

KINTORE & DISTRICT COMMUNITY RESILIENCE PLAN



**Designed To:-
Plan, Prepare, Respond and Recover**

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.

**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@kintorecommunitycouncil.co.uk

Community resilience depends on volunteers:

Each volunteer is asked to complete a questionnaire [See Appendix 2 p.16]

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.

Information provided by volunteers is held securely on a community asset register by the Kintore Community Resilience Plan Co-ordinator, 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

More information for volunteers is provided on p.13

Activation of the Kintore & District Community Resilience Plan

In an emergency situation the plan will be activated by the Emergency Services contacting the Kintore & District Community Resilience Plan Co-ordinator or Deputy Co-ordinator.

In a situation where Emergency Services have been unable to make contact with Kintore & District Community Resilience Team or if Emergency Services are unavailable, the plan will be activated following discussion with members of the Kintore & District Community Resilience Team.

An agenda for this meeting is in Appendix 3 (p.17).

The Kintore & District Community Resilience Plan in no way affects existing emergency plans already made by other institutions in Kintore

Document Management

- Copies of the plan will be held by members of the Kintore & District Community Resilience Team and will be provided to the Emergency Services and the Grampian Emergency Unit.
- A copy of the plan will be available for the public in Kintore Library.
- The plan will be reviewed and tested annually. The test may be via a table top exercise.

Enquiries about the Plan

Enquiries about this Plan can be made by e-mailing:
resilience@kintorecommunitycouncil.co.uk

Acknowledgements

Kintore & District Community Resilience Team wishes to gratefully acknowledge that this plan has been adapted from the Culter Community Resilience Team, Yetholm Community Council Resilience Plan and the Findhorn and Kinloss Resilience Plan.

KINTORE COMMUNITY RESILIENCE PLAN

Description of Kintore & District

Kintore is about 12 miles North West of Aberdeen city centre, on the A96 and to the western side of the River Don. It lies past the boundary of Aberdeen city, thus the area is in part suburban and in part rural.

The estimated population of Kintore is 4,700

Population by age group -

<i>Under 16</i>	<i>24.7%</i>
<i>16 to 64</i>	<i>62.9%</i>
<i>65 plus</i>	<i>12.4%</i>

(National Records of Scotland Settlement population estimates 2012)

On the A96, the main route from Aberdeen heading North West toward Inverurie, Huntly and beyond, Kintore is by-passed by the A96 with North and South access relieving the town of the heavy traffic movement North and South.

Kintore has one current Primary School with a second due for completion January 2017 a Medical Centre, dental surgery, Church of Scotland Parish Church, Public Library within the primary school, Public Hall and The Bothie - Youth and Community Centre

The town is served by two bus routes: Stagecoach service No. 37 bus (Aberdeen to Inverurie) with connections beyond made in Inverurie and Aberdeen and No. 221 Kintore to Kemnay circular.

There are several shops: a post-office/general store, two small supermarkets, a pharmacy, a butchers, a small tea room, a public house, and a number of takeaway food outlets, cafés, one public house and a Chinese restaurant and other small businesses.

The Name of the Village

Kintore first became a Royal Burgh in the 12th Century and had its Royal Burgh status renewed with a royal charter from King James IV in 1506.

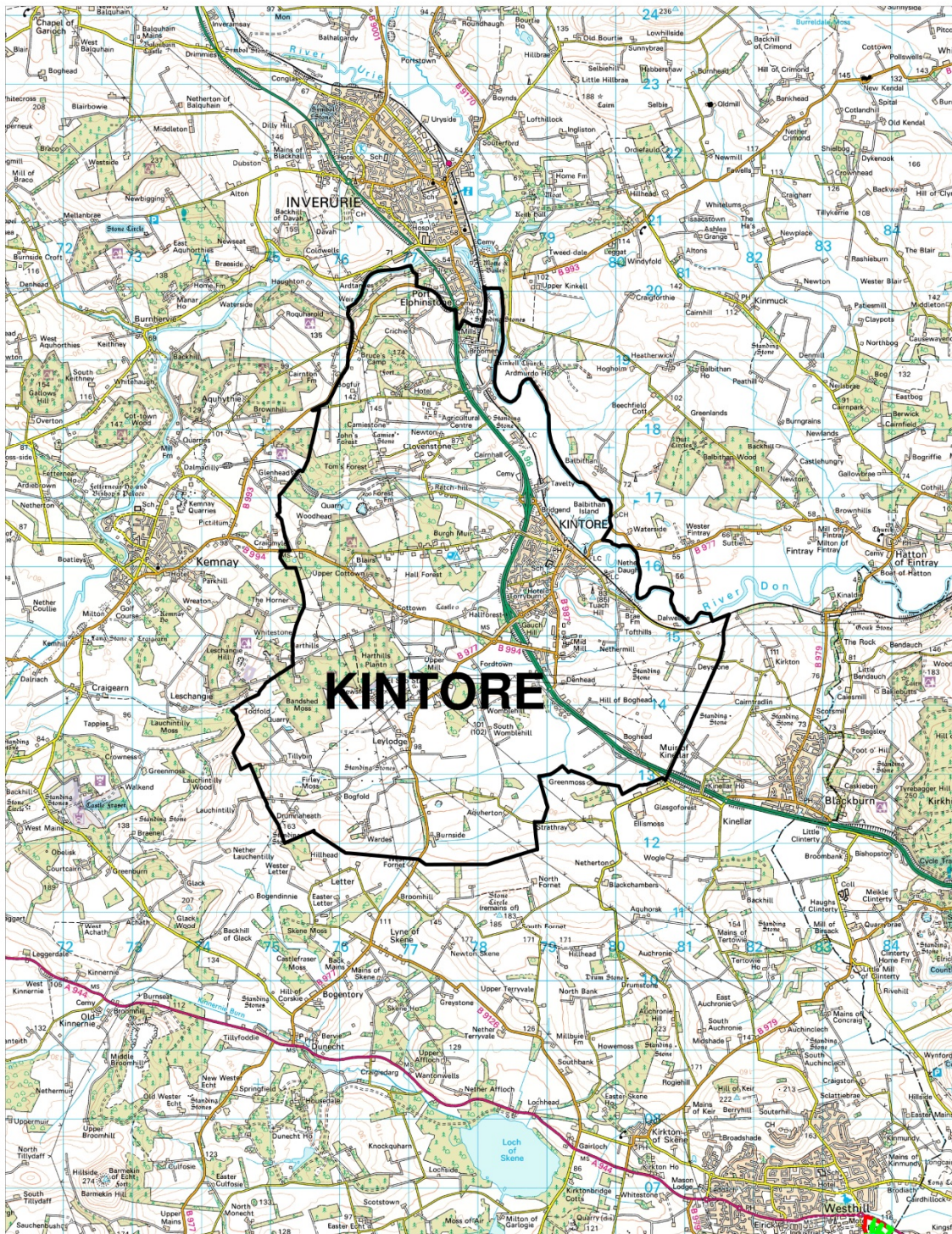
But the town has clearly been a popular settlement since prehistoric times. Excavations have uncovered Neolithic remains dating back to 5,000 BC. The town was also the site of Deer's Den Roman comp.

Hallforest Castle, whose ruins stand just outside Kintore, is testament to Kintore's strong royal connections. Dating from the 13th or 14th century it is believed to have been built as a royal hunting lodge by Robert the Bruce.

Up until the Middle Ages, Gaelic was the common spoken language in rural Aberdeenshire. The name Kintore therefore derives from the Gaelic, Ceann-an-torr, meaning 'at the end of the hill' – a reference to Tuach Hill.

Map of Kintore & District Community Council Area

Development Management & Building Standards



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20 November 2014
Kintore

Aberdeenshire Council

Scale - 1:50000



Information on Road Gritting and Snow Clearance

The following information is from Aberdeenshire Council website:

Priorities and Standards:

Trunk Roads A90 and A96 Trunk Roads are the responsibility of the Scottish Executive, and Winter Maintenance operations on them are carried out by BEAR Scotland Ltd.

Priority 1 roads will be principal roads or other classified roads serving as the main routes between communities or major traffic distributors within communities. They should also carry heavy traffic flows or act as public service bus routes or give access to public services or emergency facilities providing an essential public service. In special circumstances a road which does not meet the above definition may be considered a priority 1 road if it is regularly used and presents special hazards because it is habitually liable to drifting snow or freezing due to altitude and exposure.

A road need not be considered a priority 1 road at all times. A certain degree of flexibility is necessary to take account of seasonal or irregular usage e.g. access roads to skiing areas may be a higher priority at weekends and in peak holiday periods and a lower priority at other times.

The standard to be aimed at on priority 1 roads is that these roads should never become impassable to traffic unless there are abnormal conditions.

Precautionary treatment will be carried out between 05:30 hours and 21:00 hours.

Priority 2 roads will be principal and other classified roads not included in the priority 1 list. These serve as main roads between small communities or as traffic distributors within larger communities and which carry medium traffic flows or give access to community or public facilities of a non-essential nature.

The standard to be aimed at on priority 2 roads is that these should be treated only after completion of treatment of priority 1 roads.

The response time to carry out treatment on priority 2 roads will not normally be less than 3 hours from the receipt of an instruction to commence winter operations.

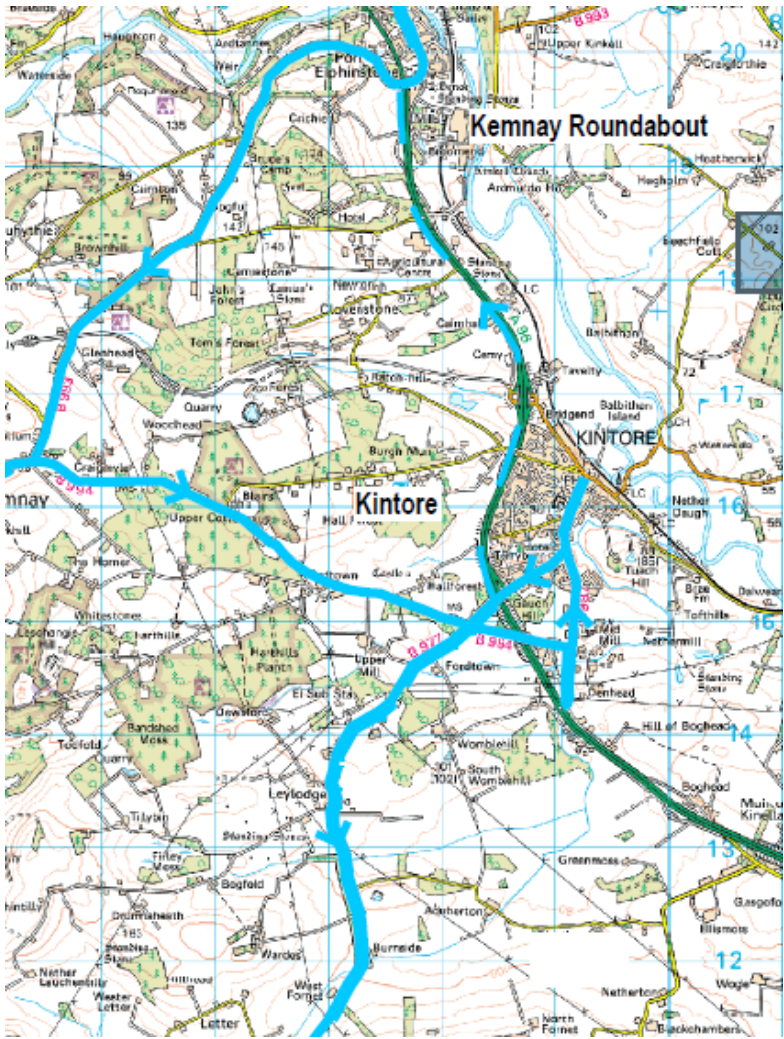
Priority 3 roads will be all other roads not included in the list of Priority 1 & 2 roads. Typically these will be access roads to isolated communities in rural areas, local access roads, service roads and minor roads in urban areas.

The standard to be aimed at on priority 3 routes is that these routes should not receive precautionary treatment.

Information from Aberdeenshire Council's Winter Maintenance web link:-

<http://www.aberdeenshire.gov.uk/roads-and-travel/roads/maintenance/winter-maintenance/>

Map showing Priority Gritting Routes for Kintore Area



www.aberdeenshire.gov.uk/media/5493/route15-inverurietowesthill.pdf

Risk Assessments for Kintore & District

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

Risks	Impact on Community	What Emergency Responders have in place	What Kintore & District Community Resilience team can do to prepare and assist
Utility Failure	Loss of communication Loss of utilities to homes, community buildings, and schools Loss of gas,	Arrangements in place to open Rest or other support Centres Close working arrangements with utilities to ensure that those most vulnerable are prioritised Arrangements in place with voluntary organizations to provide support	Provide Temporary Emergency Generator to maintain, light, and power for phone charging, hot drinks in rest / communications centre. Availability of phones which can plug into the wall (analogue phones) i.e. which don't rely on mains electricity. Assist with caring for vulnerable people in liaison with statutory responders and voluntary agencies Assist with the delivery of alternative heating sources, water etc. Assist with making refreshments and food at Reception Centres Manage Reception Centres until Aberdeenshire Council make other arrangements
Major Fire or other Major Incident Rail or Aircraft Crash Gas Pipeline Failure	Evacuation Lack of access to houses and businesses Damage to homes & businesses	Generic emergency response and recovery plan Arrangements in place with voluntary organizations to provide support	Assist with alerting residents Assist with the evacuation of residents to a safe place. Assist Emergency Services by initial provision and staffing of Reception Centre facilities
Tanker Fire or Chemical Spillage Industrial explosion or gas leak	Evacuation Lack of access to houses and businesses Damage to homes & businesses	Generic emergency Response and recovery plan Arrangements in place with voluntary organizations to provide support Specialist Emergency response plan	Assist with alerting residents Assist with the evacuation of residents to a safe place. Assist Emergency Services by initial provision and staffing of Reception Centre facilities
Medical Epidemic	Risk to Health	Communications to Community.	Assist Emergency Responders.

Key Locations for Reception Centres

There are a number of halls in Kintore which have some cooking and toilet facilities.

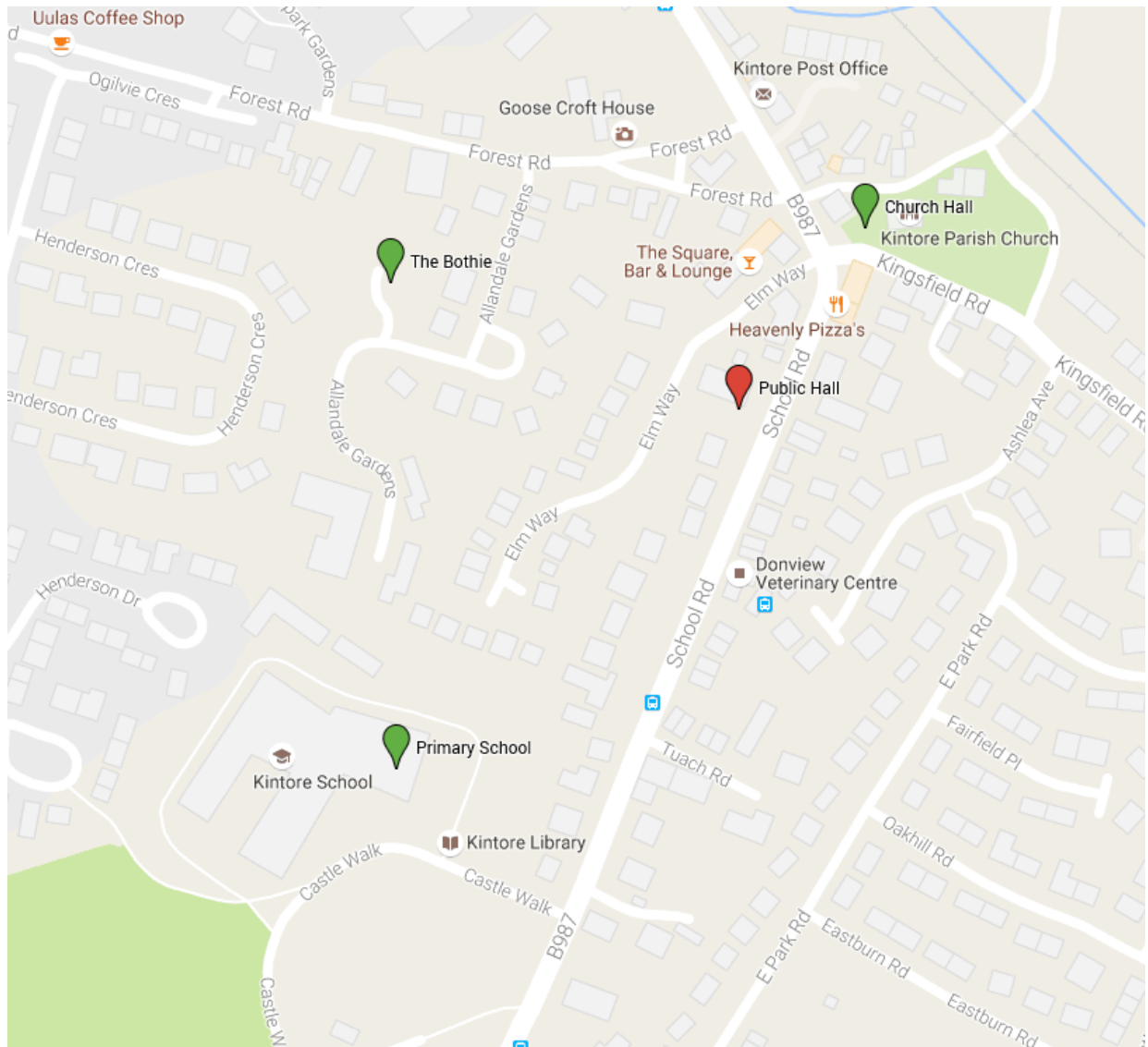
The Primary Reception Centre is the Public Hall.

Other potential reception centres are The Church Hall, Primary School and The Bothie which have toilets and limited cooking facilities.

All four centres are located off the main thoroughfare "School Road", Forest Road and The Square.

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 Aberdeenshire Council personnel.

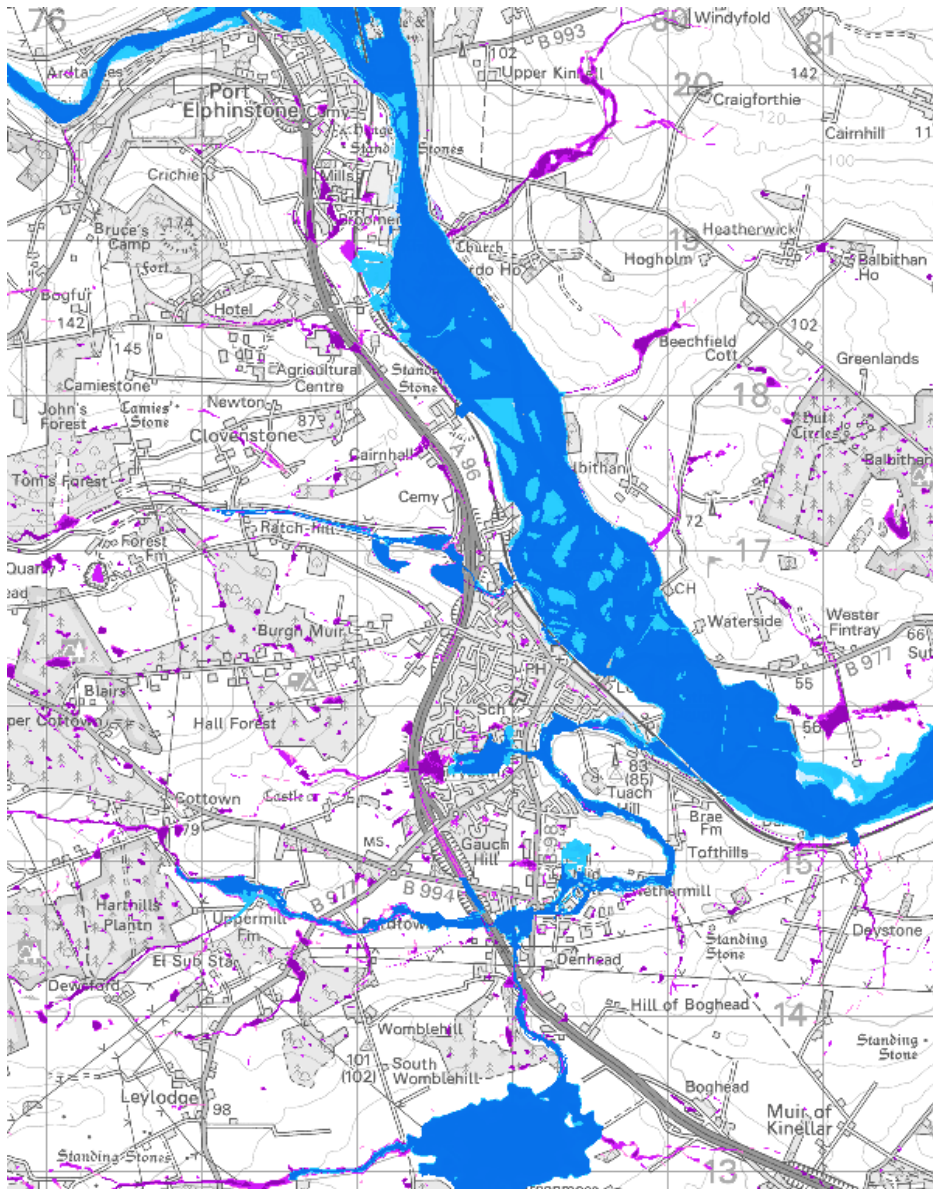
Map showing location of Community Halls



Google maps

Flooding

SEPA Indicative flood map for Kintore area



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 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.

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

Communication Systems

Initial contact with Emergency Responders, call 999.

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

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

Contact with Emergency Responders

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

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
National Gas Emergency Service - contact re gas leak	0800 111 999
Scottish Water	0845 600 8855
Scottish & Southern Energy Emergency Contact Centre - contact re power cut or dangerous situation	0800 300 999
Grampian Emergency Planning Officer	01224 620610
Aberdeenshire Council, can supply sandbags for collection and other home flood protection devices.	01224 620610
Roads Issues - Aberdeenshire Council Roads	03456 081205 8am – 6pm. After 6pm Police on 101

Contact with Community Volunteers by the Kintore Community Resilience Team is made by the telephone call tree.

The call tree works as a pyramid, with the Kintore 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.

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: NECR 97.1 FM, Northsound 1: 96.9 FM

Northsound 2: 103.5 kHz

BBC Radio Scotland: 92 – 95FM 810 MW

These stations are also broadcast on-line, on Smartphone applications, and via DAB (Digital Audio Broadcasting) or Digital Radio

Original 106 broadcasts on 106.3MHz – 106.8MHz

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.

Communications within the Community shall be done via:- Kintore.org.uk website and Kintore.org.uk, & Facebook page, Kintore Mums Facebook page, Fubar, Kintore Konnect Magazine, Named Individuals and for those who cannot access online services, notices will be placed in the Library and Public Hall.

Information for Volunteers

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 Kintore 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. 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

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 both Aberdeenshire Council and for Kintore Community Council is administered by The Highland Council Insurance Scheme. It provides cover for Community Council volunteers and for assigned volunteers identified within the Asset Register for Kintore Community Resilience Plan, participating in volunteer activities not involving the use of mechanical devices and coordinated to minimise risks to volunteers. The use of personal vehicles will be covered by the car owners own insurance – not the Community Council policy.

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 and a way to contact them.

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; 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.

Appendix 1

Household Emergency Plan [www.readyscotland.org]

IF YOU OR YOUR PROPERTY ARE IN IMMEDIATE DANGER CALL 999

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

TUNE IN Tune in to local radio, TV or the Internet, where public information and advice from the emergency responders will be broadcast.

These stations 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.

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 one further away, in case you can't get home:

Meeting Place 1 (Near Home) Location:
--

Meeting Place 1 (Near Home) 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: Address: Tel:

Name: Address: Tel:

Name: Address: Tel:

Important Telephone Numbers:

Police –	Non-emergency 101	SEPA Floodline	0345 988 1188
NHS 24 -	111	Power Failure	0800 300 999
Scottish Water	0845 600 8855	Gas Leak	0800 111 999
Roads Issues - Aberdeenshire Council	Roads	03456 081205	8am -6pm. After 6pm Police on 101

Your important numbers:

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

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, and 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

Appendix 2 Questionnaire for Volunteers

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 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 CRP co-ordinator, and only used or divulged when necessary during an incident or emergency.

Name:	
Address	
Email:	
Availability (e.g. day and night, day time only, night time only, weekends only, etc.)	
Home Tel No:	Mobile Tel No:
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 Kintore Library.

For more information please email resilience@kintorecommunitycouncil.co.uk

Appendix 3

Emergency Meeting Agenda

Meeting held on DATE, at TIME at LOCATION

Attendees and Apologies

1. 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?

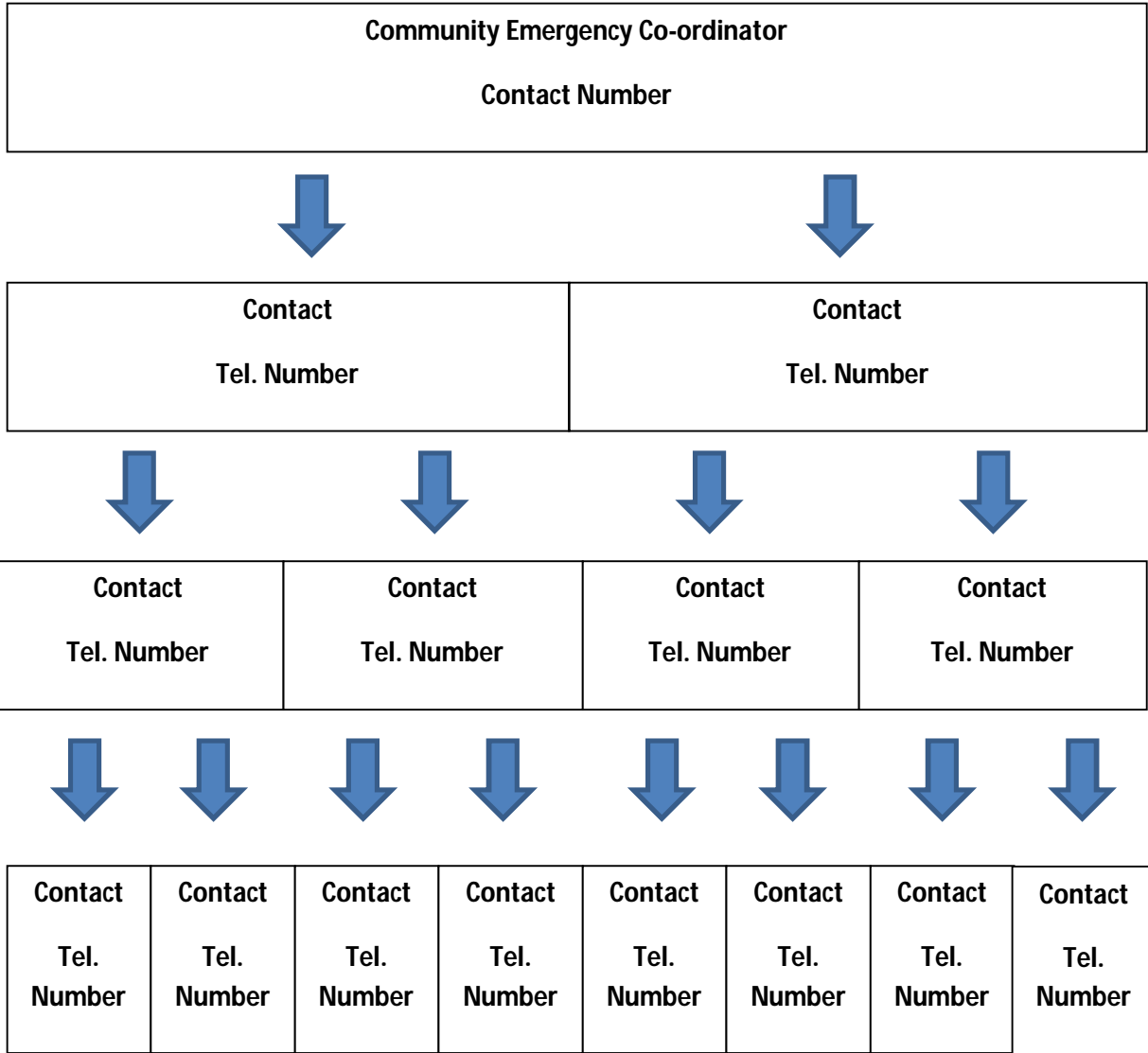
6. Any other issues?

Note: Record actions identified and carried out

Appendix 4

SAMPLE TELEPHONE TREE

The phone tree works as a pyramid. The coordinator at the top makes 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.



Appendix 5

ACTIVATION TRIGGERS

KDCC would activate our CRP on receipt of contact from a member of the public, Council Emergency Planning Unit or from Emergency Services.

The co-ordinator would then initiate the contact plan per the contacts tree and arrange to meet at the Public Hall. At this time an Emergency Meeting will take place and appropriate steps taken.

FIRST STEPS IN AN EMERGENCY

Follow the instructions below when the Plan is activated.

	Instructions	Tick
1	<i>Example: Call 999 (unless already alerted)</i>	✓ <input type="checkbox"/>
2	<i>Example: Ensure you are in no immediate danger</i>	✓ <input type="checkbox"/>
3	<i>Example: Contact the Community Emergency Group and meet to discuss the situation</i>	✓ <input type="checkbox"/>
4		
5		
6		
7		
8		
9		
10		

Appendix 6

LIST OF COMMUNITY ORGANISATIONS & CONTACT DETAILS

**Public Hall,
School Road,
Kintore
AB51**

Tel:- 01467 633317

Email:- elizabethlovie@gmail.com

**Kintore Parish Church Hall
Kingsfield Road
Kintore
AB51**

Contact:- Jo Young

Telephone:- 01467 632089

Email :- jomyoung@btinternet.com

**The Bothie
Allandale Gardens
Kintore**

Contact:- Fiona Cooper

Telephone:- 07834 732634

**Kintore Primary School
Castle Road
Kintore
AB51 0RU**

Telephone:-

Janitor On Call 07738 801489 or 07894 613822

Greg Drummond Facilities Manager 07793 073600

RFM 24 Hr Helpdesk 01463 663133