



Ellon Community Resilience Plan

**IN THE EVENT OF AN
EMERGENCY, CALL 999
IMMEDIATELY**

**Don't assume someone else
will do it.**

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SECTION 1-RESILIENT COMMUNITIES

The Scottish Government definition of Community Resilience:

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

SECTION 2-PURPOSE OF COMMUNITY RESILIENCE PLAN

The purpose of this Plan is to make you and your community better prepared if an emergency was to affect your community. The Plan is intended to complement support and enhance the response provided by the emergency services. It is important to note that the Plan is not a method by which a local authority or an emergency service may reduce its response or service to the community.

This is a guide to bring together local resources which will mean you are better prepared if the ‘worst was to happen’.

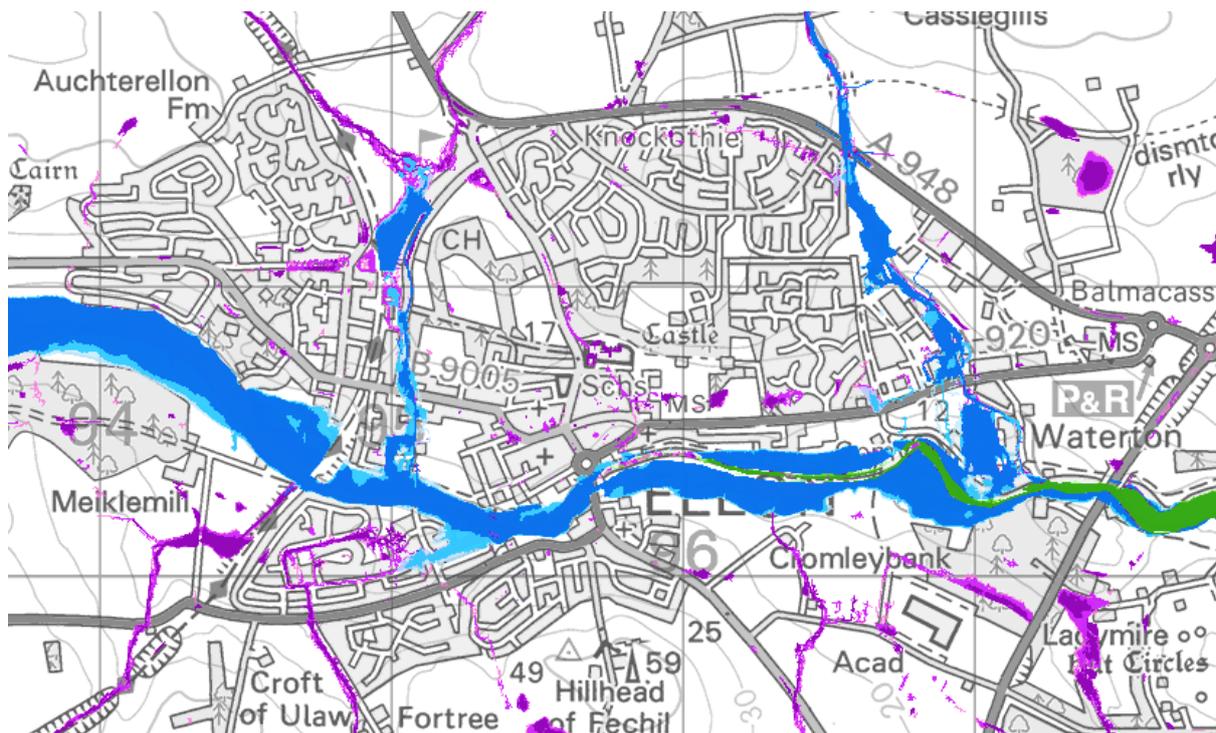
The aims of the Plan are to:

- Raise awareness and understanding of the local risks and emergency response capability in order to motivate and support self resilience.
- Increase individual, family and community resilience against identified threats and hazards.
- Support and encourage effective dialogue between the community and the practitioners supporting them.
- Provide a framework and support to enable the creation and delivery of a resilient community plan.
- Assess and develop communication systems to ensure communities are given appropriate warnings of severe weather etc.
- Evaluate the outcome and success of the plan following operation.

SECTION 3-RESILIENCE AREA

The extent of the community in the context of the Plan is shown below.

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SECTION 4-ECRG COORDINATORS, CALL TREE

ECRG have appointed six (6) coordinators to enable a weekly/monthly rotation, together with a call tree to activate the ECRG team, volunteer support groups and various community assets.

To enable these to be printed separately they are listed in Appendix 1 ECRG Coordinators.

There are three primary scenarios to mobilise ECRG and its Places of Safety:-

- (1) The duty Grampian Emergency Planning Officer (GEPO) will contact ECRG with a request to open a Place of Safety.
- (2) ECRG will self-mobilise and then contact duty GEPO to inform them that ECRG are open/opening.
- (3) Police or Fire Incident Officer at the scene asks for assistance directly to ECRG.

ECRG Core Team members have access to a listing of all primary contacts outwith ECRG which list is treated in accordance with the principles and requirements of the Data Protection Act.

The community should, in the event of a serious event, always call 999 immediately (don't assume someone else will do it). A secondary call can also be made to the ECRG Coordinator so that we have early warning of a potential need to open Places of Safety.

A blank example Call Out Tree is included in Appendix 2. The ECRG Emergency Call Tree is updated monthly changeover is 12am 1st of every month. The call Tree will be available only to Aberdeen city and shire emergency planning team, Ellon Fire and Police station and copy sent to ECRG Volunteers, Numbers of office Bearers are on the following sites [ECRG Facebook](#) and [ECRG Website](#).

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SECTION 5-PLACES OF SAFETY

Rest Centres are part of the Aberdeenshire Council's Emergency Response and Rest Centre Plan. These will in most circumstances be public buildings (Schools, Halls, etc.). There are clear guidelines for the management and use of Rest Centres and as part of the Community Resilience Plan it is important that people are aware of how these centres function and operate. The Rest Centres are listed in Appendix 3.

In addition, within the community a number of Places of Safety have been identified by the ECRG and are tabulated in Appendix 4.

SECTION 6-ECRG VOLUNTEER SUPPORT GROUPS

Your help and skills in supporting and assisting your community to prepare and recover following an event or incident are vital. There is an opportunity for all within the community to volunteer, from clearing snow from pathways to making hot drinks in the village hall, coping with power outages and disruption to other energy supplies.

Each volunteer is asked to complete a questionnaire which asks for basic personal contact information which will be held by the ECRG Coordinator, and will not be freely available), and the basic skills or assistance that the volunteer could bring during an event or emergency, for example, 4x4 vehicle, shovels, catering, to name but a few.

The current register is provided in Appendix 5 and will be held and maintained by the ECRG Coordinators for their use to call upon assistance from the community, it will be reviewed on a regular basis to ensure that it is up to date and accurate.

SECTION 7-RISK RESPONSES

There are six (6) primary areas of risk considered by ECRG. These are (in order of probability):-

- (1) Flooding
- (2) Severe Weather
- (3) Severe Utility Failure
- (4) Significant Fire
- (5) Missing Persons
- (6) Significant Multi Vehicle Transport Incident

An initial assessment has been carried out together with Impact Assessments, ECGR Responses and Community Responses. These are set out in Appendix 6.

SECTION 8-EMERGENCY FIRST RESPONDERS

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

Police Scotland

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

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- 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 and Rescue

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

- 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

Aberdeenshire 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 by organisations other than the emergency services, e.g. the voluntary sector.
- In the immediate aftermath of a major incident, the council will assist the emergency responders and ensure that resources are made available, including:
 - Provision of a wide range of staff including skilled trades staff
 - Road closures and diversions
 - Plant and equipment
 - Emergency centres
 - Maps and buildings plans
 - Building safety inspections
 - Emergency lighting
 - Environmental health services
 - Debris clearance
 - Restoration of highways
 - Psychological support
 - Interpretation support
 - Help lines
 - Information services 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 Local Authority will take the lead for recovery, rehabilitating the community and restoring the environment.

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Aberdeenshire 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 and WRVS. The Civil Contingencies Unit also liaises with the emergency services or utility providers in the co-ordination of any incident/emergency.

H.M. Coastguard

HM Coastguard is the emergency response branch of the Maritime and Coastguard Agency (MCA). The MCA is an executive agency within the Department of 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.

NHS Grampian

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

Met Office

Weather forecasting and warnings - The Met Office issues Severe Weather Warnings for the United Kingdom through the National Severe Weather Warning Service. These warn of weather events that may affect transport infrastructure and endanger people's lives.

Scottish Flood Forecasting Centre - The Scottish Flood Forecasting Centre is a joint venture between the Scottish Environment Protection Agency and the Met Office to provide flood risk guidance for Scotland.

SECTION 9-VOLUNTARY SECTOR AGENCIES

RVS - www.royalvoluntaryservice.org.uk/

Formerly the WRVS now known as the Royal Voluntary Service (RVS) has been working in local to support the community and statutory services at times of emergency as well as providing a wide range of support services to Older People.

RVS provide a 24/7/365 emergency response service across Scotland via teams of Community Resilience Volunteers. In Scotland support can be offered through trained local team leaders to help during power outages, flood situations, train derailment or other emergency situations.

RVS provides support to help emergency refreshments at Rest Centres, welfare support to the vulnerable and assistance with registration of those affected, during an emergency, with support continuing in the recovery phase.

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The Scottish Flood Forum - www.scottishfloodforum.org

The Scottish Flood Forum is a Scottish based Charitable Organisation that provides support for and represents those who are affected by or are at risk of flooding.

- Working in partnership with local authorities, we provide rapid deployment of recovery support to local authorities and communities following a flood incident throughout Scotland.
- Establish community recovery centres providing professional advice and on-going recovery support for as long as appropriate following a weather related event.
- Operational recovery advice and strategy to flooded communities, individuals and businesses.
- Help in developing a resilient community through exhibitions and information in promoting property flood protection and community emergency plans.
- Free property flood protection surveys.
- Local authority and voluntary sector recovery training.
- Business continuity training.

British Red Cross - www.redcross.org.uk/

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.

Aberdeenshire Voluntary Action - www.aberdeenshirevoluntaryaction.org.uk/ Aberdeenshire Voluntary Action works alongside communities and individuals daily

AVA holds the contact details of almost all third sector organisations across Scotland and therefore can circulate information, enable contacts and network to ensure any relevant details are shared as widely as possible.

AVA has staff and volunteers in each of the main centres of population and can offer support – the precise availability will depend on capacity in any specific location and on the nature of the emergency.

SECTION 10-HOUSEHOLD EMERGENCY PLAN

In the event of a major emergency in your community it may be some time before the emergency services can help those affected. This makes it very important that you have made the necessary preparations to protect your family, your pets and yourself

Agree a plan in advance with those in your home. Complete this template and keep it safe in case you need to use it. A good example of a household emergency plan is shown in Appendix 7. It is produced by the Scottish Flood Forum and can also be downloaded from www.scottishfloodforum.org.

SECTION 11-INFORMATION FOR VOLUNTEERS

Insurance

The activities of volunteers will require to be covered by public liability insurance to handle any claims for loss, injury or damage brought by third parties and by employers' liability insurance for any injuries sustained by the volunteers in the execution of the tasks.

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The insurance cover currently in place for the ECRG provides cover for volunteers and this will extend to the volunteers identified within Appendix 5.

To ensure that the level and value of any such claims is mitigated as far as possible, all volunteers must undergo appropriate training for all foreseeable tasks that they may be required to undertake. This training should be recorded and refreshed as appropriate with supporting documentation held on file. This will help to ensure that the volunteers have appropriate skills for the tasks assigned to them and will provide a defence to any claims that may arise as a result of the activities.

Legal disclaimer regarding community responsibilities

ECRG and Aberdeenshire Council wishes to make it clear that it is not the employing body for the volunteers referred to in this document. they are volunteers, acting on behalf of ECRG.

ECRG and Aberdeenshire Council cannot 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.

Health and safety advice

Health and safety legislation doesn't generally apply to someone who is not an employer, self-employed or an employee. The Health and Safety at Work Act 1974 (HSW act) and the regulations made under it apply if any organisation (including a voluntary organisation) has at least one employee.

The HSW Act sets out the general duties that employers have towards employees. It also requires employers and the self-employed to protect people other than those at work (e.g. members of the public, volunteers, clients and customers) from risks to their health and safety arising out of, or in connection with, their work activities.

Whilst carrying out voluntary activities for the community, the co-ordinator, area co-ordinator, and the volunteer must be aware of health & safety guidance, which in this case due to the likely activities, is a common sense approach. The task should be assessed, the appropriate personal protective equipment (PPE) should be selected and worn, and the task should be re-assessed during operation.

For example, clearing snow, the area to be cleared would be checked to ensure that there are no hazards i.e. icicles that could drop onto the volunteers. The correct PPE for this task would be boots, gloves, hard hat, and a fluorescent jacket.

The health and safety issue has to be taken cognisance of, but should not overwhelm the task; hence a common sense approach is stressed.

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APPENDIX 1 ECRG COORDINATORS

Please contact [Tessa Carr](#) for information.

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APPENDIX 2 ECRG CALL TREE

The call tree works as a pyramid, with the ECRG 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. ECRG call tree just shared with Grampian Emergency Planning Unit, ECRG volunteers and Emergency services

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APPENDIX 3 REST CENTRES

The following Rest Centres within the community will be made available by Aberdeenshire Council.

Building	Location Address	Use	Services Which Will Be Available
Ellon Academy Campus			
Meiklemill Primary School			
Ellon Primary School			
Auchterellon Primary School			

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APPENDIX 4 ECRG PLACES OF SAFETY

The following Places of Safety within the community will be made available by community organisations and businesses. Their use will be activated by an ECRG Coordinator.

Building	Location Address	Use
Ellon Parish Church of Scotland Kirk Centre	4, Station Road, Ellon, AB41 9AE Office Tel: 01358 725690 INFO ON CALL TREE	Temporary safe refuge
Victoria Hall	Station Road, Ellon, AB41 9AY Office Tel: 01358 724545 Email: enquiries@victoriahallellon.co.uk INFO ON CALL TREE	Temporary safe refuge
The Meadows Sports Centre	Meadows Way, Ellon, AB41 9QJ Office Tel: 01358 725162 Email: ellonmeadows@outlook.com INFO ON CALL TREE	Temporary safe refuge

The principle adopted is that, in the event of residents having to be evacuated due to an emergency, then the Place of Safety furthest distance from the emergency will be opened.

Whilst not contemplated it would be possible to open all three Places of Safety.

Places of Safety will provide immediate (but limited) capabilities which are tabulated below.

Facility	Ellon Parish Church of Scotland Kirk Centre	Victoria Hall	The Meadows Sports Centre
Approximate Capacity	50	50	50
Catering, Refreshment facilities	Kitchen Cutlery Crockery Food Preparation area	Kitchen Cutlery Crockery	Kitchen Cutlery Crockery
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Facility	Ellon Parish Church of Scotland Kirk Centre	Victoria Hall	The Meadows Sports Centre
	Dishwashing	Food Preparation area Dishwashing	Food Preparation area Dishwashing
Seating	Tables and Chairs are available to be set up for use	Tables and Chairs are available to be set up for use	Tables and Chairs are available to be set up for use
Catering Staff	Can provide volunteer catering staff	No	Can provide volunteer catering staff
Disabled Access	Street level and Lift Assisted disabled access is available	Street level disabled access is available	Street level and Lift Assisted disabled access is available
Disabled Toilets	Available	Available	Available
Communications	Limited WiFi is available	WiFi is available	WiFi is available
		FM radio available	TV available in social area
Car Parking	Street parking is available	Dedicated and street parking is available	Dedicated parking is available

ECRG will continue to investigate availability of support to the Places of Safety, which may include:-

- Volunteer catering resources from Ellon's restaurateurs and food establishments
- TV facilities
- Radio facilities

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APPENDIX 5 ECRG VOLUNTEER GROUPS

A number of volunteer organisations have agreed to provide support and are available when requested by an ECRG Coordinator.

Volunteer Group	Availability	Resources and Skills
Boys Brigade		15 Seater Minibus Leaders and boys available to help with whatever is needed.
Ellon Parish Church		Transportation of People Pastoral Visits
St Mary's on the Rock		Filling Sandbags Tea and Cake Doorstep Visits Disposal of rubbish Pastoral visits

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APPENDIX 6 RISK RESPONSE

Risk No.	Risk Type	Impact	ECRG Response	Community Response
1	Flooding	Damage to homes and businesses	Work with First Responders	<ol style="list-style-type: none"> Erect home defences (flood gates, air brick covers, etc)
		Local street flooding	Distribution of flood warnings	<p>There are 2 collection points in Ellon for sandbags</p> <ol style="list-style-type: none"> Blue Shipping container rear mccolls carpark Provost Davidson Drive Meiklemill, Ellon . Keys for container kept with Tessa Carr & Bill Gibb ECRG, Mccolls Manager and Aberdeenshire council Depot Hospital Road . Container Is regularly checked by Aberdeenshire Council and ECRG. Will be opened up if Serious Flood imminent Sand bags also kept on a Pallet outside Council depot Hospital Road Ellon .Council can drop off sandbags to strategic areas if serious flood expected Properties at risk off flooding are expected to already have flood protection in place . Flood prvention products are available from Aberdeenshire Council
		Restricted access/egress to properties	Identify vulnerable residents within potential flood area	<p>Move vehicles to higher ground e.g.</p> <p>Meadows car parks Station Road, The Square Station Road, Victoria Hall</p>

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Risk No.	Risk Type	Impact	ECRG Response	Community Response
		Interruption/Loss of utilities	Open up Place(s) of Safety:- Meadows Kirk Centre Victoria Hall	Move vulnerable possessions to higher level where possible
			Mobilise ECRG Core Team to nominated Place of Safety	Move to Place(s) of Safety when instructed by First Responders
			Mobilise Place of Safety volunteers e.g. catering	
			Mobilise Volunteer groups to assist residents move possessions	
			Mobilise sand and sand bags to accessible location	
			Mobilise PVG registered volunteers	
			Mobilise SSE temporary generator(s)	
		Displaced animals	Find place of safety until owners able to collect them.	Request volunteers to take animals.
2	Severe Weather (rain, snow, ice, etc.)	Restricted access/egress to properties	Work with First Responders	Move to Place(s) of Safety when instructed by First Responders
		Interruption/Loss of utilities	Identify vulnerable residents within potential affected area	
		Interruption/Loss of public transport services	Open up Place(s) of Safety:- Meadows Kirk Centre Victoria Hall	
		School closures	Mobilise ECRG Core Team to nominated Place of Safety	
		Interruption/Loss of rubbish disposal services	Mobilise Place of Safety volunteers e.g. catering	

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Risk No.	Risk Type	Impact	ECRG Response	Community Response
		Interruption/Loss of utilities	Mobilise Volunteer groups to assist residents move to Place(s) of Safety	
			Snow Wardens to mobilise Volunteer groups on snow clearance, gritting to create a minimum pedestrian access route	
			Mobilise Volunteer group to move rubbish to nearest accessible collection point	
			Mobilise PVG registered volunteers	
			Mobilise Volunteer groups to delivery emergency food supplies	
			Mobilise / co-ordinate volunteer groups to check road networks within the immediate vicinity of Ellon for stranded motorists	
3	Severe Utility failure	Loss of power	Work with First Responders	Move to Place(s) of Safety when instructed by First Responders
		Loss of water	Identify vulnerable residents within potential affected area	
		Loss of gas	Open up Place(s) of Safety:- Meadows Kirk Centre Victoria Hall	Ask general public for camping stoves etc via radio, social media, word of mouth.
		Loss of communications e.g. telephone, mobile	Mobilise ECRG Core Team to nominated Place of Safety	Information via radio or emergency services.
			Mobilise Place of Safety volunteers e.g. catering	
			Mobilise Volunteer groups to assist residents move to Place(s) of Safety	

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Risk No.	Risk Type	Impact	ECRG Response	Community Response
			Mobilise PVG registered volunteers	
			Mobilise SSE temporary generator(s)	
			Mobilise/coordinate volunteer groups to issue warnings to affected residents e.g. gas or electrical appliances left on, taps open	
4	Significant Fire	Damage to homes and businesses	Work with First Responders	Move to Place(s) of Safety when instructed by First Responders
		Restricted access/egress to properties	Identify vulnerable residents within potential affected area	
		Interruption/Loss of utilities	Open up Place(s) of Safety:- Meadows Kirk Centre Victoria Hall	
		Interruption/Loss of public transport services	Mobilise ECRG Core Team to nominated Place of Safety	
		Interruption/Loss of utilities	Mobilise Place of Safety volunteers e.g. catering	
			Mobilise Volunteer groups to assist residents move to Place(s) of Safety	
			Mobilise PVG registered volunteers	
5			Work with First Responders	

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Risk No.	Risk Type	Impact	ECRG Response	Community Response
	Missing persons		Alert community and set up contact groups	
6	Significant Multi Vehicle Transport incident	Travel restrictions	Work with First Responders	
			Open up Place(s) of Safety:- Meadows Kirk Centre Victoria Hall	
			Mobilise Place of Safety volunteers e.g. catering	
			Mobilise Volunteer groups to assist those involved move to Place(s) of Safety	
			Mobilise PVG registered volunteers	

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APPENDIX 7 HOUSEHOLD EMERGENCY PLAN

If the emergency means it is not safe to stay inside your home: get out, stay out, and take others with you.

Identify two meeting places: one near home and one further away, in case you can't get home. Near home it could be a local landmark or something as simple as a tree or lamppost. Further away it could be a school, or friend's house or a safe public building. If you do evacuate please notify the Police or Local Authority.

Evacuation to a Rest Centre will be under the direction and remit of the Emergency Services and Local Authority

Meeting Place 1(Near Home)	Meeting Place 2 (Further Away)
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Pick a friend or relative who lives out of the area, who you will agree to call to say you're ok, should you need to leave home. Make sure this person knows.

Friend or Relative 1 Phone No.	Friend or Relative 2 Phone No.
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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 door)
- 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.) The local radio station's Radio Borders on frequency 96.8 FM (Central Borders) 97.5 (Berwick). Radio Scotland (local information is given at certain periods) on frequency 92 -95 FM, and 810 MW.

If it is safe to do so you should check on your neighbours and vulnerable people living close by. You may want to think who they are in advance and be able to share the information with Emergency Responders or ECRG Coordinators.

Person 1 Contact Details	Person 2 Contact Details	
Person 3	Person 4	
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Contact Details	Contact Details
Person 5 Contact Details	Person 6 Contact Details
Person 7 Contact Details	Person 8 Contact Details

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APPENDIX 8 OTHER USEFUL INFORMATION

SEPA Flood warning codes

Message	How much warning will it give you?	What does it mean and what action should you take?	When is it issued?
 <p>FLOOD ALERT FLOODING IS POSSIBLE. BE PREPARED.</p>	<p>We aim to issue this message as early as possible up to a maximum of 36 hours in advance of expected river, coastal and surface water flooding.</p>	<p>Flooding is possible.</p> <p>Flood Alerts give an early indication of potential flooding.</p> <p>They prompt you to remain alert and vigilant and provide you with time to make early preparations for potential flooding.</p> <p>Flood Alerts are issued for larger geographical areas, usually matching local authority boundaries.</p>	<p>Generally 8am-6pm, 7 days a week.</p> <p>However, in exceptional circumstances, Flood Alerts may be issued outside these hours.</p>
 <p>FLOOD WARNING FLOODING IS EXPECTED. IMMEDIATE ACTION REQUIRED.</p>	<p>We try to issue this message 3-6 hours in advance of expected flooding. This may not be possible to do so in areas prone to rapid flooding or when water levels have escalated more quickly than expected.</p>	<p>Flooding is imminent.</p> <p>Immediate action is required – take measures to protect yourself and your property.</p>	<p>24 hours a day.</p>
 <p>SEVERE FLOOD WARNING SEVERE FLOODING. DANGER TO LIFE.</p>	<p>When severe flooding is likely to cause significant risk to life, destruction of properties or local communities.</p>	<p>A Severe Flood Warning is likely to be issued when flooding has occurred to change the status of the flooding. It will generally be issued when flooding is creating potential impacts that require further action such as evacuation.</p> <p>Prepare to evacuate and co-operate with the emergency services.</p>	<p>24 hours a day.</p>
<p>No longer in force messages</p>	<p>Issued when Flood Warnings and Flood Alerts are no longer in force.</p>	<p>No further flooding is currently expected for your area.</p> <p>Flood waters may still be around but you can start the clean up process.</p>	<p>24 hours a day</p>

Contacts, Information Sources

Organisation	Web Site	Telephone
EMERGENCY SERVICES		999
Aberdeenshire Council	www.aberdeenshire.gov.uk	03456 081 205 (8am – 6pm). 6pm onwards call Police Scotland 101.

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ECRG	www.ecrg.uk Our Call tree volunteer contact numbers shared only with ECRG volunteers, Grampian Emergency Planning unit and Ellon Emergency services	Chairperson Tessa Carr 07951 836 658
Ellon Community Council	http://www.elloncc.org.uk/	Chair Dave Killicoat 07544496261
Police Scotland	www.scotland.police.uk	999 or 101
Ready Scotland	www.readyscotland.org	0300 244 4000
Scottish Flood Forum	www.scottishfloodforum.org	01698 839 021
Scottish and Southern Electricity Networks	www.ssen.co.uk	Powercut call: 105 0800 072 7282
Scottish Water	www.scottishwater.co.uk	0800 0778 778
SEPA	www.sepa.org.uk	03000 99 66 99 Specific Floodline: 0345 988 1188
National Gas Emergency Number	http://www.britishgas.co.uk/	0800 111 999
NHS 24 Scotland	http://www.nhs24.scot/	Call 111

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