of any support being provided. If normal communication systems are operating the numbers in Appendix 4 should be utilised for support and assistance.

See 5.3 if normal communication systems are not working.

5.2. Contact with Torphins Community Volunteers

The call tree works as a pyramid, with the Torphins Emergency Response Coordinator at the top making 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. If the emergency is based in one of the outlying areas such as Campfield, Glassel, Sundayswells, Tornaveen the Torphins Emergency Response Coordinator will make contact with that Area Coordinator.

5.3. Failure of the telephone system

If normal telephone communication systems have failed, including the 999 system, police will be deployed to the area, they will operate via radio systems. They should alert the Torphins Emergency Response Coordinator to the alternative method of contacting the emergency services.

6. Other Information

6.1 Insurance

The insurance cover currently in place for both Aberdeenshire Council and the Torphins Community Council provides cover for volunteers and this will extend to the assigned volunteers identified within the Asset Register (see Para 1.3)

6.2 Risk Assessment for Volunteers

A risk assessment will be carried out and briefing given prior to their deployment. Volunteers will be matched to tasks, which are appropriate to their skills, competences, fitness levels and their clothing and equipment.

Areas to be covered in the briefing are:

- What the situation is
- What needs to be done
- How it will be done
- Safety measures in place;

- Buddy system (no one carrying out an activity by themselves)
- Check volunteers have the right equipment (dressed appropriately, charged mobile phone, torch etc.)
- Reporting system – who do volunteers contact once they have completed the task
- Action to be taken if they get into difficulties
- Recording where volunteers have gone and a way to contact them

6.3 Legal Disclaimer regarding community responsibilities

Aberdeenshire Council wishes to make it clear that it is are not the employing body for the volunteers referred to in this document, who are volunteers, acting on behalf of the Torphins Community Council. Neither Aberdeenshire Council nor Torphins Community Council will accept any responsibility whatsoever for any loss, injury, claim, liability, costs or damages caused by the actions and/or negligence of the volunteers or anyone acting for or on behalf of them.

Please note also that there would be no reimbursement of any expenses incurred by an individual in the capacity as a volunteer.

APPENDIX 1

Example Torphins Emergency Response Team Meeting Agenda

Emergency Meeting Agenda Meeting held on DATE @ TIME @ LOCATION

Attendees and Apologies

1. What is the current situation?

(you may want to consider the following)

1. Location of the emergency

Is it near...

- A school?
- A vulnerable area?
- A main access route?

2. Type of emergency

- Is there a threat to life?
- Has electricity and/or water been affected?
- Major Road Traffic Incident?
- Natural disaster?

3. Are there any vulnerable people involved?

- Elderly
- Families with children
- Non-English speaking people
- People with a disability

4. What resources are needed?

- Food/water
- Off road vehicles
- Blankets
- Shelter

2. Establishing contact with the Emergency Services

3. How can we support the Emergency Services?

4. What actions can be taken?

5. Who is the delegated lead for the agreed Actions?

6. Any other issues?

Note: Record actions identified and carried out.

APPENDIX 2/Support Document**Household Emergency Plan**

If a major emergency happens it may be some time before help arrives. It is 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 window 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)

BBC Radio Scotland	92-95 FM
Northsound 1	96.9 FM
Northsound 2	1035khz
NECR	102.1

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 another further away, in case you cannot 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 that you are OK, should you need to leave home. Make sure this person knows the arrangement.

Friend or Relative to call to let people know you are OK	
Name:	Phone 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.

Important 'Phone Numbers	
Emergency Services	999
NHS 24	111
SEPA Floodline	0845 988 1188
Scottish Water	0845 600 8855
Hydro Electric	105
Aberdeenshire Council (Duty Emergency Planning Officer)	01224 620610

Record other Important Numbers	
School/College:	Carer/Childminder:
Work:	Plumber:
Doctor:	Vet:
Insurance:	Local Authority:
Gas Supplier:	Electricity Supplier
Other:	Other:

Pack an Emergency Kit

You should keep enough food and water and other essentials at home to last 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 such as Birth Certificates and Insurance Policies
- Bottled water and ready to eat food that will not go off.
- Can opener if required
- Spare keys to your home and car
- Spare glasses/contact lenses
- Toiletries
- Details of important medicines
- Pencil, paper, penknife, whistle
- Pet supplies

If you have to leave your home and there is time to gather them safely you should also consider taking:

- Essential medicines
- Mobile phone and charger
- Cash and credit cards
- Spare clothes and blankets
- Games, books, special toys
- Pets!

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

APPENDIX 3**Community Coordinator, Depute and Area Contacts****Community Coordinator**

Name:

Contact Details:

Telephone:

Mobile:

Email:

Depute Community Coordinator

Name:

Contact Details:

Telephone:

Mobile:

Email:

Torphins Village Point of Contact

Name:

Contact Details:

Telephone:

Mobile:

Email:

Torphins Village Point of Contact

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Torphins Village Point of Contact

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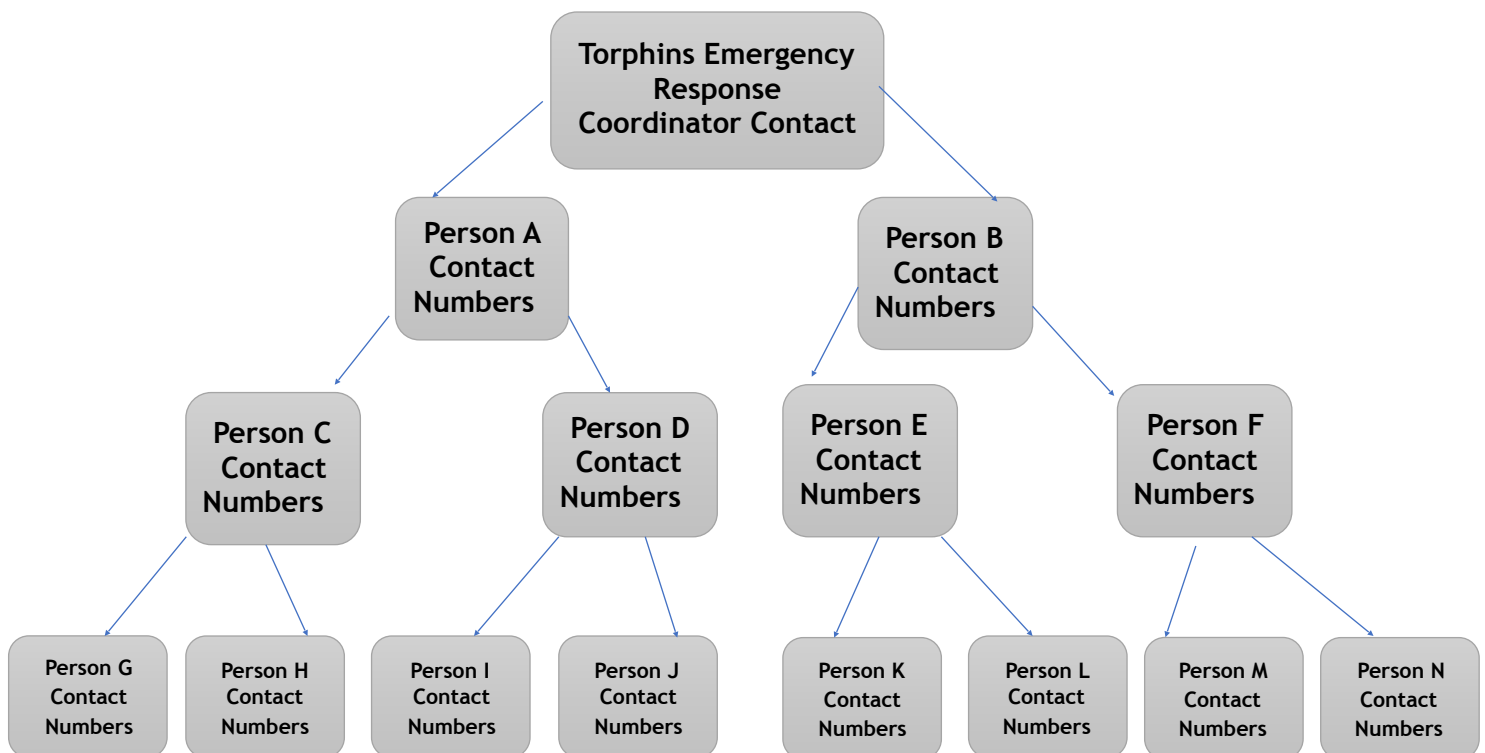
Other Contacts

NHS Grampian www.nhsgrampian.co.uk	0845 456 6000
NHS 24 Helpline www.nhs24.com	111
Police Scotland Non-emergencies	101
Scottish Environment Protection Agency Floodline www.floodlinescotland.org.uk	0845 988 1188
Scottish Government www.scotland.gov.uk/topics/Justice/public-safety/ready-scotland	
Scottish and Southern Electricity 24 hours	0800 300 999
Scottish Water 24 hours www.scottishwater.org.uk	0845 601 8855

Volunteer Call Tree

The call tree works as a pyramid. The Community Council Coordinator makes the first call to two people. They in turn call an assigned set of people and so on until the tree is complete.

The complete call tree with contact numbers will be issued to all those on the call tree list, and the Aberdeenshire Council once the volunteers have been recruited.



Sample Message

Calls to volunteers could be to put them on 'standby' or could be for an activation.

If activating volunteers, message should include the following information:

- Your name
- Activation or standby message
- Where and who they should report to
- What has happened
- Any special requirements, i.e. what personal protective equipment is needed, warm clothes, roads to avoid etc.
- Reminder to take mobile phone with them and tell a family member where they are going.

ACTIVATION PROCEDURES

A. Plan activation by the Emergency Services/Aberdeenshire Council

1. Call from Emergency Services received by Torphins Emergency Response Coordinator, whom failing then the Deputy Coordinator, whom failing Area Point of Contact.
2. On receipt of call try to determine:
 - a. What has happened
 - b. What is required of the Emergency Response Team
 - c. Any particular hazards or threats (e.g. if wind direction is pertinent, road closures in place etc).
 - d. Any deadlines
 - e. Exchange contact details – single point of contact for each organisation is recommended
3. Contact made with 2 other Torphins Emergency Response Team members to confirm that the Plan should be activated.
4. If plan to be activated, then identify meeting time for the first meeting of the Torphins Emergency Response Team. **Agenda for this meeting as per Appendix 2.** Location: The meeting will be held in the Learney Hall unless the nature of the emergency is otherwise determined by the type of incident or location of incident.
5. Activate the Volunteer Call Tree – Appendix 5 – identifying whether it is a 'standby' or 'call out'.
6. NB – do not go to the scene unless specifically requested by the emergency services. If requested to go to the scene the Police Officer in charge will wear a tabard stating, 'Police Incident Officer'. An Emergency Services Vehicle at the scene of the incident will have its blue lights flashing.

B. Plan activation by the Community Council

- I. If you become aware of an incident that you believe may be worthy of consideration by the Torphins Emergency Response Team:
- II. Ensure that you are in no immediate danger.
- III. Call 999
- IV. Contact the Local Authority Duty Emergency Planning Officer (24 hours) on 01224 620620 to advise that your Community has activated its Community Emergency Response Plan.
- V. Proceed from step 3 above.

Appendix 6

VOLUNTEER RISK ASSESSMENT FORM

Date:-

Potential Hazard	Who is at risk?	Existing Control Measures	Risk Rating L/ M/ H	Preventative Measures	Responsibilities