

CRATHES, DRUMOAK & DURRIS Community Resilience Plan

**A plan to support the emergency services and help
local residents in emergencies**



**Always call 999 immediately in the event of a
threat to life.**



CONTENTS

Community Safe Places and Contacts	3
Community Resilience	5
Community Resilience Plan	7
Communications	12
Enlisting Volunteers	14
Appendices	16
Roads management in adverse weather	17
Flood Maps	19
Household Emergency Plan	21
Questionnaire for Volunteers	23
Emergency Meeting Agenda	25



Community Contacts & Safe Places

Community Council contacts

Primary Co-Ordinator

Peter Renwick / 07831 204005

Email crathesdrumoakdurrisscc@gmail.com

Deputy Co-Ordinator

Mark Ansell / 07740 625396

Community and Voluntary groups

On Social Media / local networks

Drumoak & Durriss Community Group

Living in Drumoak

Drumoak Mums

Crathes Hall

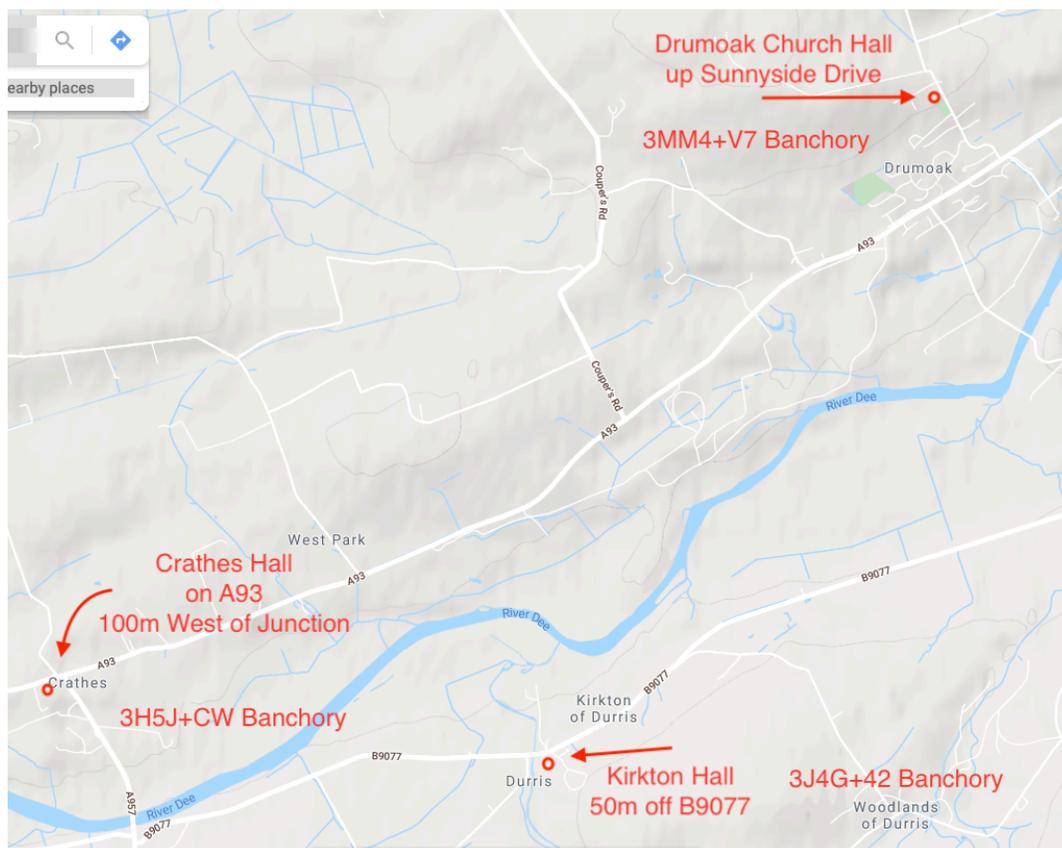
Friends of Durriss Forest

Updates will be made available through our website www.crathesdrumoakdurrisscc.org.uk and our Facebook page <https://www.facebook.com/crathesdrumoakdurrisscc/>

In addition to Aberdeenshire Council's properties e.g. Drumoak Primary School, Durriss Primary School and Crathes Primary School, we have access to -



Facility	Location	Contact
Crathes Community Hall	On A93, 100m west of the junction with A957	Moira Hamilton 07772 975781 Wynne Morrish 07721 750711
Kirkton Durris Hall	On B9077, 50m south of Kirkton of Durris (before Forestry offices)	Liz Hirst - 07972 706434 Sandra Blackhall - 07816 856324
Drumoak & Durris Church Hall	On Sunnyside Drive, Drumoak (above Church)	Mary Robertson 01330 811593 Marion McNeill 01330 811350





Community Resilience

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.

“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.”

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.

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

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-help.
- Increase individual, family and community resilience against emergencies.
- Provide a framework for the delivery of a resilient community plan.
- To enable self-help arrangements to commence until support from the emergency services or other agencies is in place.



Examples of community actions:

- Providing hot drinks / 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. food, medicine



Community Resilience Plan

This plan will broadly describe the features of our area and the potential risks that may create a threat to life or emergency situation.

The risks will be summarized on the potential impact on the community, and what our national Emergency Services (including Aberdeenshire Council) will have in place to address these, and what our Resilience team can do to assist.

Area Description

The geographic area is within the Crathes, Drumoak and Durris council boundaries including the land, forests, rivers (notably the river Dee), farms, villages, small businesses etc.

This community is essentially rural, population ca. 1500 with the exception of Drumoak village which has 1200 residents. We have little social housing, flat blocks or sheltered housing. The majority of farms are large enterprises with mainly tenant farmers. The main employers are NTS Crathes & Drum Castles, Bancon Homes, Raemoir House Hotel, agriculture and the council as well as self-employment. Many in our community would claim to be individually resilient – e.g. many homes have multi fuels (oil, gas, wood). The area is close to (<5miles) and significantly dependent upon shops and services in larger towns, cities i.e. Peterculter and Banchory. We (probably) have a higher % of people who are pensioners.

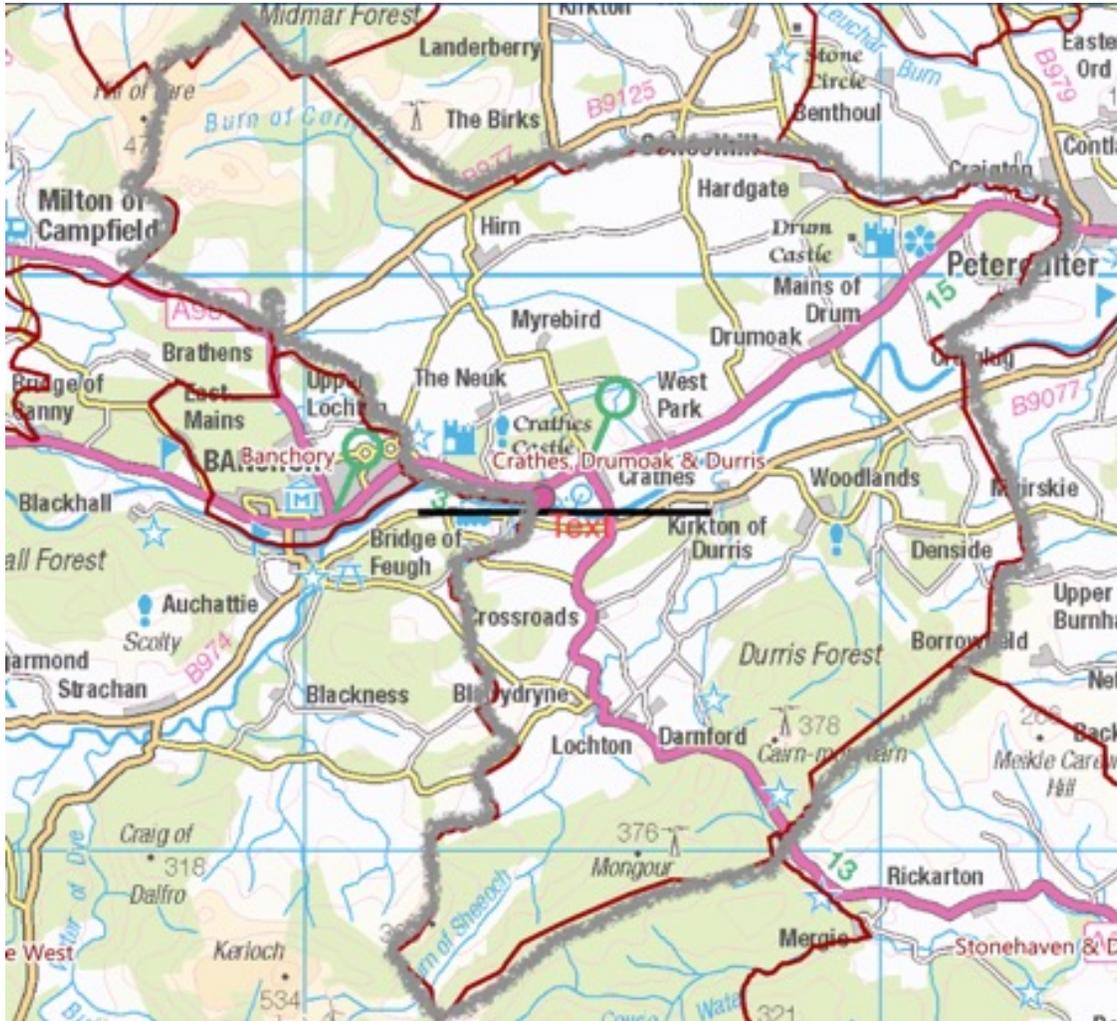
The major risks in our area are

- Severe weather – snow, ice, wind, rain
- Flooding – on the River Dee and areas with poor drainage
- Fire – primarily forest fires
- Traffic accident
- Loss of utilities – electricity, gas, water, telecoms
- Pandemics
- Sustained economic depression
- Other emergency –war or other national emergencies

This plan should be reviewed annually taking care to ensure that the details are correct.



Map of Crathes, Drumoak & Durris area





Risk Assessment Table

Risks	Impact on Community	What Emergency Responders have in place	What Crathes, Drumoak & Durris Community Resilience team can do to prepare and assist
Severe Weather (snow, wind, rain, ice)	Damage to homes and businesses Flooding of local streets Disruption of transport links by tree falls Disruption of deliveries of food and fuel Lack of access to/from homes Inability of emergency services to gain access	Warnings received from SEPA and Met Office so that potential problems identified as early as possible Aberdeenshire Council crews called into action. Arrangements to open up Rest Centres Arrangements with voluntary organisations for a range of support (water rescue; 4x4 vehicles; fallen trees, first aid; etc.)	Support statutory responders and voluntary sector agencies in identifying and caring for vulnerable people who live in areas likely to be affected Clearing snow from access routes to homes and community buildings Assist with movement of residents to a safe place Logging residents who have been evacuated Assist with delivery of supplies to the community Identify and care for vulnerable people who live in areas likely to be affected
Flooding	Damage to homes and businesses Flooding of local roads Disruption of transport links Disruption of deliveries of food and fuel	As above	Identify properties at risk Encourage property owners to have home flood defenses Place sandbags or domestic flood gates into position Work with local emergency responders to assist as required with distribution of



	<p>Lack of access to/from homes</p> <p>Inability of emergency services to gain access</p>		<p>flood warnings, evacuation and in Reception Centre</p> <p>Identify and care for vulnerable people who live in areas likely to be affected</p> <p>Assist with movement of residents to a safe place</p> <p>Logging residents who have been evacuated</p>
Fire	<p>Damage to homes and business</p> <p>Smoke causing health problems</p> <p>Smoke creating driving difficulties</p>	<p>Specialized fire fighters called into action</p> <p>Road diversions</p>	<p>Communicate need to stay indoors</p> <p>Assist with movement of residents to a safe place</p> <p>Logging residents who have been evacuated</p>
Traffic accident	<p>Roads blocked for period of time</p> <p>May restrict access to some properties</p> <p>Public transport may be affected</p>	<p>Police will set up diversions</p>	<p>Prepare to look after any people stranded on the roadside at Safe Places</p> <p>Assist with movement of people to a safe place</p> <p>Logging people who have been evacuated</p>
Loss of Utilities	<p>Households having reduced heating, cooking and communication capabilities</p>	<p>Specialists agencies will be brought in to fix problems</p>	<p>Identify vulnerable people and provide any assistance</p>
Pandemics	<p>Lock-down and isolation both social & physical</p>	<p>Rules and laws. Testing and medication centres. Tracing, tracking &</p>	<p>Identify vulnerable people and provide an assistance network</p>



		isolating. Help centres, national regional and local	
Sustained economic depression	Widespread unemployment & poverty	Guidance and support provided by government and Aberdeenshire Council	Communicate vital information Identify vulnerable people and provide an assistance network
War or other national emergencies	Loss of certain age groups. Need to absorb migrating populations. Breakdown of law and order.	Guidance and support provided by government and Aberdeenshire Council. Potential use of military to uphold law	Communicate vital information Identify vulnerable groups and residents and provide support within recommended guidelines



Communications

Contact with Emergency Responders

The Crathes, Drumoak & Durris Community Resilience Plan Co-ordinator will be the initial point of contact for the Emergency Services and Aberdeenshire Council Emergency Planning Unit.

That number is **07831 204005**

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

Emergency Services	999
Police – non-emergency	101
NHS 24	111
SEPA’s Floodline	0345 988 1188
Scottish Flood Forum	01698 839021
Scottish Water	0800 0778 778
Scottish & Southern Energy Emergency Contact Centre - contact re power cut or dangerous situation	105 / 0800 300 999
Aberdeenshire Council (24 hours contact) for reporting roads or landscape issues	0345 608 1205



Contact with Community Volunteers by the Crathes, Drumoak & Durris Community Resilience Team is made by the telephone call tree.

The call tree works as a pyramid, with the Crathes, Drumoak & Durris Community Resilience Plan 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.

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.

Local Radio Stations: Northsound 1: 96.9 FM Northsound 2: 1035 kHz

BBC Radio Scotland: 92 – 95FM 810 MW

These stations are also broadcast on-line, on Smartphone applications, and via DAB

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.

Website & Social media

This plan should be made public on our website and updates broadcasted on Facebook, which should also be used to network.

Mailshots / Leafletting /E-mail

Where possible or appropriate, local residents can be informed by mail drops in addition to email.



Enlisting Volunteers

Enlisting Groups

Community groups active in the area are probably the most effect way of communicating resilience needs in our area. Formal agreement will be made with each group to determine key contacts and best ways of communicating. We will also ascertain the level of support they can provide.

Enlisting Individual Volunteers

Local volunteers may have a wide range of skills and resources – a form in appendix 2 can be used to register them.

Once they are enlisted we need to ensure they are protected according to law, and they should be re-assured that we will do this for example:

Data Protection

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 Protection rules will be adhered to, and guidance from the Information Commissioner’s Office will be followed. Personal Information will be updated on an annual basis. This information, both hard copy and electronically, will be held securely by the Crathes, Drumoak & Durrus Community Resilience Plan Team. Once information is no longer needed, or if requested by the volunteer, details will be securely deleted and destroyed.

The Community Resilience Plan does not contain information about people in the community who may require additional assistance due to vulnerability, medical conditions, etc.

Insurance

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.

The insurance cover currently in place for Crathes, Drumoak & Durrus Community Council is with Zurich Insurance. It provides cover for Community Council volunteers and for assigned volunteers identified



within the Asset Register for Crathes, Drumoak & Durris Community Resilience Plan to carry out pre-identified activities not involving the use of mechanised equipment.

Risk Assessment for volunteers

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.

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, communicating with them and a way to contact them.

Legal disclaimer regarding community responsibilities

Aberdeenshire Council and Crathes Drumoak & Durris Community 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.



Appendices



Roads management in adverse weather

Information on Road Maintenance in the area including Gritting and Snow Clearance

In our area the main A and B designated roads are considered primary or secondary routes for gritting and snow clearance and these include the A93, A957, B947, B9077 and B977.

Although the A93 is a trunk road it is maintained by Aberdeenshire Council. Other roads which have a gradient of 15% should have local grit bins or grit piles.

The following are the main treatment routes in our area as obtained from Aberdeenshire Council Roads website – Treatment routes 25 & 26.

Treatment Route 25





Treatment

- The above are considered priority 1 & 2 routes. Other routes not shown are not prioritized.
- The situation is monitored 24 hours a day by Aberdeenshire Council.
- Overnight treatment normally only treats busiest arteries.
- Early morning treatment occurs between 5.40am and 8.00am (approximately 6.05am at Crathes, Drumoak & Durris)
- Early morning treatment covers 1 carriageway route.
- 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
- Infrastructure services are responsible for treatment of other council roads and properties e.g. Drumoak Primary School

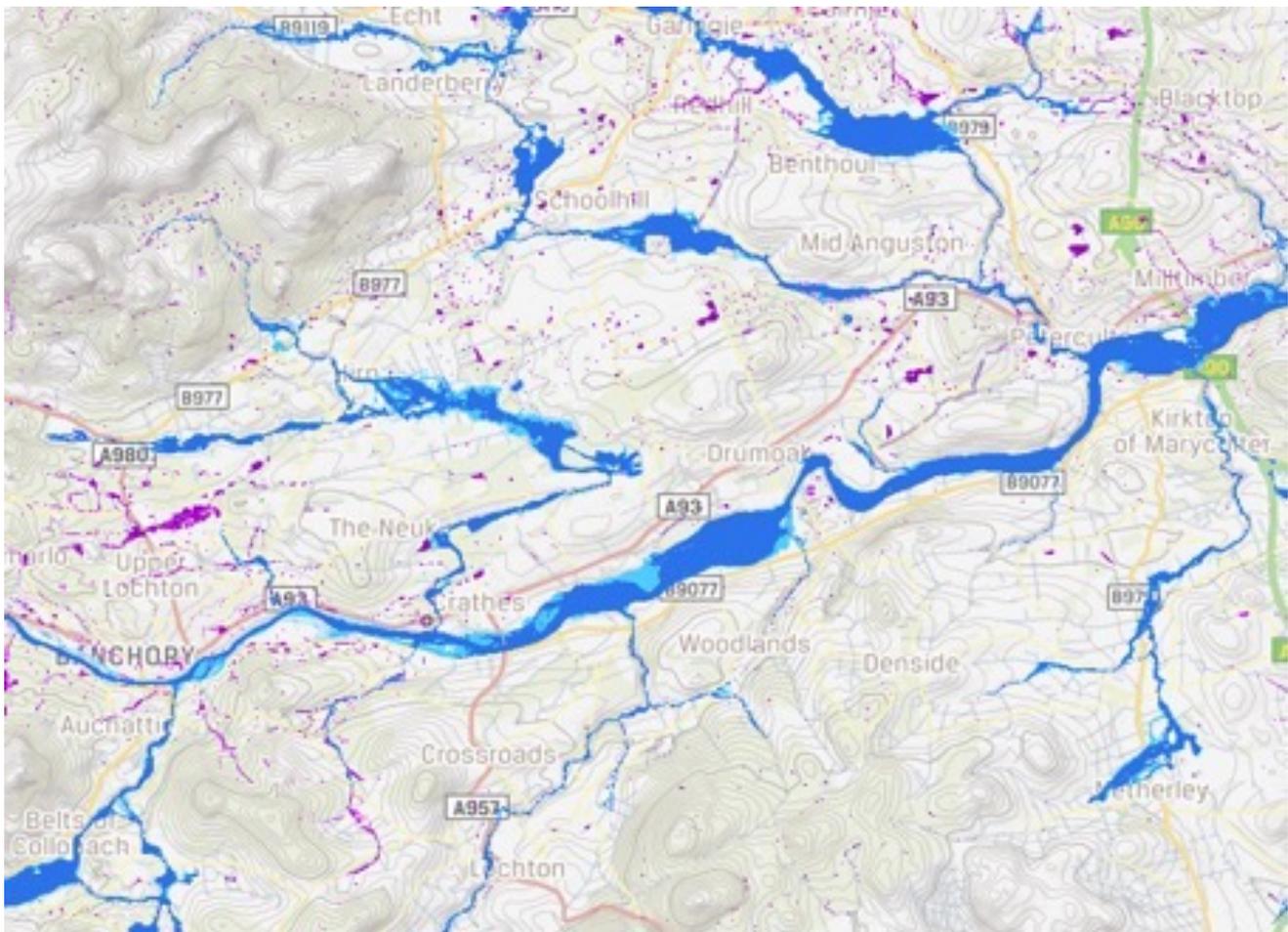
In winter, updates on Aberdeenshire Council's road gritting and snow clearing operations can be found online at: www.aberdeenshire.gov.uk/roads-and-travel/roads/maintenance/winter-maintenance/



Flood Maps

In general, our area is relatively dry compared to the rest of Scotland and natural flooding is rare. We are in the River Dee valley which has well defined flood plains. There are a number of tributaries which historically have not posed problems. Some localized flooding has occurred in flat areas which drain poorly around Hirn and Drum.

SEPA Indicative River Flood map for Crathes, Drumoak & Durris area



<http://map.sepa.org.uk/floodmap/map.htm>



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. This is also known as areas estimated to have a 1 in 200 or greater chance 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 defenses 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.

Following our experience from Storm Frank in 2015/16, the parts most at risk are along the River Dee i.e. farms and properties on land adjacent to and within the flood zone, Milton of Crathes, North Park quarry, Park quarry, Peterculter Golf course.

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

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**



Household Emergency Plan

IF YOU OR YOUR PROPERTY ARE IN IMMEDIATE DANGER CALL 999

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. 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 doors

STAY IN Stay indoors until given the all clear

TUNE IN Tune in to local radio, TV or the Internet

2. If you have to leave your home, get out, stay out, and take others with you.
3. Agree with your household 2 meeting places or friends to stay with, one near home and one further away, in case you can't get home.

Meeting Place / Friend 1 (Near Home)

Location:

Meeting Place / Friend 2 (Further Away)

Location:

4. Your Contacts

If you have a mobile phone, make sure you add the contact details of a key contact person, your neighbours, school and / or work contacts, doctors, vets, child minders, plumber, electrician, fuel provider etc. Where possible back these up on the internet and note your internet/ email access details. If you don't have a mobile phone or internet access, make a list and attach it to this plan.

5. Other numbers

Police non emergency 101, NHS 111 **SEPA** floodline 0345 988 **1188** **SSE** 0800 300 9911

Scottish Water 0800 0778 778



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

If you have to leave your home, plan to take the following

But only if there is time to gather them safely:

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

For further advice on being prepared for emergencies see 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 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



Questionnaire for Volunteers

Crathes, Drumoak & Durris Community Resilience Plan

Please complete for every individual

Some of the ways in which you could help:

Are you willing and able to assist with the preparation of catering or the provision of hot drinks at the halls in the area that will be serving as places of safety/reception centres?	Yes	No
Can you provide transport [4x4] for urgent errands/messages / moving people	Yes	No
Are you willing and able to help and comfort vulnerable people	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
What age are you - are you under 16?	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.



Emergency Meeting Agenda

Meeting held on

DATE, at TIME at LOCATION

1. Attendees and Apologies
2. What is the current situation?
 - a. type of emergency:
 - b. is there a threat to life?
 - c. has electricity, gas or water been affected?
3. Location of the emergency. Is it near:
 - a. a school?
 - b. a vulnerable area?
 - c. a main access route?
4. Are there any vulnerable people involved?
 - a. elderly
 - b. families with children
 - c. non-english-speaking people
5. What resources do we need?
 - a. food?
 - b. off-road vehicles?
 - c. blankets?
 - d. shelter?
6. Establishing contact with the emergency services by phoning the Police Control Room
 - a. How can we support the Emergency services?
7. What actions can be taken?
 - a. Who is the lead for the agreed actions?
 - b. Any other issues?

Note: Record actions identified and carried out