



HADDINGTON AND DISTRICT COMMUNITY COUNCIL RESILIENCE PLAN - 25 MARCH 2020



**IF YOU ARE IN ANY IMMEDIATE
DANGER PLEASE CONTACT 999**

Version 1.3

Plan Last Updated - Wednesday, 25 March 2020

Author Chris McEwan

TABLE OF CONTENTS

Distribution List	3
Version	3
INTRODUCTION	4
What is Community Resilience?	4
Strategic Aim.....	4
Emergency Plan	4
Resilient Communities	4
Prepare	4
Respond	5
Action.....	5
EMERGENCY KEY CONTACT LIST	6
LOCAL RISK ASSESSMENT	6
LOCAL SKILLS & RESOURCES.....	7
KEY LOCATIONS & CONTACTS	8
ACTIVATION TRIGGERS.....	9
INSURANCE	10
IDENTIFICATION	11
High Viz Vest Use.....	11
PVG.....	11
LOCAL CARE ORGANISATIONS.....	11
GRIT BIN LOCATIONS.....	12
ADVICE FOR SELF-HELP AT HOME	12
Emergency Numbers.....	12
Utilities.....	12
Medical	12
USEFUL INFORMATION FOR VOLUNTEERS.....	13
USEFUL EMERGENCY APPS TO DOWNLOAD	13
‘My East Lothian’ app	13
British Red Cross Emergency app	13
British Red Cross First Aid app	14
DEFIBRILLATORS.....	14
Metoffice WEATHER WARNINGS.....	15
What do the coloured warnings mean?	15
ARE YOU A CARER?	17
That’s where an emergency plan could help.....	17
Emergency planning toolkit	17
BE PREPARED FOR WINTER MONTHS	17
Assemble an emergency kit!	18
Basic emergency kit could include:.....	18

Make a Household emergency Plan.....	19
Document Review Schedule.....	20
Appendix	20
Information required from Volunteers.....	20
Data Policies.....	20
Community Emergency Group Meeting Checklist/Suggested Agenda.....	21

DISTRIBUTION LIST

Name	Role	Date Issued
Jan Wilson	HADDINGTON Community Council (HCC) Chairperson	16/03/2020
Chris McEwan	HCC Vice Chair & Author	16/03/2020
Sandy Baptie	Emergency Planning, Risk and Resilience Manager East Lothian Council (ELC)	16/03/2020
Kevin Sewell	Events Safety & Resilience Officer Protective Services ELC	16/03/2020
John McMillan	ELC Haddington Counsellor and ELC provost	16/03/2020
Haddington CC	Counsellors	17/3/2020
All Key contacts	Volunteers	18/3/2020

VERSION

Number	Description	Changed By	Date Changed	Details
0.1	Initial Draft	Chris McEwan	15/03/2020	Start of document
1.0	First Draft	Chris McEwan	16/03/2020	First version including verified contacts and information
1.1	First Draft Amendments	Chris McEwan	17/03/2020	Addition of extra volunteer contacts and Error correcting. Updates to Appendix
1.2	Public Issued Version	Chris McEwan	18/3/2020	
1.3	Amendments	Chris McEwan	19/3/2020	
1.4	Updates	Chris McEwan	25/3/2020	Removal of yellow hand, updated High Viz details Link to volunteer help pages

INTRODUCTION

WHAT IS COMMUNITY RESILIENCE?

It isn't about doing the job of the emergency services.

It's about supporting our community and those in it by making sensible preparations and using the skills and knowledge available within the community.

Its about supporting the authorities when they are stretched to help them help the community.

Its about helping the community.

STRATEGIC AIM

To allow individuals, communities and organizations help assess and understand risk such that appropriate measures can be taken to prevent, prepare for and respond to emergencies by complementing the work of the emergency services.

Communities, individuals and organisations harnessing resources and expertise to help themselves assess and understand risk, take appropriate measures to prevent, prepare for, respond to and recover from emergencies, in a way that complements the work of the emergency responders.

EMERGENCY PLAN

The emergency plan for Haddington and District includes:

- Local risk assessment- including severe weather, utility failure and flooding, and medical impacts.
- Local Asset Register- this outlines the key locations, organizations, skills and resources available in the community including rest centres, transport, carers and health staff, and equipment.
- Key contacts – keeping an up to date list of volunteers who can assist when required.

RESILIENT COMMUNITIES

Local community councils and individual volunteers who are prepared and able to respond effectively, can deal with local issues such as:

- Clearing snow from pathways and community facilities
- Delivering supplies during periods of isolation and severe weather either by foot or by a suitable vehicle
- Provide assistance within the area to vulnerable people.
- Provide information to communities in an emergency.
- Assisting the authorities when required.

PREPARE

Information from the Met Office or the Resilience team regarding forthcoming weather conditions e.g. yellow, amber or red alerts.

<https://www.metoffice.gov.uk/guide/weather/warnings>

SEPA flood warnings

<https://floodline.sepa.org.uk/floodupdates/info/town/Haddington/>

Reporting a flood

<https://www.floodlinescotland.org.uk/report-a-flood/>

RESPOND

Information from the East Lothian Council Resilience team to lead co-ordinators may activate this plan or by the Haddington & District CC co-ordinators reporting suitable criteria to the East Lothian Council Resilience team.

ACTION

The lead Co-ordinator or deputy would alert the other team leaders by phone to carry out their duties and alert volunteers.

THE PRIMARY MUSTER POINT FOR VOLUNTEERS IS:

Haddington

Haddington Corn Exchange (outside)
25 Brewery Park, John Muir House, Haddington EH41 3HA

Nungate

Nungate Community Centre (outside)
16 Kirkview, Haddington, East Lothian, EH41 4AP

Athelstaneford

Athelstaneford Primary School (outside)
25 Brewery Park, John Muir House, Haddington EH41 3HA

COMMUNICATIONS TO THE LOCAL COMMUNITY

Initially would be via Facebook pages, Website and Local Radio

WEBSITE

<http://www.haddingtoncc.org.uk/>

FACEBOOK

- Haddington Community Council
<https://www.facebook.com/groups/HaddingtonCommunityCouncil/>
- Haddington Helpers <https://www.facebook.com/groups/200300897734464/201010464330174>
- Haddington Facebookers
<https://www.facebook.com/groups/869774249761228/>
- Nungate Residents
<https://www.facebook.com/groups/604810090288083/>
- Athelstaneford village
<https://www.facebook.com/groups/Athelstaneford>

LOCAL RADIO

- East Coast FM 107.6FM
01620 826444
<https://eastcoastfm.co.uk>
- Forth One 97.3FM
0131 557 4000
<https://planetradio.co.uk/forth/>
- Forth Two
0333 20 20 401
<https://planetradio.co.uk/forth-2>
- Radio Saltire
01875 612 222
<https://radiosaltire.com/>

EMERGENCY KEY CONTACT LIST

Emergency Co-ordinators will first call upon emergency volunteers and then on Community Volunteers if the need arises.

It is expected that the majority of Emergency Volunteers will be comprised of HCC councillors to ensure there is enough coverage to coordinate other volunteers.

Haddington CC has a central mobile number that is held by one of the co-ordinators.

Please refer to the HCC resiliency key Contacts and volunteer document (included in Distributions to those bodies only.)

LOCAL RISK ASSESSMENT

Risks –	Impact on community/ Vulnerability	What can Community Emergency group do to prepare
Severe Weather (EG. Snow, storms & heavy rain)	Road and Footpath Inaccessibility Loss of utilities School Closure Trees down	Caring for vulnerable people affected Clearing snow from access routes to homes, community buildings, and schools Movement of residents to a safe place if required Delivery of supplies to the community Completing critical services for the vulnerable such as collecting medicine and transportation for doctor/hospital appointments; food and heating
Utility Failure	Loss of gas, electricity and water Loss of communication	Caring for vulnerable people Assisting with the delivery of alternative heating sources, water etc. Making refreshments and food at community

		<p>buildings</p> <p>Staffing rest centres until ELC staff arrive</p> <p>Provide response information when possible as above</p>
Flooding	Tyne over flowing/burst banks	Assist with delivering sand bags.
Fire	Evacuation Access to Houses and Businesses	Assist with alerting the residents. Assist with the evacuation of residents to a safe place.
Missing Persons		Identify a meeting point Coordinate with Emergency services for searches
Chemical Pollution	Tyne and surrounding areas at risk	<p>Work with responder agencies to keep public away from river and provide reassurance to public.</p> <p>Expect huge influx of staff from responder agencies and machinery.</p> <p>Expect public from other areas arriving to assist with 'clean up' and protection of wild life.</p>
Medical Emergencies	Virus outbreak	<p>Work with vulnerable to ensure they are not without provisions when in isolation</p> <p>Liaise with businesses to ensure they can help and deliver</p> <p>Arrange collection and deliveries of items for people in isolation</p>

LOCAL SKILLS & RESOURCES

Skill/resource	Who?	Contact details
4x4 owners – willing to drive medical staff/deliver	John Hamilton	See key contact list
Commercial vehicle owners for moving supplies or larger items.		
Trained First Aiders – able to assist	Fiona McEwan – Paediatric First Aid Liz McDougal – Mental Health Nurse	See key contact list

nurses & surgery	John Hamilton - First aid Krisztina Nagy – First Aid Andrew Duff – Wilderness first aid, Graham Samuel – basic first aid	
Hotels, Restaurants & Schools – source of food & milk that may otherwise go to waste / make soup	Knox Academy Maitlandfield Hotel	01620 823387
Farmers – registered with East Lothian Council to assist clear roads	Haig Hamilton	
Tree Surgeon – Professionally qualified to help clear fallen trees		
Voluntary Groups such as local Scout groups and church organisations.	Girl Guides Scouts Rotary Blooming Haddington	
Transportation People or organisations willing to donate cars or busses for transport	Prentice Buses?? Andrew R Duff - Has mini bus licence Car owners check Key Contacts list for up to date info	

KEY LOCATIONS & CONTACTS

Building	Location	Potential usage in Emergency	Contact details
Haddington Corn Exchange	Court Street	Rest centre/safe place Gathering point Kitchen facilities / toilets Location for grit delivery in car park	

OUT OF ACTION UNTIL AUGUST 2020			
Haddington Town House	Haddington High Street	Rest centre/safe place Gathering point Toilets	
Nungate Community Center		Rest centre/safe place Gathering point Kitchen facilities / toilets	
Newton Port Surgery	Newton Port	Access to information about vulnerable people and point of contact for GPs & nurses	
Tesco	Newton Port	Food and over counter medicines	
Aldi	Whittingehame drive	Food and over counter medicines	0800 042 0800
COOP	Hoptoun Drive	Food and over counter medicines	01620 822383
Day-today	High St	Food and over counter medicines	01620 825410
John Gray Centre		Community & Public Information	
Wee Red Upcycles	9 Church Street	Community Drop off point for sharing and recycling.	
Local Churches	Various	Rest centre/safe place Gathering point Toilets Spiritual Help	See Key Contacts Document

ACTIVATION TRIGGERS

The police will normally take the co-ordinating role at a major, large or complex incident.

Once an incident moves into the recovery phase, the council will take over the co-ordinating role.

The community management of the emergency is the joint responsibility of Haddington Community Council under the direction of the Community Emergency Co-ordinator.

1. The plan will be activated if the risks outlined above are triggered, or if an unforeseen emergency/incident occurs that would benefit from community support e.g. Amber/ Red weather warning from the MET office.
2. The Community Emergency Coordinator will be the first point of contact with the East Lothian Council Emergency Planning and Risk Manager or his/her representative and the emergency services.
3. The Community Emergency Co-ordinator will alert the community council and other local organisations, local volunteers and the rest centre of the need for a community response to an incident. Individuals will take responsibility for telephoning those individuals and organisations indicated on the telephone tree in the first instance. Additional volunteers will be contacted from the asset register depending on need.
4. **Community Emergency Coordinator will co-ordinate & arrange co-ordinating meetings as required until the emergency is controlled. They will use telephone, social media & radio to communicate during the emergency.**
5. Volunteers will be asked to congregate at one or all of the primary muster points where they will be asked to sign in through a supplied register and thereafter tasks will be allocated by a lead co-ordinator.
6. Organisations who work with vulnerable people will be asked to provide information of people who are deemed to require additional support during the emergency. **All information provided for the purpose of assisting the community in an emergency will be kept confidential and held in accordance with relevant data protection legislation.**
7. All methods highlighted in the COMMUNICATIONS TO THE LOCAL COMMUNITY section will be used to communicate with the wider community. Local radio will be asked to transmit any relevant information. Requests for help and resources will be made through these channels.

INSURANCE

COVER

- East Lothian Council has arranged 3rd party insurance with Zurich Insurance Group
- This covers local Community Councils
- There is no age limit but suggest best to aim for secondary school upwards to be involved
- As a volunteer of the Community Resilience group you are covered 3rd party
- If you take part in an Emergency planning exercise you will be covered
- Machinery is NOT covered by the agreement
- Community groups who are not part of the East Lothian resilient community process are not covered by the Zurich insurance
- If you are going to use your own vehicle - you only need to contact our own insurance company advising them that you are volunteering as part of a Community Resilience group. Check that your insurance covers you for what you want to do, for example: responding to virus outbreak helping people with their shopping, or giving people lifts.

PROFESSIONAL INDEMNITY INSURANCE –

- If volunteers use their professional skills by providing specialist advice (e.g. tree felling), they should ensure they are covered.

HOW CAN VOLUNTEERS ENSURE THEY ARE COVERED?

- Each day a person undertakes resilient community activities they **must sign in**. SPoCs must ensure that a process is established. They may wish to delegate this task. The log-in can be on a pro forma, by email or by text. The aim is to maintain a time dated record of participation. Any insurance claim would be difficult to progress if there is no record.
- Each person deployed **must wear** a high visibility vest. This is why we are keen to ensure that we provide a supply for each team. The SPoC is responsible for maintaining the stock of vests and they should be collected to be used in future. Once again, this task can be delegated.
- At the end of each day a check must be made of all volunteers to ensure they have handed back all identifications and no one is reported as missing.

HCC Sign in method is an email to the SPoC or All@haddingtoncc.org.uk

LIABILITY CERTIFICATE



TAP Employers
Liability Certificate.p

IDENTIFICATION

The Hi Viz vests that ELC provide have Resilient Community Volunteer printed on the back. They will carry the East Lothian Council logo. These vests will be considered as the means of identification for any volunteers undertaking tasks on behalf of a resilient community team. There is no need to design or carry any other form of identification

HIGH VIZ VEST USE

YOU should only respond or do things with a High Viz Vest.

Each time we help we must fill in this form to say when and what we used the Vest for. This allows us to track for security reasons and comply with insurance.

[HIGH VIZ VEST TRACKER SHEET – https://forms.gle/Pkzd6vnfJxQwUyWi9](https://forms.gle/Pkzd6vnfJxQwUyWi9)

PVG

In 2012 Scottish Government agreed that there is no need for resilient community volunteers to be PVG checked. The reason for this is that volunteers are only deployed in an emergency situation or during an exercise.

LOCAL CARE ORGANISATIONS

Local care companies have processes in place to redistribute their workforce to better supply the community. ELC Social work service should be informed of any instances where care is not being provided and they will work with the companies to ensure care is given

- Telephone: 01875 824309

- outside work office hours, please call (Freephone) 0800 731 6969.

GRIT BIN LOCATIONS

- Amisfield Park
- Whittingehame Drive

Map to follow

- ELC Gritting priorities and grit bin requests - https://www.eastlothian.gov.uk/info/210566/roads_and_transport/12354/winter_maintenance/2

ADVICE FOR SELF-HELP AT HOME

EMERGENCY NUMBERS

- POLICE, FIRE and Ambulance IF AN EMERGENCY ALWAYS DIAL **999**
- The police non-emergency number – 101
- NHS 24 – 111
- Haddington Police – 39 Court Street, Haddington EH41 3AE 01620 824101
- East Lothian Council emergency planning – 01620827779
- SEPA flood line – 0845 988 1188
 - <https://www.sepa.org.uk/environment/water/flooding/floodline/>

UTILITIES

- Electricity Power cut – 105 or 0800 092 9290
- Gas Smell gas? – 0800 111 999
- Scottish Water – Tel. 0845 601 8855

MEDICAL

LOCAL DOCTORS SURGERIES

- **Tyne Medical Practice**
Tel: 01620 823 183
<https://tynemedicalpractice.co.uk/>
- **Orchard Medical Practice**
Tel: 01620 825497
<http://www.orchardmedprac.scot.nhs.uk/>
- **Lammermuir Medical Practice**
Tel: 01620 825051
<https://www.lammermuirmedicalpractice.scot.nhs.uk/>

HOSPITALS

- East Lothian Community Hospital – 0131 536 8300

PHARMACIES

- Market Street Pharmacy - 01620 823557
22 Market Street, Haddington EH41 3JE romanespharmacy.co.uk
- Right Medicine - 01620 822361
20 High Street, Haddington EH41 3ES rightmedicinepharmacy.co.uk
- BOOTS - 01620 823349
35-36 High St, Haddington EH41 3EE, boots.com

DENTISTS

- Sidegate Dental Practice 7 Sidegate, Haddington EH41 4BT – 01620 824 033
- Family Dental Practice 78 Market Street, Haddington EH41 3JJ – 01620 822 537
- Read & Watters Dental 48 Market Street, Haddington EH41 3JE – 01620 823 395
- The Dental Lounge 40 Court Street, Haddington , EH41 3NP – 01620 825 505

USEFUL INFORMATION FOR VOLUNTEERS

<http://www.haddingtoncc.org.uk/volunteerhelp/>

USEFUL EMERGENCY APPS TO DOWNLOAD

'MY EAST LOTHIAN' APP

My East Lothian, which is now available to download on mobile phones and other handheld devices, is an easy and accessible way of contacting the council. Simply search for "My East Lothian" on your phone's app store.

The App can be used to alert the council to issues such as street lighting faults, traffic signal faults, and abandoned vehicles or any concerns in relation to public health and the environment. It gives details of, for example, Emergency/Out of hours contacts, gritter tracker & severe weather details.

BRITISH RED CROSS EMERGENCY APP

Emergency situations can be stressful, dangerous and upsetting. But if you're prepared, anyone can deal with the unexpected.

can help you deal with emergencies. You'll know exactly what to do if disaster strikes.

The app is available in the [Apple App Store](https://apps.apple.com/gb/app/british-red-cross-emergency-app/id1442844444) and [Google Play](https://play.google.com/store/apps/details?id=org.redcross.uk). It allows you to:

- set up emergency alerts for your area. This includes severe weather warnings
- add the location of family and friends. You'll be able to let them know if a warning is issued for their area or when an emergency strikes, and check they're safe

In addition to alerts, the app also features:

- a personal alarm and strobe light to attract attention in emergencies
- a location finder, so you'll always know exactly where you are
- an 'I'm safe' notification that can be sent to your friends and family
- clear and practical advice on what to do in a variety of emergency situations.

BRITISH RED CROSS FIRST AID APP

Another free download that can help in emergencies

The app is available in the [Microsoft Store](#), [Apple App Store](#) and [Google Play](#).

It gives information on how to prepare for and help with first aid emergencies such as:

- heavy bleeding
- burns
- broken bones
- strains and sprains
- not breathing.

DEFIBRILLATORS

The Scottish Ambulance Service are encouraging businesses and communities to register their Defibrillator(s) with the Service. The Service would like as many Defibrillators to be made as publicly accessible (Eg. can be accessed by a member of the public when needed) to help save a life when a patient is in cardiac arrest. It is public perception that all Defibrillators are registered with the Scottish Ambulance Service, but this is not the case. However, they should be used if no other one is available.

The Service is committed to increasing the number of known Public Access Defibrillators (PAD) (sometimes known as Automated External Defibrillator (AEDs)) sites within Scotland and it is important that we know where these are located and that they have been registered.

This information will be used by Ambulance Control Centres when they receive a 999 call for a cardiac arrest. Using the information that you have supplied, the Call Takers will signpost the caller to the nearest defibrillator. This will help increase the chance of survival of the person who is having a cardiac arrest.

Location	Access times
Royal Bank of Scotland, Court Street, opposite the Cash machine in their foyer.	24 hours
Peartree Nursery in Meadowpark	24 hours
Haddington Bowling Club car park Wemyss Place, Haddington EH41 4DL	24 hours
Haddington Fire Station	24 hours
Haddington Community Hospital	24 Hours
Newton Port Health Center	Opening Hours only

Newton Port Clinic	Opening Hours only
Haddington Town House	Opening Hours only
Knox Academy - 1st right after Main Door, then 1st right into corridor.	Opening Hours only
TESCO, Customer Services Desk	Opening Hours only
3G Sports pitch, Whittinghame Drive	Opening Hours only
Haddington Rugby Club – Neilson Park	Opening Hours only
Read & Watters dentist, lane up to TESCO off Market Street.	Opening Hours only
Family Dental Practice, 78 Market Street	Opening Hours only
Council offices John Muir House in the main reception	Opening Hours only
Bridge Centre	Opening Hours only
Aubigny Sport Centre, Mill Wynd	Opening Hours only
Haddington Golf Club	Opening Hours only
Athelstaneford Village Hall	Opening Hours only

Crowdsav App has an up to date list for areas out with the town

METOFFICE WEATHER WARNINGS

WHAT DO THE COLOURED WARNINGS MEAN?

The Met Office issues weather warnings, through the National Severe Weather Warning Service, when severe weather has the potential to bring impacts to the UK. These warnings are given a colour (yellow, amber or red) depending on a combination of both the impact the weather may have and the likelihood of those impacts occurring.

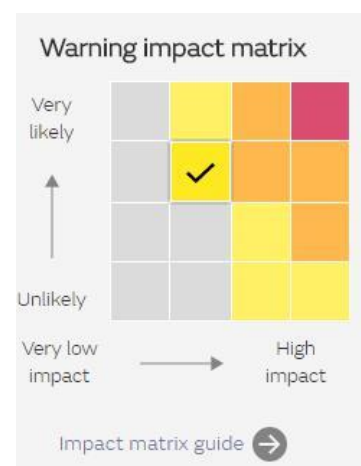
To understand how likely we think the forecast impacts are, always check the matrix to see which box has been ticked.

Yellow Warning:

Yellow warnings can be issued for a range of weather situations. Many are issued when it is likely that the weather will cause some **low-level** impacts, including some disruption to travel in a few places. Many people may be able to continue with their daily routine, but there will be some that will be directly impacted and so it is important to assess if you could be affected. Other yellow warnings are issued when the weather could bring much more

severe impacts to the majority of people but the certainty of those impacts occurring is much lower. It is important to read the content of yellow warnings to determine which weather situation is being covered by the yellow warning.

Amber Warning:



There is an increased likelihood of impacts from severe weather, which could potentially disrupt your plans. This means there is the possibility of travel delays, road and rail closures, power cuts and the potential risk to life and property. You should think about changing your plans and taking action to protect yourself and your property. You may want to consider the impact of the weather on your family and your community and whether there is anything you need to do ahead of the severe weather to minimise the impact.

Red Warning:

Dangerous weather is expected and, if you haven't already done so, you should take action now to keep yourself and others safe from the impact of the severe weather. It is very likely that there will be a risk to life, with substantial disruption to travel, energy supplies and possibly widespread damage to property and infrastructure. You should avoid travelling, where possible, and follow the advice of the emergency services and local authorities.

Always keep up to date with the latest forecast from the Met Office.

<https://www.metoffice.gov.uk/guide/weather/warnings>

ARE YOU A CARER?

Who will pick up the pieces when you can't be there?

Are you a carer? Does someone rely on you? What would happen if you couldn't be there?

We all think we will always be there, but what if you were ill, had a family crisis to deal with, or you were just running late? What would you do?

THAT'S WHERE AN EMERGENCY PLAN COULD HELP.

An emergency plan is a plan you set out for the care of an adult or a child in case of emergencies. It makes provisions for occasions when you are unable to fulfil your caring role, and it sets out the practical arrangements for short-term, unplanned periods.

Having a plan in place can stop an emergency becoming a crisis and can give you and the person you care for peace of mind. Emergency planning is relevant to all carers, irrespective of the age of the carer, the age of the person they care for or the health needs or disability the cared-for person has.

EMERGENCY PLANNING TOOLKIT

The emergency planning toolkit will help you create an emergency plan. By answering 'Who, What Why, Where and When', you will be able to plan for any unforeseen circumstances.

This toolkit can be developed over a period of time to allow you to complete an emergency plan to support the person you care for. As you work through the toolkit, you will be asked to consider all eventualities and possible solutions. You should involve all relevant family, friends and professionals in this process.

Once you have worked through the toolkit you should have enough information to complete your emergency plan.

<https://www.enable.org.uk/get-support-information/families-carers/future-planning/emergency-planning/>


BE PREPARED FOR WINTER MONTHS

Seasonal festivities and keeping ourselves warm are top priorities at this time of year but remember to take time to ensure that you don't neglect your home and your wellbeing during the cold winter months.


Every winter, thousands of properties suffer burst pipes and their occupiers suffer the misery and inconvenience that go with them. Most of these bursts can be easily avoided with just a few simple precautions. Many people think they won't be affected or don't know what they should do to protect their home. Here are some of the things you can

do to make your home less vulnerable to the cold weather and some tips to make sure that you stay warm and comfortable.

Find out where the tap is - that turns off the water supply to your house – make sure the tap works because if you do suffer a burst pipe during the winter you will need to turn it off quickly to prevent water flooding out and causing damage. (It will usually be somewhere on the ground floor of your house, maybe under the sink or stairs).




Repair any dripping taps – ensure that taps are turned off and ball valves and taps are repaired as they can cause waste pipes to freeze. If the weather is cold enough drips can freeze up before they drain away. If left for long enough pipework can block and cause pipes to burst completely.



The recommended temperature - for your main living room is around 70°F/21°C, and the rest of the house should be heated to at least 64°F/18°C (ideal temperature 70°F/21°C) and in your bedroom (ideal temperature 64°F/18°C) to keep you warm in winter. If you feel cold, turn the heat up regardless of what the thermometer reads. It's so important to keep warm as you are at risk of hypothermia if you're exposed to a cold environment for a long time, or to extreme cold for only a short time.




If you intend to leave your house - unoccupied (for more than a few days) – turn off the water supply. Set the heating to come on for a short period for low background heating on in the house when you are away. You can also pour salt down sinks, baths, wash-hand basin as this will help prevent freezing. Ask a friend or relative to visit your home every day while you are away to help prevent possible damage. Open your loft door to help keep the loft area, water tanks and pipes in it warm enough to prevent freezing.



Home Insurance - make sure that your house contents insurance policy provides cover against damage from cold weather.



If pipes freeze – you can try to thaw them out by using warm air or warm water – beware of using electrical appliances near water as this can be dangerous. If the pipes are part of the hot water system, turn off or extinguish the source of heat (immersion heater, gas boiler, coal fire etc). If a burst occurs – turn off the main water supply tap for the house. Turn on the taps in your kitchen and bathroom. Switch off the boiler and the immersion water heating system or extinguish the fire.



Close the curtains - at dusk and fit thermal linings if you can. This will keep the heat in.



Temperature check - Make sure you can check the temperature in your living room and bedroom. If possible have a simple thermometer.



Keep Warm - by covering yourself with a blanket or shawl if you are sitting for long periods, this will help keep you warm and put your feet up if you can; the air is colder near the floor.



Winter Fuel Payments - To check whether you or a relative are eligible to receive winter fuel payments, go to: <https://www.gov.uk/winter-fuel-payment>

ASSEMBLE AN EMERGENCY KIT!

BASIC EMERGENCY KIT COULD INCLUDE:

- Water — two litres of water per person per day (include small bottles)
- Food that won't spoil, such as canned food, energy bars and dried foods
- UHT milk
- Manual can opener (if required)
- Wind-up or battery-powered torch (and extra batteries)
- Wind-up or battery-powered radio (and extra batteries)
- First aid kit
- Prescription medications, medical equipment
- Cash

- Candles and matches or lighter (place in sturdy containers and do not burn unattended)
- Change of clothing and footwear for each household member
- Sleeping bag or warm blanket for each household member
- Toiletries and personal hygiene items
- Hand sanitizer, toilet paper and garbage bags
- Mobile phone charger
- Pet food and supplies
- Infant formula, baby food and supplies
- Activities for children like books, puzzles or toys
- Whistle (to attract attention)
- Extra heating source or fuel for fire

MAKE A HOUSEHOLD EMERGENCY PLAN

STEP 1: PUT TOGETHER A PLAN BY DISCUSSING THESE 4 QUESTIONS WITH YOUR FAMILY, FRIENDS, OR HOUSEHOLD TO START YOUR EMERGENCY PLAN.

1. How will I receive [emergency alerts and warnings](#)?
2. What is my [shelter](#) plan?
3. What is my [evacuation](#) route?
4. What is my [family/household communication plan](#)?

STEP 2: CONSIDER SPECIFIC NEEDS IN YOUR HOUSEHOLD.

As you prepare your plan tailor your plans and supplies to your specific daily living needs and responsibilities. Discuss your needs and responsibilities and how people in the network can assist each other with communication, care of children, business, pets, or specific needs like the operation of durable medical equipment. Create your own personal network for specific areas where you need assistance. Keep in mind some these factors when developing your plan:

- Different ages of members within your household
- Responsibilities for assisting others
- Locations frequented
- Dietary needs
- Medical needs including prescriptions and equipment
- Disabilities or access and functional needs including devices and equipment
- Languages spoken
- Cultural and religious considerations
- Pets or service animals
- Households with school-aged children

STEP 3: FILL OUT A FAMILY EMERGENCY PLAN

Download and fill out a family emergency plan or use them as a guide to create your own.

- [Emergency Plan for Parents](#) (PDF)

STEP 4: PRACTICE YOUR PLAN WITH YOUR FAMILY/HOUSEHOLD

ASSOCIATED CONTENT

- [Family Emergency Communication Guide](#) (PDF)
- [Emergency Plan for Families](#) or (PDF)
- [Emergency Plan for Kids](#) or (PDF)
- [Emergency Plan for Commuters](#) (PDF)
- [Pet owners](#) (PDF)
- [Steps to make a plan](#) (PDF)
- [Tips on emergency alerts and warnings](#) (PDF)
- [Protect Critical Documents and Valuables](#) (PDF)
- [Document and Insure Your Property](#) (PDF)
- [Emergency Financial First Aid Kit](#) (PDF)
- [Consumer Financial Protection Bureau Disaster Checklist](#) (PDF)
- [Make A Plan](#) (Video)

DOCUMENT REVIEW SCHEDULE

This document should be reviewed and updated every March by the HCC Emergency Coordinators.

After Exercise or an invoked event the opportunity should be taken to update or amend based on experiences.

Every March the Key Contacts document needs to be updated and all Volunteers required to reaffirm their commitment to the plan agree to their data being stored and update their availability.

APPENDIX

INFORMATION REQUIRED FROM VOLUNTEERS

- Name:
- Contact Number:
- Contact Email:
- Availability:
- Are you PVG checked:
- Resource access:
- Practical skills:
- Any other info you wish to share:

DATA POLICIES

All data retention must adhere to the current data retention guidelines of Scotland and United Kingdom

Any volunteers must agree to having their data stored and Shared between ELC and HCC for the purposes of these plans annually.

COMMUNITY EMERGENCY GROUP MEETING CHECKLIST/SUGGESTED AGENDA

Date: _____ **Time:** _____ **Location:** _____

Emergency Co-ordinators Present:

1.	2.
3.	4.

Description of current situation:

Location of the emergency:

Type of emergency:

Is there a threat to life?

Has electricity, gas or water been affected?

Are there any vulnerable people involved?

- Elderly
- Families with children

What resources do we need?

- Food?
- Off-road vehicles?
- Blankets?
- Shelter?

Do we need to contact emergency responders?

How can we support the emergency responders?

What actions can safely be taken?

Who is going to take the lead for the agreed actions?

Any other issues?