

# Culter Community Resilience Plan



Community Resilience is an initiative supported by local, Scottish, and the UK governments. The principle is that communities develop a local plan so that they can help themselves during an emergency in a way that complements, but in no way replaces, the response of the emergency responders.

Revision 5, 20<sup>th</sup> November 2017

**In the event of an emergency, the relevant emergency services should be immediately notified on 999**

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**For enquiries about the Plan email: [resilience@cultercc.org.uk](mailto:resilience@cultercc.org.uk)**

# 1 Resilient Communities

## Overview

1.1 Community Resilience is defined by the Scottish Government as:

**“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.”**

1.2 Some examples of emergencies are severe weather, lengthy loss of utilities, fires, floods, or major incidents involving transport. Community awareness and pre-planning will make it easier to cope with and recover from an emergency.

1.3 A **Community Resilience Plan** assesses risks, identifies local resources, voluntary support, and key locations within the community.

1.4 The aims of the plan are to:

- a) Raise awareness and understanding of the local risks and emergency response capability in order to motivate and support self-help.
- b) Increase individual, family and community resilience against emergencies.
- c) Provide a framework for the delivery of a resilient community plan.
- d) To enable self-help arrangements to commence until support from the emergency services or other agencies is in place.

1.5 Examples of community actions include:

- Providing hot meals and assistance in village halls etc. during an emergency.
- Checking on neighbours to ensure their safety and well-being during severe weather or utility failure.
- Assisting with placing domestic flood gates, sand bags, or other flood protection equipment into position.
- Clearing snow from the pathways of people who are unable to do so themselves and from the pathways to community facilities.
- Assisting with the delivery of essential supplies during severe weather e.g. hot meals, water, etc.

## Organisational structures

1.6 Community resilience depends on volunteers. In order to manage volunteers efficiently there is a Resilience **Core Team**. The Core Team (CT) is approximately 10 persons who reside in the locality. It includes Community Councillors and Reception Centre key holders. The CT acts as the link between the Emergency Services (ES) and Local Government Authority (LGA) staff who have responsibility for the management of an emergency on the one hand and the local volunteers who have registered their willingness to help (including the reception centre key holders) on the other. In addition, as emergencies usually see spontaneous volunteering, the CT would attempt to coordinate these persons as well.

1.7 In the event of an emergency, members of the CT would assemble, ideally at the Village Hall (or another reception centre). They would be available for both telephone and face-to-face briefing with the ES and LGA staff managing the situation who may request deployment of volunteers to provide non-hazardous assistance (see the examples above) as required. The CT would keep records of these deployments and their completion. The CT would also receive and refer information coming from the volunteers. Referrals may be to the ES and LGA and/or to other volunteers (for example to send additional personnel to a location) as appropriate.

1.8 **Each volunteer is asked to complete a questionnaire** [See Appendix 2 p.17]. The questionnaire requests personal contact details and information about the assistance which the volunteer could offer during an emergency, for example, help with catering at Reception Centres,

or the use of a 4x4 vehicle for the delivery of essential supplies. These and other ways of assisting are listed in the questionnaire.

1.9 Information provided by volunteers is held securely on a community asset register accessible only to members of the Culter Resilience Core Team, and will only be used for the following purposes:

- to request assistance in the event of an emergency
- to pass on relevant information to volunteers
- during the annual review of the plan, to confirm that the individual is still willing to act as a volunteer

1.10 More information for volunteers is provided on page 17.

### **Activation of the Culter Community Resilience Plan**

1.11 The mobilisation of volunteers will be initiated and managed by the Core Team. This could be triggered by a general awareness of an emergency situation or through notification of a potential or actual emergency situation via team members, members of the public, local Emergency Services personnel, the media or other source. An agenda for an initial meeting of the Team is in Appendix 3 (page 18).

1.12 **The Culter Resilience Core Team must notify the Council Emergency Planning Unit on 01224 620610 whenever the plan is activated and volunteers are mobilised.** This is to ensure that appropriate resources and guidance can be provided to the Culter Resilience Core Team as part of the overall council emergency response.

1.13 The Culter Community Resilience Plan in no way affects existing emergency plans already made by other institutions in Culter.

### **Document Management**

1.14 Copies of the plan will be held by members of the Culter Resilience Core Team, and will be provided to the Emergency Services and the Grampian Emergency Planning Unit.

1.15 A copy of the plan will be available for the public in Culter Library.

1.16 The plan will be reviewed and tested annually. The test may be via a table top exercise.

### **Enquiries about the Plan**

1.17 Enquiries about this Plan can be made by e-mailing: **resilience@cultercc.org.uk**

### **Acknowledgements**

1.18 Culter Resilience Core Team wishes to gratefully acknowledge that this plan has been adapted from the Yetholm Community Council Resilience Plan and the Findhorn and Kinloss Resilience Plan.

## 2 The Culter Community Resilience Plan

### Description of Culter

2.1 Culter is about 8 miles west of Aberdeen city centre, on the north side of the River Dee. It lies on the boundary of Aberdeen city, thus the area is in part suburban and in part rural.

2.2 The estimated population of Culter is 4,939.

Table 1 Population by age group

Age group	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90+
Number	510	533	568	607	719	757	619	390	191	45

[Source: 2015 Population Estimates, Aberdeen City Council, <https://goo.gl/jg0qdu> ]

2.3 The A93, the main route from Aberdeen along the Dee valley to Braemar and beyond, passes through the middle of Culter village. This section of the A93 is subjected to heavy traffic as it currently forms part of a route used by heavy goods vehicles and commuting traffic travelling north/south to avoid driving through Aberdeen. When the Western Peripheral Route is built, the pattern of traffic flow is expected to change.

2.4 Culter has a Primary School, a Medical Centre, a Church of Scotland Parish Church, a Public Library and a Community Sports Centre.

2.5 The village is served by two major bus routes: First Group’s No 19 bus (Culter to Tillydrone via Union Street), and Stagecoach Bluebird buses Nos 201, 202, & 203 (Aberdeen to locations in Upper Deeside)

2.6 There are several shops: a post-office/general store, a pharmacy, a supermarket, and some speciality shops and small businesses. There is also a filling station with a supermarket, and there is a local store in School Road. At the time of writing this review there are three restaurants, three public houses serving food, and several takeaway food outlets

2.7 There are three community halls: the Village Hall, the Church Hall, and the Heritage Hall. The Village Hall and the Church Hall are situated on the North Deeside Road, the A93, and the Heritage Hall is in Howie Lane. All have toilets and some cooking facilities.

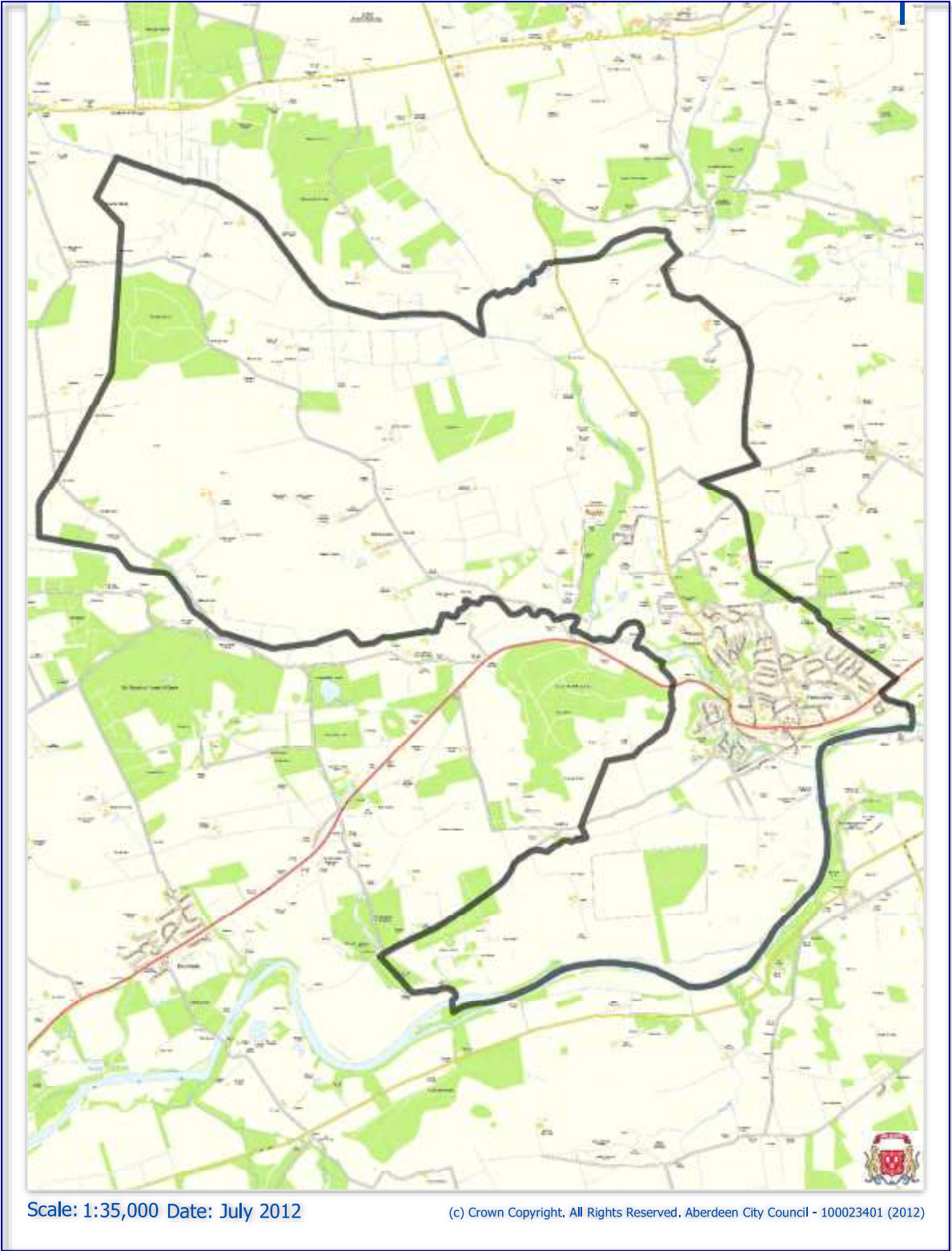
### The Name of the Village

2.8 On maps and road signs the village is called Peterculter. This is also the name used by the Church, Medical Practice, Post Office, TSB bank, and some other local organizations and businesses e.g. the Golf Club. It was also the name used in the two Statistical Accounts of Scotland [1791-1799 & 1834-1845]

2.9 The village has been referred to as Culter throughout this document because Culter is the name used by Aberdeen City Council and the local Community Council. It is also the name used by First Aberdeen and Stagecoach Bluebird bus services, by some local businesses and organizations e.g. the Pipe Band, the Football Club, etc. It was the name used by Culter Paper Mills (established in 1751, closed and demolished in 1981), and Culter Railway Station on the Deeside Railway (opened in 1853 and closed in 1967).

2.10 \*Some information on the history of the name of the village can be found in the New Statistical Account of Scotland (1845) [www.electricscotland.com/history/statistical/peterculter.htm](http://www.electricscotland.com/history/statistical/peterculter.htm)

Figure 1 Map of Culter Community Council Area



[source: [www.aberdeencity.gov.uk](http://www.aberdeencity.gov.uk)]

### 3 Information on Road Gritting and Snow Clearance

3.1 The following information is from Aberdeen City Council website. There are 3 priorities of Road Network:

- a) Priority 1 : principal roads that carry heavy traffic flows or serve as a public bus route.
- b) Priority 2 : principal or classified roads that carry medium traffic flows or give access to community or public facilities of a non-urgent nature.
- c) Priority 3 : access/minor roads where it could be expected that road users could make their way to the nearest priority route.

Figure 2 Map showing Priority Gritting Routes for Cults/Culter



[[www.aberdeencity.gov.uk/WinterMaintenance](http://www.aberdeencity.gov.uk/WinterMaintenance)]

3.2 Treatment of roads:

- The situation is monitored 24 hours a day by Aberdeen City Council.
- Overnight treatment normally only treats busiest arteries.
- Early morning treatment occurs between 4.45 am and 7.00 am, which ensures that main routes are treated before rush hour.
- Early morning treatment covers 10 carriageway routes and priority 1 footway routes (Union Street/King Street etc).
- Other footways are treated from 7.45 am if necessary.
- During prolonged adverse weather the majority of roads and ground staff work on winter maintenance.
- During severe weather, resources will concentrate on High Priority Areas

3.3 In winter, updates on Aberdeen City Council's road gritting and snow clearing operations can be found online at [www.aberdeencity.gov.uk/WinterMaintenance](http://www.aberdeencity.gov.uk/WinterMaintenance)

## 4 Risk Assessment for Culter

Risks	Impact on Community	What Emergency Responders have in place	What Culter Community Resilience team can do to prepare and assist
<b>Severe Weather</b>	<p>Damage to homes and businesses</p> <p>Flooding of local streets</p> <p>Disruption of transport links</p> <p>Disruption of delivery of food, etc, to village shops.</p> <p>Lack of access to/from homes</p>	<p>Warnings received from SEPA and Met Office so that potential problems identified as early as possible</p> <p>Arrangements to open up Rest Centres</p> <p>Arrangements with voluntary organizations for a range of support (water rescue; 4x4 vehicles; first aid; etc)</p>	<p>Support statutory responders and voluntary sector agencies in identifying and caring for vulnerable people who live in areas likely to be affected</p> <p>Clearing snow from access routes to homes and community buildings</p> <p>Assist with movement of residents to a safe place</p> <p>Assist with delivery of supplies and fuel to the community</p> <p>In prolonged adverse weather, consider central collection of refuse in consultation with Aberdeen City Council</p>
<b>Flooding</b>	<p>Damage to homes and businesses</p> <p>Flooding of local streets</p> <p>Disruption of transport links</p> <p>Disruption of delivery of food, etc, to village shops.</p> <p>Lack of access to/from homes</p>	As above	<p>Encourage homeowners to have home flood defences</p> <p>Place sandbags or domestic flood gates into position</p> <p>Work with local emergency responders to assist as required with distribution of flood warnings, evacuation and in Reception Centres</p> <p>Identify and care for vulnerable people who live in areas likely to be affected</p>



Risks	Impact on Community	What Emergency Responders have in place	What Culter Resilience Team can do to prepare and assist
<b>Utility Failure</b>	<p>Loss of communication</p> <p>Loss of utilities to homes, community buildings, and schools</p> <p>Loss of gas, electricity and water</p>	<p>Arrangements in place to open Rest or other support Centres</p> <p>Close working arrangements with utilities to ensure that those most vulnerable are prioritised</p> <p>Arrangements in place with voluntary organizations to provide support</p>	<p>Availability of phones which can plug into the wall (analogue phones) i.e. which don't rely on mains electricity</p> <p>Assist with caring for vulnerable people in liaison with statutory responders and voluntary agencies</p> <p>Assist with the delivery of alternative heating sources, water, etc</p> <p>Assist with making refreshments and food at Reception Centres</p> <p>Manage Reception Centres until Aberdeen City Council make other arrangements</p>
<b>Major Fire or other Major Incident</b>	<p>Evacuation</p> <p>Lack of access to houses and businesses</p> <p>Damage to homes &amp; businesses</p>	<p>Generic emergency response and recovery plan</p> <p>Arrangements in place with voluntary organizations to provide support</p>	<p>Assist with alerting residents</p> <p>Assist with the evacuation of residents to a safe place.</p> <p>Assist Emergency Services by initial provision and staffing of Reception Centre facilities</p>

## 5 Key Locations for Reception Centres

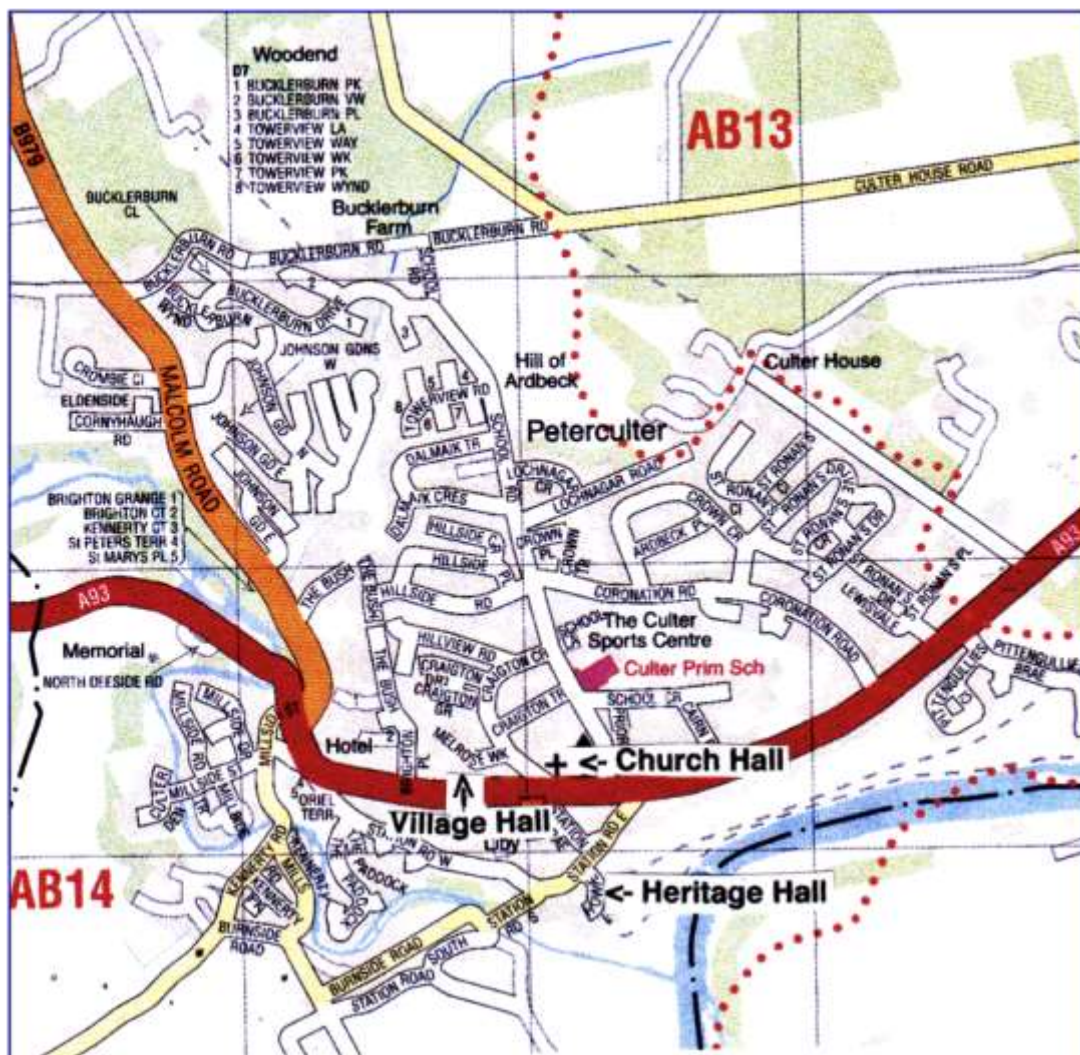
5.1 There are three community halls in Culter:

- **Village Hall** ([goo.gl/arDhWU](http://goo.gl/arDhWU)) location: [w3w.co/youth.luggage.overused](http://w3w.co/youth.luggage.overused)
- **Church Hall** ([www.culterkirk.co.uk](http://www.culterkirk.co.uk)) location: [w3w.co/swerving.steepest.reap](http://w3w.co/swerving.steepest.reap)
- **Heritage Hall** ([www.culter.net](http://www.culter.net)) location: [w3w.co/doubt.foam.pens](http://w3w.co/doubt.foam.pens)

5.2 These halls all have cooking and toilet facilities. The Village Hall and the Church Hall are situated on North Deeside Road [A93], and the Heritage Hall is in Howie Lane. It has been agreed that these three locations will be made available to be used as Reception Centres in order to assist the emergency services and Aberdeen City Council personnel.

5.3 The Primary Reception Centre is the Village Hall.

Figure 3 Map showing location of Community Halls



[Source:

Philip's Street Atlas, Aberdeenshire 2008]

# Flooding

Figure 4 SEPA Indicative River Flood map for Culter area



[SEPA 2010]

5.4 The map above is extracted from the Scottish Environment Protection Agency (SEPA) Flood Extent Maps. SEPA flood maps show estimates of the areas of Scotland with a 0.5% or greater probability of being flooded in any given year. Areas that may be affected by flooding from rivers are shown in blue. The flood map does not take into account any flood defences in place. The flood map was primarily developed to provide a strategic national overview of flood risk in Scotland, to enable local authorities to take a more proactive approach to flood risk management. It does not provide enough detail to accurately estimate the flood risk associated with individual properties or specific locations.

5.5 **SEPA Floodline 0345 988 1188** provides live flooding information and advice on how to prepare for or cope with the impacts of flooding 24 hours a day, 7 days a week. More information and advice on flooding, including how to sign up to receive flood warnings direct to your phone, can be found on the SEPA website: [www.sepa.org.uk](http://www.sepa.org.uk)

5.6 **Scottish Flood Forum : 01698 839021** : [www.scottishfloodforum.org](http://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. It is funded by the Scottish Government.

5.7 **The latest information on the weather and warnings of severe weather** can be accessed by downloading the Met Office Weather App. available on Android, iPhone, Windows Phone 8 and Kindle tablet. [www.metoffice.gov.uk/mobile](http://www.metoffice.gov.uk/mobile)

## 6 Communication Systems

6.1 Initial contact with Emergency Responders, call 999

6.2 Non-emergency contact with the Police is by calling 101

### Contact with Emergency Responders

6.3 The Culter Community Resilience Plan Co-ordinator will be the initial point of contact for the Emergency Services and Aberdeen City Council Emergency Planning Department.

6.4 If normal communication systems are operative, the following numbers should be used for support and assistance.

In the event of an emergency, the relevant emergency services should be immediately notified on **999**

Emergency Services	999
Police - non-emergency	101
NHS 24	111
National Gas Emergency Service see below for their advice	0800 111 999
Scottish & Southern Energy Emergency Contact Centre - contact re power cut or dangerous situation	0800 300 999
Scottish Water Customer Helpline	0800 0778 778

### National Gas Emergency Service Advice

6.5 If you smell gas, think you have a gas leak, or are worried that fumes containing carbon monoxide are escaping from a gas appliance, please call the free Gas Emergency Services emergency line immediately on 0800 111 999. Also:

- Open all doors and windows to ventilate the property.
- Do not turn on/off any electrical switches.
- Extinguish all naked flames, do not smoke, strike matches or do anything which could cause ignition.
- If there are any electrical security entry phones/locks, please open door manually.

[ More information at <https://www.britishgas.co.uk/help-and-support/emergencies> ]

6.6 Contact with Community Volunteers by the Culter Resilience Core Team is made by the telephone call tree. The call tree works as a pyramid, with the Culter Community Resilience Plan Co-ordinator 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.

6.7 Failure of the phone system: **If normal telephone communication systems have failed, including the 999 system, residents should tune into a local radio station for information about contingency plans being put in place to maintain a 999 system.**

### 6.8 Local Radio Stations:

- Northsound 1: FM 96.9, 97.6, 103.0 MHz
- Northsound 2: AM 1035 kHz
- BBC Radio Scotland: FM 93.8 MHz, 810 MW
- Original 106 broadcasts locally in Aberdeen on 106.3MHz – 106.8MHz

6.9 These stations are also broadcast on-line, on Smartphone applications, and via DAB (Digital Audio Broadcasting) or Digital Radio. If residents are unable to receive a radio signal in their house, they may receive a signal by tuning in to the Digital Radio their car.

## **7 Information for Volunteers**

### **Data Protection**

7.1 As part of the Community Resilience Plan, some information about volunteers who sign up to help will be recorded. The information held is the volunteer's name, skills, and contact details, and as such is Personal Information. The data are held in accordance with the data protection best practice. Personal Information will be updated on an annual basis or as and when required. This information, both hard copy and electronically, will be held securely by the Resilience Core Team. Once information is no longer needed, or if requested by the volunteer, details will be securely deleted and destroyed.

7.2 The Community Resilience Plan does not contain information about people in the community who may require additional assistance due to vulnerability, medical conditions, etc. However, it is recognised that another agency might share such information with a volunteer, to enable the volunteer to assist that member of the community. If information of this nature is shared then it will be treated as confidential.

### **Insurance**

7.3 The activities of the assigned volunteers will require to be covered by Public Liability Insurance to handle any claims for loss, injury or damage brought by third parties.

7.4 The insurance cover currently in place for both Aberdeen City Council and for Culter Community Council is administered by The North of Scotland Insurance Scheme. It provides cover for Community Council volunteers and for assigned volunteers identified within the Volunteer Register for Culter Community Resilience Plan.

### **Risk Assessment for volunteers**

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

7.6 Areas to be covered in briefing are:

- What the situation is
- What needs to be done
- How it will be done
- Safety measures in place:
  - Buddy system (i.e. no one carrying out an activity by themselves)
  - Check volunteers have the right equipment (i.e. dressed appropriately, have a charged mobile phone, a torch, etc)
  - Reporting structure: volunteers told whom they are to contact once they have completed the task/or if they get into difficulties.
  - Recording where volunteers have gone and a way to contact them.

### **Legal disclaimer regarding community responsibilities**

7.7 Aberdeen City 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 the Community Council. It accepts no 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.

## 8 Appendix 1 : Household Emergency Plan

### IF YOU OR YOUR PROPERTY ARE IN IMMEDIATE DANGER, CALL 999

8.1 If a major emergency happens it may be some time before help arrives. It's very important that you and your family get together to prepare.

- Agree a plan in advance with those in your home.
- Complete this template together and keep it safe in case you need to use it.

8.2 If the emergency means it is not safe to go out, the advice is usually to:

<b>GO IN</b>	Go indoors and close all windows and doors
<b>STAY IN</b>	Stay indoors
<b>TUNE IN</b>	Tune in to local radio, TV or the Internet, where public information and advice from the emergency responders will be broadcast

8.3 These radio stations below are also broadcast on-line, on Smartphone applications, and via DAB [Digital Audio Broadcasting] or Digital Radio. Use your car radio if you can't get a signal in your house. Remember your internet and landline will not work in a power cut. Consider getting a cheap conventional plug-in phone which doesn't need mains power.

**North Sound 1: 96.9 FM**

**North Sound 2: 1035 kHz**

**BBC Radio Scotland : 93.8 FM, 810 MW**

**Original 106: 106.3 - 106.8 FM**

**(Broadcasts locally in Aberdeen, but not on DAB)**

8.4 If you have to leave your home, get out, stay out, and take others with you.

## Example form

Think of two meeting places, one near home and one further away, in case you can't get home:

Meeting Place 1 (Near Home)	Meeting Place 2 (Further Away)
Location:	Location:

Pick someone to call who lives out of the area, to say you're OK, or where you could meet.

Friend or Relative to call to let people know that you're OK
Name:
Tel:

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:
Tel:	Tel:	Tel:

Other useful numbers

Schools/Colleges:	Carers/Childminder:
Work Contact:	Vet:
Doctor:	Plumber:
Gas Supplier:	Electrician:
Gas Boiler Breakdown:	Electricity Supplier:
House Insurance: Policy No:	Other:

## Utilities contact numbers

<b>Gas</b>	National Gas Emergency Service	<b>0800 111 999</b>
<b>Electricity</b>	Scottish & Southern Energy Emergency Contact Centre	<b>0800 300 999</b>
<b>Water &amp; Sewage</b>	Scottish Water Customer Helpline	<b>0800 0778 778</b>

**Emergency Services 999 : Police - non-emergency 101 : NHS 24 111**

8.5 If you smell gas, think you have a gas leak, or are worried that fumes containing carbon monoxide are escaping from a gas appliance, please call the Gas Emergency Services emergency line immediately on 0800 111 999. Also:

- Open all doors and windows to ventilate the property.
- Do not turn on/off any electrical switches.
- Extinguish all naked flames, do not smoke, strike matches or do anything which could cause ignition.
- If there are any electrical security entry phones/locks, please open door manually.

8.6 Have an **Emergency Kit** ready. 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. If possible include:

- Battery radio and torch with spare batteries, or a wind up radio and torch
- First aid kit, details of essential medicines, if possible include some essential medicines
- Important documents e.g. Birth Certificates, Passports, Insurance policies
- Bottled water and ready-to-eat food that won't go off, pack enough for at least 3 days, plus can opener
- Spare keys to your home and car
- Toiletries and toilet paper
- Spare glasses or contact lenses
- Pencil & paper, penknife, whistle
- Pet food and pet carrier

8.7 If you have to leave your home, plan to take the following but only if there is time to gather them safely:

- Essential medicines
- Cash and credit cards
- Pets
- Mobile phone and charger
- Spare clothes and blankets
- Games, books, a child's special toy

8.8 For further advice on being prepared for emergencies see [www.readyscotland.org](http://www.readyscotland.org). More information and advice on flooding, including how to sign up to receive flood warnings direct to your phone, can be found on the Scottish Environmental Protection Agency website: [www.sepa.org.uk](http://www.sepa.org.uk) The latest information on the weather and warnings of severe weather can be accessed by downloading the Met Office Weather App. Available on Android, iPhone, Windows Phone 8 and Kindle tablet at [www.metoffice.gov.uk/mobile](http://www.metoffice.gov.uk/mobile)



## 9 Appendix 2 : Questionnaire for Volunteers

9.1 The best way to register as a volunteer is to use the online form which is found on the resilience page of the Community Council website ( [www.cultercc.org.uk/resilience/](http://www.cultercc.org.uk/resilience/))

9.2 The form collects information of the type below:

Are you willing and able to assist with the preparation of catering or the provision of hot drinks at the halls in the village that will be serving as places of safety/reception centres?	Yes	No
Can you provide transport [4x4] for urgent errands/messages?	Yes	No
Are you willing and able to help place out sandbags or assist with putting up domestic flood gates for those who are unable to do so?	Yes	No
Do you have a specific skill that the community can call upon during an emergency? If your answer is 'yes', what skills can you offer?	Yes	No

- Please note this would not involve payment, as the Community Council does not have any budget for this.
- If you are willing to help please provide your contact details below.
- The information you give will be held by the community co-ordinator, and only used or divulged when necessary during an incident or emergency.

Name:	
Address:	
Email:	
Availability [for example: day and night, day time only, night time only, weekends only, etc]	
Home Tel:	Mobile Tel:
Would you be willing to be a telephone contact in your area in the event of an emergency?	
Please add any suggestions or comments you would like us to consider:	

Thank you for taking the time to complete this questionnaire, your interest and help are very much appreciated. The questionnaire can be handed in at Culter Library. Thank you.

For more information please email [resilience@cultercc.org.uk](mailto:resilience@cultercc.org.uk)

## **10 Appendix 3 : Emergency Meeting Agenda**

Meeting held on DATE, at TIME at LOCATION

Attendees and Apologies

### **What is the current situation?**

- type of emergency:
- is there a threat to life?
- has electricity, gas or water been affected?

### **A Location of the emergency**

Is it near:

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

### **B Are there any vulnerable people involved?**

- elderly
- families with children
- non-english-speaking people

### **C What resources do we need?**

- food?
- off-road vehicles?
- blankets?
- shelter?

**2. Establishing contact with the emergency services by phoning the Police Control Room**

**3. How can we support the Emergency services?**

**4. What actions can be taken?**

**5. Who is the lead for the agreed actions?**

**6. Any other issues?**

Note: Record actions identified and carried out