

Torphins Community Resilience Plan

Prepared by Torphins Community Council

To Activate this Plan contact any member of Torphins Community Council

Up to date Council member contact information can be found on the web site: torphins.net

Comments and questions relating to this document should be addressed to Torphins Community Council.

Oct 2018	Final	First version of document issued
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Next review due Q4 2021



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Objective of the plan

The objective of this document is to describe the Torphins Community Resilience Plan (The Plan). It describes how The Plan will be managed by Torphins Community Council (TCC) on behalf of the community and details the process to be followed in the event of an emergency that cannot, for any reason, be immediately attended and managed by the emergency services or appropriate public service agencies. Community actions are intended to provide assistance, security and safety to affected people until the appropriate public service agency is able to take over, and where appropriate, to provide ongoing assistance for as long as is required.

2020 Review

This document has been substantially revised following the 2020 annual review.

The review was comprehensive and questioned the requirement for a plan in the format presented and the ability of Torphins Community Council to implement and maintain the plan in the manner described. Also addressed were:

- How to keep the document current
- How to ensure that only the latest version of the document is accessible
- Was the document useful in addressing the COVID 19 pandemic

Community Support in an Emergency

1. Background and Aims

In normal circumstances emergencies will be managed by the emergency services or public service agencies as appropriate.

This plan has been generated, in line with Aberdeenshire Council guidance, to describe the actions to be taken by local residents in response to events identified in the **Risk Assessment** during any period when the appropriate public services are unable to attend or manage. The Plan also describes how local resources will be mustered to provide any assistance requested by public service agencies and to ensure the safety and security of individuals within the community, or the community as a whole, for the duration of the event.

The Risk Assessment is maintained as a separate document which can be updated as required independently from The Plan.

Earlier versions of this plan relied on a number of elements for implementation and adherence to commitments:

- A well supported Community Council with stable number of members
- Collation of personal data (primarily contact details)
- A list of privately owned resources (e.g. 4WD vehicles)
- Regular review and update to maintain current

- Management of data protection as appropriate

The primary reason for this revision is to minimise the input required to keep The Plan current in detail while maintaining its relevance in the identified potential emergency situations.

The Plan promotes community awareness and pre-planning to facilitate management and recovery from emergency situations.

Local resources are not specifically identified within this document as they vary over time, and compiling and maintaining a useful and meaningful register is not considered achievable by the current Community Council membership. This element may be addressed in future reviews.

In summary, the aim of The Plan is 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.
- Initiate and maintain self-help arrangements until support from the Emergency Services or other agencies is in place.

2. Examples of Community Actions

- Identifying and locating people requiring help.
- 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. Plan Activation

The Plan will be activated by contacting a member of TCC. Contact details are published on the TCC website torphins.net and on the TCC Facebook page.

The TCC member receiving the initial contact will notify the TCC Chairperson, Vice Chair or Secretary who will arrange an emergency meeting of TCC at an appropriate location.

4. Plan Management

Once the available TCC members have convened the initial meeting will address the response required to the incident. The first action of this meeting will be to nominate the **Response Co-ordinator**. The role of **Data Controller** will be assumed by the incumbent TCC secretary if present. Should the secretary be unavailable a nomination for this role will be made

The Response Co-ordinator will then take control of the meeting and proceed to formulate appropriate response to the event. **Appendix 1** shows a framework agenda for this meeting.

As part of The Torphins Community Resilience Plan information about Group Members and Volunteers will be recorded by the Data Controller. Sensitive personal information will not be recorded.

Information recorded will be the volunteer's name, contact telephone number, email address and relevant contribution to event response. 'Sensitive 'personal information will not be recorded.

Adherence to the Data Protection Laws will be observed. Only information relevant to a specific event will be requested and recorded. Information, in an appropriate format will be held securely by the Response Co-ordinator and Data Controller. Once information is no longer needed, or if requested by the volunteer, details will be securely deleted and destroyed.

TCC is not party to 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 may share someone's personal details in order to enable volunteers to check on their wellbeing. If personal details are shared with volunteers it will be treated in accordance with The Data Protection Act.

5. Volunteers

In reality it is likely that volunteers will present themselves at the location of an event as appropriate. Where possible TCC will act in a co-ordinating role to focus the available resources to achieve best effect.

Recruitment

When the requirement to recruit volunteers arises, depending on the nature of the event, TCC will publish a request on social media to address a specific occurrence.

Volunteers basic details will be recorded, on a Volunteer Register, by the TCC Data Controller together with the role they are undertaking, noting the details of the task risk assessment and safety briefing given. The volunteers signature will be required to confirm this procedure has been followed. By agreement email confirmation of adherence to procedure will be accepted.

Risk Assessment for Volunteers (ref: Appendix 6)

It must be clearly understood that any Risk Assessment is likely to be undertaken by people without any formal training and will therefore be based on 'common sense' and consultation with the subject volunteer.

The risk assessment will be conducted by the Response Controller or appropriate nominee within the response management group. The risk assessment should be reviewed by a minimum of one other response group member prior to issue and is likely to contain input from a number of sources.

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

Volunteers will be asked to confirm that are not aware of any reason, health or otherwise, why they should not perform the task in question.

Task Briefing

The briefing will address:

- a description of the event being addressed and an update on the current status
- the task to be undertaken by the volunteer
- a description of the procedure to be used in completing the task
- a description of the safety measures to be applied

Safety Measures

Safety measures required will be assessed as appropriate to the action required. Specific consideration should be given to:

- 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

Insurance

The insurance 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 Volunteer Register.

Liability Statement

Legal Disclaimer regarding community responsibilities

Aberdeenshire Council wishes to make it clear that it is not the employing body for the volunteers referred to in this document, 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.

6. Roles and Responsibilities

Response Co-ordinator:

The **Response Co-ordinator** will be a member of Torphins Community Council chosen by agreement of council members based on appropriate expertise and availability at the time of the event.

The Response Co-ordinator will:

- Chair the initial meeting of available TCC members
- Be the focal point for communication with Emergency and other support services
- Ensure adherence to the safety measures within The Plan
- Conduct risk assessments or nominate an appropriate delegate for this task.

Data Controller:

The role of **Data Controller** will be undertaken by the incumbent secretary of TCC. Should the secretary not be available then an appropriate substitute will be nominated by the available council members.

The Data Controller will:

- Ensure volunteer data is accurately recorded
- Ensure that volunteers receive an appropriate briefing and sign the form for confirmation or email confirmation

7. Plan maintenance

It is essential that The Plan reflects the resources available, changes in circumstances and lessons learned during times of implementation. To this end an annual review will be conducted by TCC. The Risk Assessment will also be reviewed at this time.

Guidelines for annual review

- Review any implementation of The Plan in the past year
- Review plan's effectiveness over previous year when implementation has been required
- Propose changes required to maintain plan's relevance
- Revise The Plan as required to address any lessons learned
- Identify any changes required to improve plan's operability

8. Document management

It is essential that this document is kept up to date and that only the current version is accessed at time of need. This will be achieved by publishing the document in soft copy only on the TCC website torphins.net . Any person requiring access to the document will be referred to this location.

This will also apply to the Risk Assessment upon which the Resilience Plan is based.

9. Communications

Contact with Emergency Responders

Any request for assistance from the emergency services will be made by a member of the public or the TCC Response Team (or both). Non-emergency contact with the Police is via 101. In the event of activation of this Plan, the TCC Response Co-ordinator will advise the Aberdeenshire Council Duty Emergency Planning Officer. The TCC Response Co-ordinator 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.

Failure of communication networks

Failure of telephone land line services will also impact internet access. Currently most, but not all, areas within the area represented by TCC (**Appendix 2**) have reasonable mobile network access.

Simultaneous failure of both landline and mobile networks is an event that would be beyond the management capability of the TCC response team. In the very unlikely occurrence of this situation assistance should be requested from the emergency services by whatever means is available.

Appendix

Appendix 1 Emergency Meeting Agenda

Meeting held on DATE @ TIME @ LOCATION

Attendees and Apologies

1. What is the current situation? Refer to the Risk Assessment.
(you may want to consider the following)

1. Location of the emergency

Is it near...

- A school?
- A medical facility?
- 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?

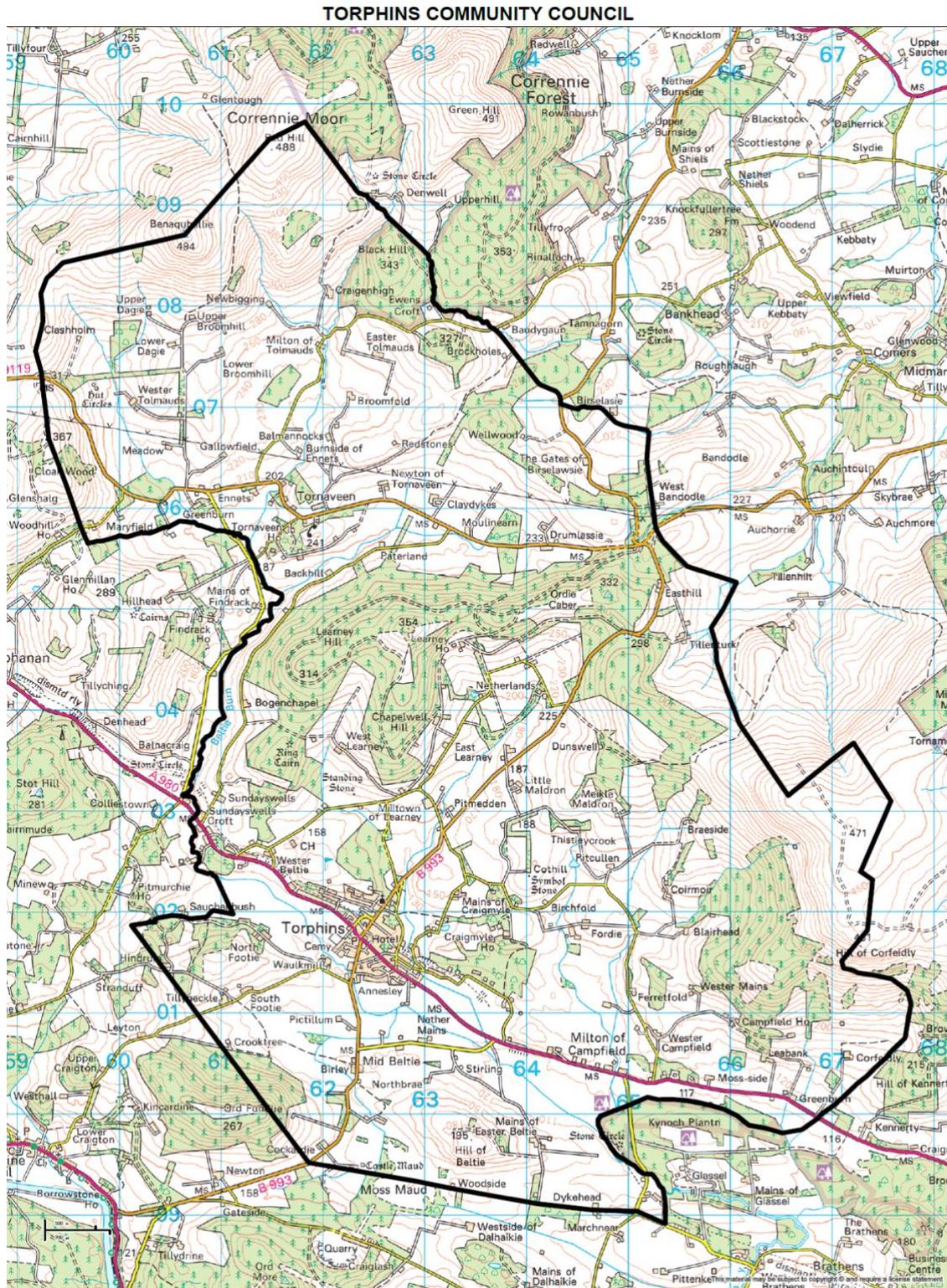
4. What actions can be taken?

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

6. Any other issues?

Note: Record actions identified and carried out.

Appendix 2 Torphins Community Boundaries



Woodhill House
Westburn Road
Aberdeen
AB16 5GB
Tel : 03456 08 12 08
Web: www.aberdeenshire.gov.uk
Email: enquiries@aberdeenshire.gov.uk

Operator:	E Stevenson
Department:	ICT
Drawing No:	EGS-2017-01
Date:	07/04/2017
Scale:	1:24000



Appendix 3 Household Emergency Plan (Support Document)

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.

Name:	Name:	Name:
Address:	Address:	Address:
Phone Number:	Phone Number:	Phone Number:

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 4 Community Coordinator, Depute and Area Contacts

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

Appendix 5 Activation Procedures

A. Plan activation by the Emergency Services/Aberdeenshire Council

1. Call from Emergency Services received by Torphins Community Council Chairperson or Secretary.
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. Convene emergency meeting of available members of TCC. Use email, social media or phone to contact. Attendance of appropriate Emergency Service representative should be arranged.
4. Agree time for the first meeting of the TCC. **Agenda for this meeting as per Appendix 1.** 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. Recruit appropriate volunteer assistance.
6. **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. Initial emergency event notification made to TCC member.
- II. Ensure that you are in no immediate danger.
- III. Call 999 if appropriate. Not all events will require immediate emergency service attendance.
- IV. Contact the Local Authority Duty Emergency Planning Officer (24 hours) on 01224 620620 to advise that your Community has activated its Community Resilience Plan.
- V. Proceed from step 3 above.

Appendix 6

Appendix 6 Volunteer Risk Assessment Form

Volunteer name:-

Date:-

Volunteer reference number:-

Brief description of event:-

Assistance required:-

Justification for assistance:-

List potential risks to volunteer:-

List risks created by volunteer involvement:-

List mitigations to risks identified.

Confirm task briefing given to volunteer:-

Confirm volunteer comfortable with use of any equipment utilised and appropriate safety equipment used.

Volunteer signature required to confirm form completed and comfortable with performing task

Appendix 7 Inventory of Items held by TCC for use in an emergency

1. Laminated map of TCC area
2. Mobile 'phone (tel. number: 07747-609463)
3. White board
4. Marker pens (6 off) & eraser
5. Notepads - 20 off
6. HiVis vests - 20 off
7. Torch - wind up - 5 off
8. Radio - wind up -1 off
9. Pens - 50 off
10. Pencils - 50 off
11. Post Its 2 x 350 sheet blocks
12. Work gloves - 20 pairs
13. Hard hats - 15 off
14. Emergency survival foil blankets - 10 off
15. Fleece blankets - 6 off
16. First aid kits - 2 off
17. Generator - 1 off
18. Petrol can - 1 off
19. 240v 32amp plug to 4 x 13amp socket convertor - 1 off
20. Portable LED twin head lights (20amp) - 4 off
21. Extension cable reel 20m, 240v, 13amp - 3 off
22. Earthing spike - 1 off
23. Snow shovels - 3 off
24. Tow rope - 1 off

Note: Funds used to provide the contingency equipment listed were provided by SSE

Appendix 8 Reference Sources

1. Community Risk Register, North of Scotland RRP (**R**egional **R**isk **P**artnership)
2. Creating a Community Emergency Plan
3. How you can help make your community more resilient

REMOVED FROM TEXT:

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