

# reston & auchencrow community council

RESILIENT COMMUNITY PLAN

READY IN YOUR COMMUNITY



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## WORKING IN PARTNERSHIP WITH



## RESTON & AUCHENCROW COMMUNITY COUNCIL

# 1. RESILIENT COMMUNITIES

### 1.1 WHAT IS A RESILIENT COMMUNITY?

Resilient Communities is an initiative supported by Local, Scottish, and the UK Governments, the principles of which are, communities and individuals harnessing and developing local response and expertise to help themselves during an emergency in a way that complements the response of the emergency responders.

Emergencies happen, and these can be severe weather, floods, fires, or major incidents involving transport etc. Preparing your community and your family for these types of events will make it easier to recover following the impact of an emergency.

Being aware of the risks that you as a community or family may encounter, and who within your community might be able to assist you, could make your community better prepared to cope with an emergency.

Local emergency responders will always have to prioritise those in greatest need during an emergency, especially where life is in danger. During these times you as a community need to know how to help yourself and those around you until assistance arrives.

A resilient community is achieved by using a framework, thereafter called a 'Resilient Community Plan'; this is specific to the community council area and can be split down into local areas if required. The plan will contain a community profile, community area maps, flood maps, risk assessment, asset register, insurance information, and general guidance for individuals or the community.

The ethos of the plan is to formulate and co-ordinate voluntary support and assistance and direct this to those that require it within a community, in a non mechanised manner of response. There are already examples of these groups in existence within the Scottish Borders in the form of the Flooding Self Help Groups, and there are great examples of communities supporting and assisting each other during recent periods of severe weather.

*It is important to note that the Resilient Communities Plan is not in anyway a method by which a local authority or an emergency service may reduce its response or service to the community, the plan is intended to support and enhance the response.*

## 1.2 THE AIM OF A RESILIENT COMMUNITY PLAN

**The aims of the Community Council, Resilient Community Plan are to:**

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

## 1.3 BENEFITS OF RESILIENT COMMUNITIES

Volunteering and helping one another does not need to be organised centrally by government or by the local authority. Local community councils and individuals who are prepared and able to respond effectively, can deal with local issues, such as,

- The clearing of snow from pathways of people who are unable to clear those themselves, to allow access etc.
- The clearing of snow from school and nursery access routes and playgrounds.
- The placing of sandbags in risk areas to prevent flooding, and placing domestic flood gates into position.
- The delivery of supplies during severe weather, for example, hot meals, water etc.
- Providing hot meals and assistance within community centres and village halls.
- Checking on neighbours to ensure their safety and well being during severe weather etc.

## 1.4 RESILIENT COMMUNITIES VOLUNTEERS

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

Each volunteer is asked to complete a questionnaire which asks for basic personal contact information (see appendix one) this information is entered into the community asset register (it should be noted that these details are held by the community co-ordinator, and will not be freely available), and the basic skills or assistance that the volunteer could bring during an event or emergency, for example, 4X4 vehicle, shovels, catering, to name but a few.

Once completed the asset register will be held by the community co-ordinator and will be used by them to call upon assistance from the community, it will be reviewed on an annual basis to ensure that it is up to date and accurate.

# RESTON & AUCHENCROW COMMUNITY COUNCIL

## 2. OVERVIEW OF PROFILE

The Reston and Auchencrow Community Council area lies in a rural part of East Berwickshire, in the valley of the Eye water and in the A1 corridor.

The village of Reston lies 11 miles north of Berwick-upon -Tweed, straddling the East Coast Main Line that runs between London Kings Cross and Edinburgh Waverley Station, and just off the A1 trunk road between Edinburgh and the south. There is a campaign underway, supported by Scottish Borders Council, to reopen a railway station for commuter services to Edinburgh and Newcastle.

Auchencrow is a small historic village 2 miles to the west of Reston.

There is poor connectivity to public transport and there is a lack of services in the villages, which would be felt particularly by vulnerable citizens in the event of any service loss.

## 2.1 POPULATION OF RESTON & AUCHENCROW

Indicator	Reston & Auchencrow Datazone	Scottish Borders	Scotland
Total population 2001	1546	106,950	5,064,200
Total population 2010	1742	112,870	5,222,100
Average annual population change, 2001-10	1.3% increase p.a.	0.6% increase p.a.	0.3% increase p.a.
% children 2010	16.3%	17.6%	17.7%
% working-age 2010	59.3%	58.3%	61.2%
% pensionable age 2010	24.3%	24.1%	21.1%
Number of dwellings 2010	862	56,645	2,506,062
% of dwellings which are second homes, 2010	7.5%	2%	1.8%

**Source: GRO(S) Mid-year estimates, 2010 and Scottish Government Council Tax information 2011 / Scottish Neighbourhood Statistics**

These figures are for the two datazones S01005482 and S01005491 that cover the settlements of Reston and Auchencrow, and also include the wider area as far as Grantshouse to the west, Preston to the south and St Abbs to the north.

It is not possible to extract accurate up-to-date demographic figures for the Reston & Auchencrow Community Council area. The most recent accurate figures are from the 2001 Census. These show that Reston had a population count of 335 in 2001 and the Reston & Auchencrow Community Council area had a population of 664.



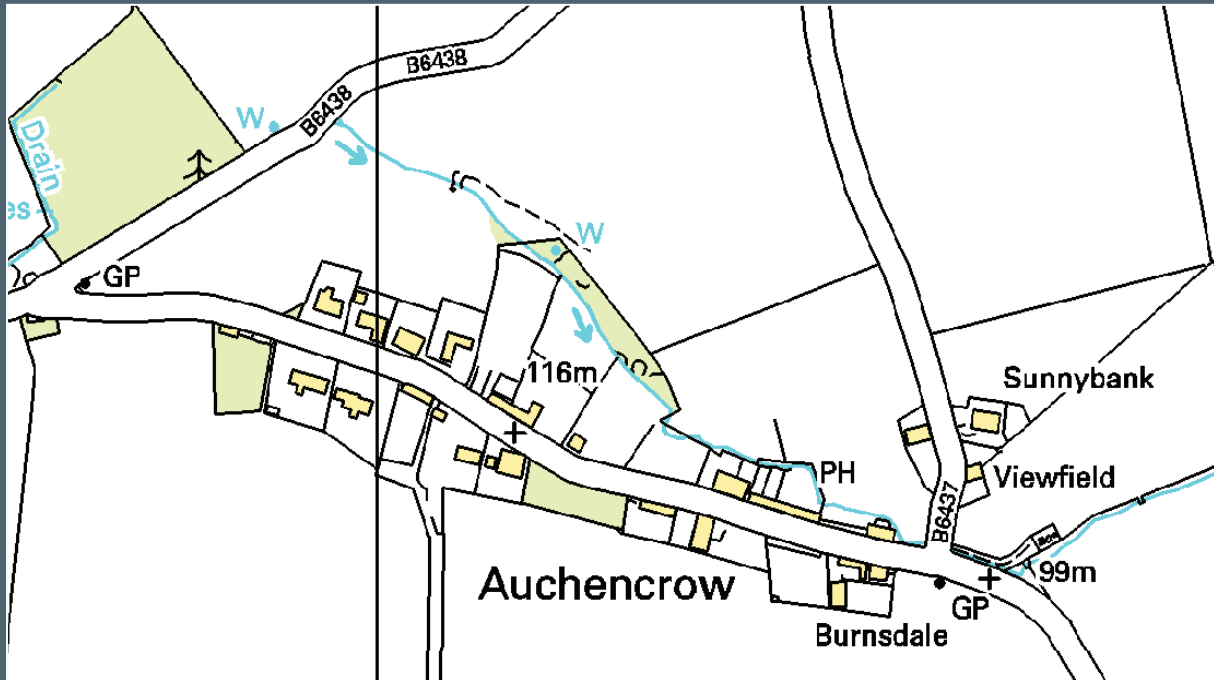


# RESTON & AUCHENCROW COMMUNITY COUNCIL

## 4. DATA ZONE

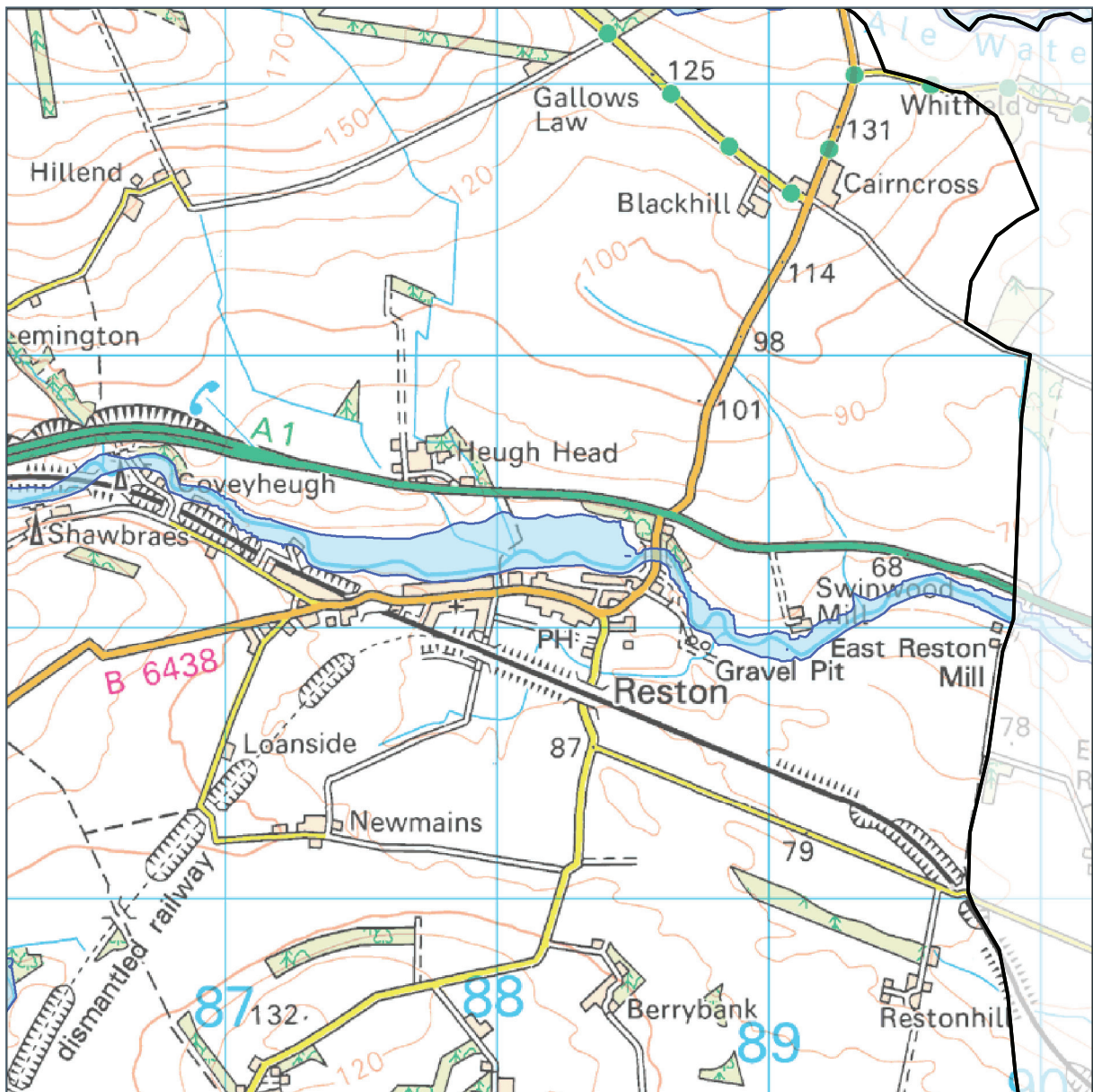


These maps has been prepared by the Business Consultancy Unit.  
For further details contact: hgoodship@scotborders.gov.uk 01835 824000 x5831  
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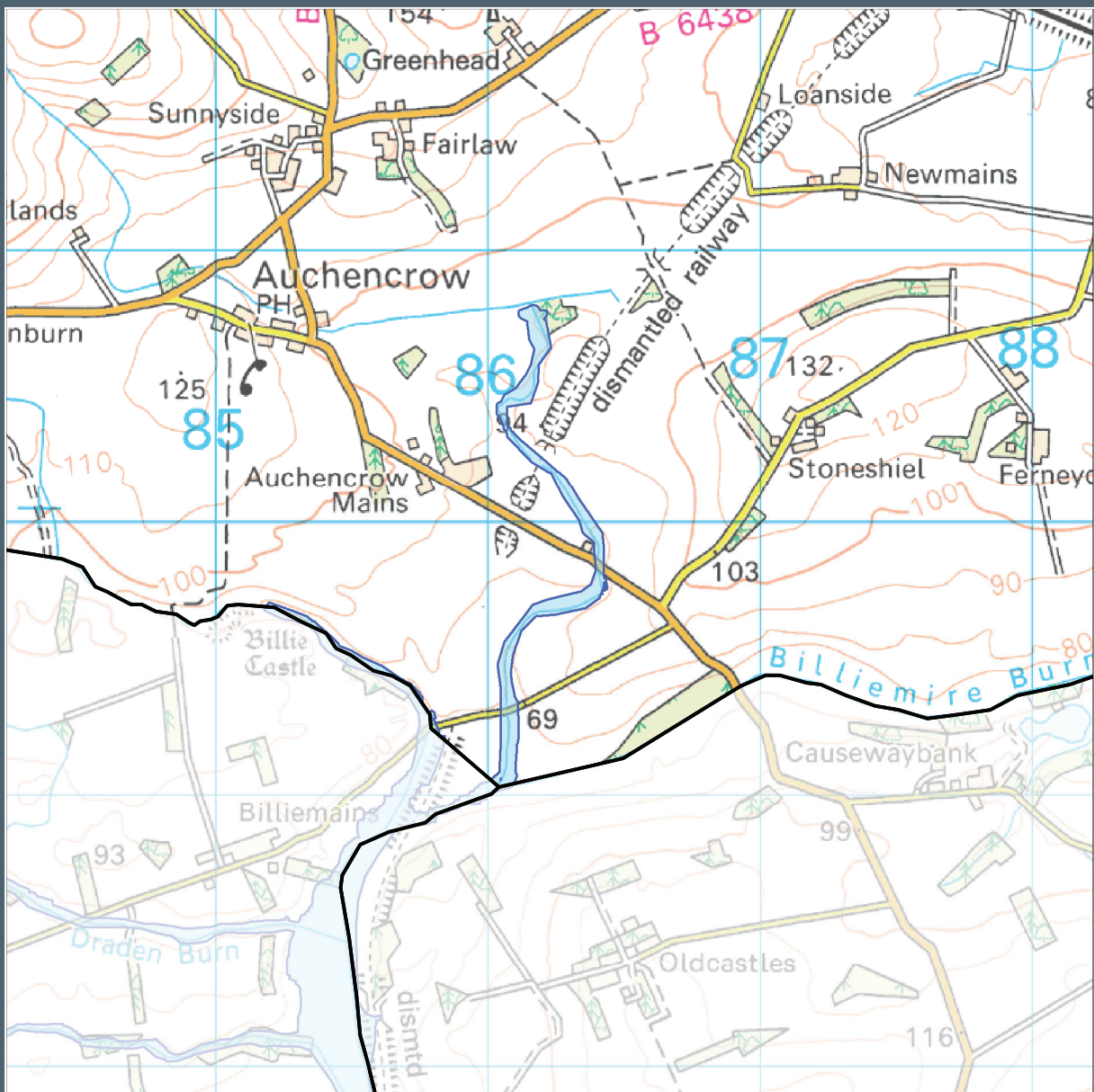
# RESTON & AUCHENCROW COMMUNITY COUNCIL

## 5. FLOOD EVENT MAPS 1 IN 200 YEARS - EAST



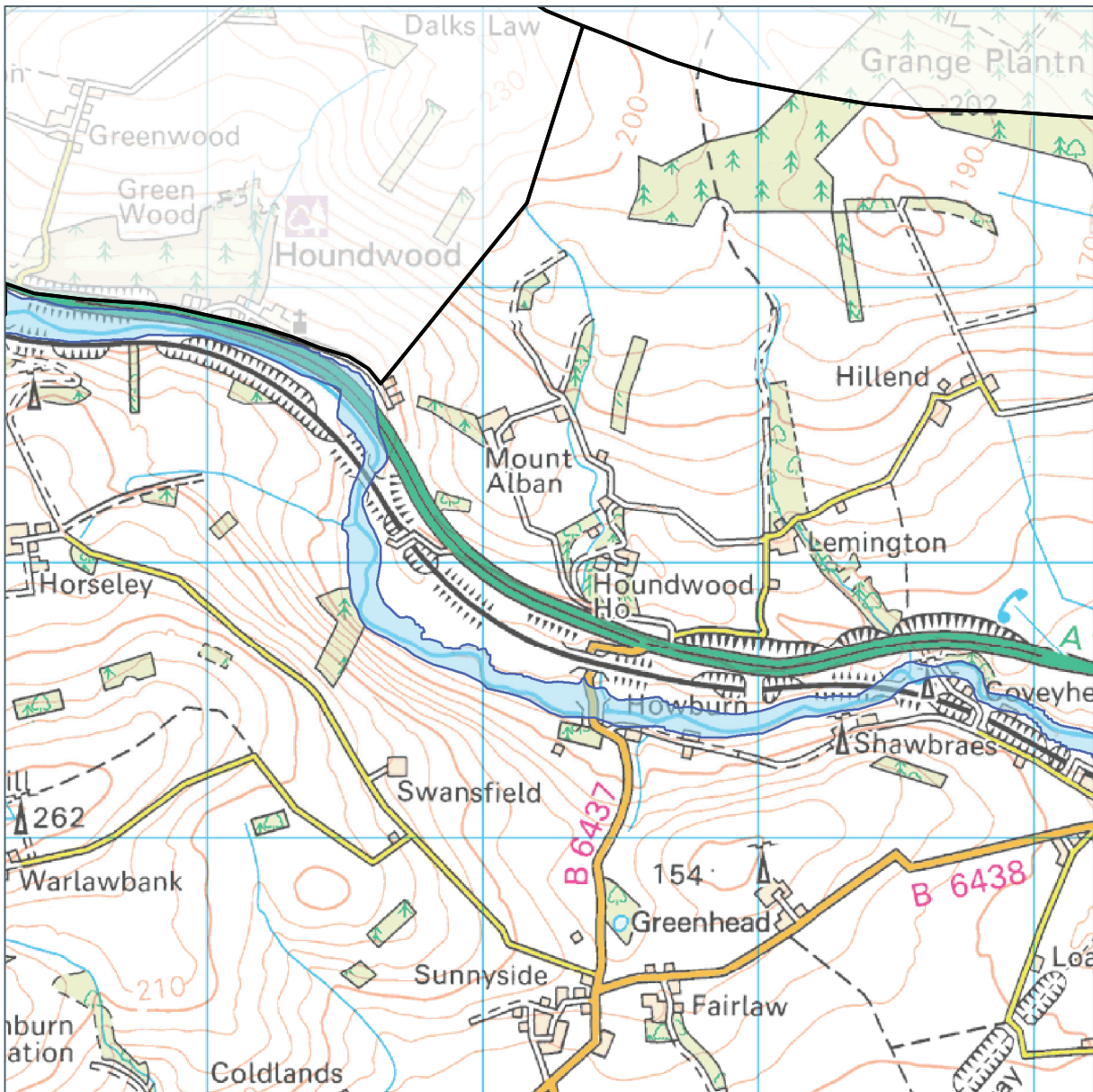
# RESTON & AUCHENCROW COMMUNITY COUNCIL

## 5. FLOOD EVENT MAPS 1 IN 200 YEARS - SOUTH



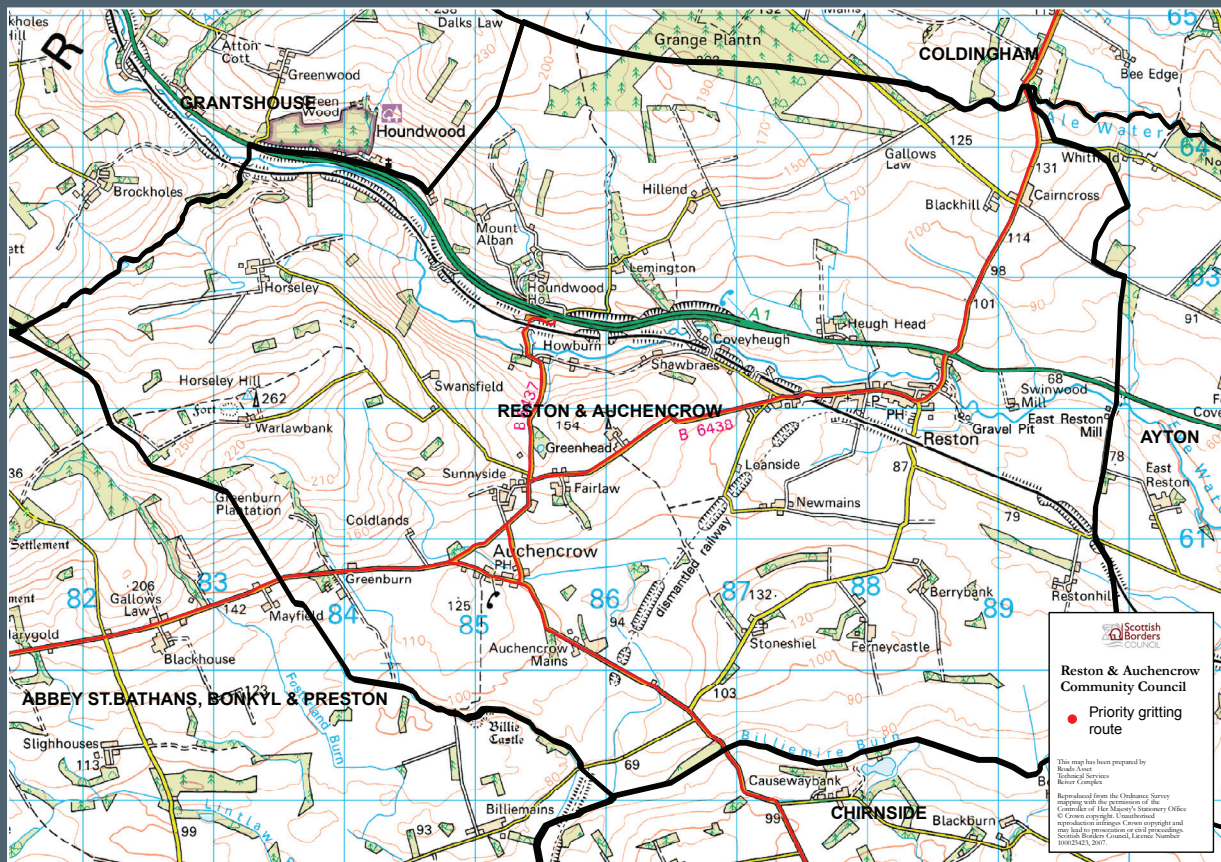
# RESTON & AUCHENCROW COMMUNITY COUNCIL

## 5. FLOOD EVENT MAPS 1 IN 200 YEARS - WEST



# RESTON & AUCHENCROW COMMUNITY COUNCIL

## 6. AREA, FIRST PRIORITY GRITTING MAP



When it is forecast that road surface temperatures will fall below freezing, the primary routes (those indicated on the plan in red) are the initial sections of the road network that are treated by Scottish Borders Council.

When required, these routes will be treated between 06.00 and 08.30 hours in the morning and at a time in the evening which allows the route to be treated prior to the predicted forecast time that road surface temperatures will fall below freezing.

During snow and extreme winter conditions, Scottish Borders Council will endeavour to treat all primary routes. However, the timing and level of treatment is dependent on the conditions being encountered at the time of treatment and the prevailing weather.

# RESTON & AUCHENCROW COMMUNITY COUNCIL

## 7. RISK ASSESSMENT

Risks	Impact on community	What can the Resilient Communities Group do to prepare and assist?
Flooding	<ul style="list-style-type: none"> <li>• Damage to homes &amp; businesses</li> <li>• Flooding of local streets</li> <li>• Lack of Access &amp; Egress to priorities</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage residents to improve home flood defences</li> <li>• Place sandbags or domestic flood gates into position</li> <li>• Work with local emergency responders to see if they can help with distribution of flood warnings and any evacuation and rest centre establishment required</li> <li>• Identify vulnerable people who live in areas likely to be flooded</li> </ul>
Severe Weather (Snow, Rain etc)	<ul style="list-style-type: none"> <li>• Road and Footpath inaccessibility</li> <li>• Loss of utilities</li> <li>• Rubbish Collection</li> <li>• School Closure</li> </ul>	<ul style="list-style-type: none"> <li>• Caring for the vulnerable people affected</li> <li>• Clearing snow from access routes to homes, community buildings, and schools</li> <li>• Movement of residents to a safe place</li> <li>• Delivery of supplies and fuel to the community</li> <li>• Arranging rubbish to be centrally collected</li> </ul>
Utility Failure	<ul style="list-style-type: none"> <li>• Loss of gas, electricity and water</li> <li>• Loss of communication</li> </ul>	<ul style="list-style-type: none"> <li>• Caring for vulnerable people</li> <li>• Assisting with the delivery of alternative heating sources, water etc.</li> <li>• Making refreshments at community buildings</li> <li>• Staffing rest centres until SBC staff arrive</li> </ul>
Fire	<ul style="list-style-type: none"> <li>• Evacuation</li> <li>• Access to Houses and Businesses</li> <li>• Damage to homes &amp; businesses</li> </ul>	<ul style="list-style-type: none"> <li>• Assist with alerting the residents.</li> <li>• Assist with the evacuation of residents to a safe place</li> <li>• Maintaining access routes until the Fire Service or Police arrive</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Loss of communication</li> </ul>	<ul style="list-style-type: none"> <li>• Caring for vulnerable people</li> <li>• Alerting residents and establishing contact groups</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Missing persons</li> <li>• Transportation Incidents</li> </ul>	<ul style="list-style-type: none"> <li>• Identify a meeting point</li> <li>• Care for affected motorists etc</li> </ul>

**Note:** Some of the duties outlined above may be undertaken whilst the Emergency Services or Scottish Borders Council personnel are on route to the incident. The intention is to support and assist them in their duties.

# RESTON & AUCHENCROW COMMUNITY COUNCIL CONTACTS

## 8. RESILIENT COMMUNITY PLAN CO-ORDINATOR

- NAME  
Community Co-ordinator  
contact details  
tel:  
email:
  
- NAME  
Assistant Community Co-ordinator  
contact details  
tel:  
email:
  
- NAME  
Area Co-ordinator  
contact details  
tel:  
email:





# RESTON & AUCHENCROW COMMUNITY COUNCIL

## 10. COMMUNICATION SYSTEM

In the event of an emergency, the Council will have established an Emergency Co-ordination Centre at its Headquarters in Newtown St. Boswells. The Community Co-ordinator or appointed person, should use a single point of contact for communication as all the emergency and council services will be represented within the co-ordination centre. If normal communication systems are operative, the following numbers should be utilised for support and assistance.

### EMERGENCY SERVICES

**Note:** Any emergency should be notified to the relevant emergency service using the 999 system

Contact	Telephone Number
SBC Out of Hours Contact	01896 752111 (Bordercare)
SBC Community Contact Team	01835 825155 (first point of contact)
Council Helpline	0300 100 1800
Scottish Government Link	<a href="http://www.readyscotland.org">www.readyscotland.org</a>
NHS 24 Helpline	0845 24 24 24

If normal telephone communication systems have failed, including the 999 system. Police or Mountain Rescue Teams will be deployed to the area and will operate via the Airwave or Satellite radio systems, and will alert the Community Co-ordinator to the alternative method of contacting the Emergency Services.



## 12. 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 and by employers' liability insurance for any injuries sustained by the volunteers in the execution of the tasks.

The insurance cover currently in place for both Scottish Borders Council and for the Community Council provides cover for volunteers and this will extend to the assigned volunteers identified within Section 9. of the Resilient Community Plan. To ensure that the level and value of any such claims is mitigated as far as possible, all assigned volunteers must undergo appropriate training for all foreseeable tasks that they may be required to undertake. This training should to be recorded and refreshed as appropriate with supporting documentation held on file. This will help to ensure that the volunteers have appropriate skills for the tasks assigned to them and will provide a defence to any claims that may arise as a result of the activities.

## 13. DISCLOSURE CHECKS

The duties that a volunteer is likely to undertake whilst supporting their community is unlikely to require a disclosure check. If a volunteer is required to enter a house it will be at the discretion of the householder and it is suggested that if the volunteers have to enter a house, that they do so in pairs.

Similarly, if a volunteer is asked to pick up a prescription it is at the discretion of the person requiring it, and it should be stressed to the pharmacist that there should be no evidence of medicine on the bag or container.

## 14. LEGAL DISCLAIMER REGARDING COMMUNITY RESPONSIBILITIES

Scottish Borders 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.

Scottish Borders Council 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.

## 15. HEALTH SAFETY ADVICE

Health and safety legislation doesn't generally apply to someone who is not an employer, self-employed or an employee.

The Health and Safety at Work etc Act 1974 (HSW Act) and the regulations made under it apply if any organisation (including a voluntary organisation) has at least one employee.

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

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

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

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

## 16. FURTHER ADVICE AND GUIDANCE

For further Health & Safety information in relation to volunteering, please use the links below:  
<http://www.hse.gov.uk/contact/faqs/charities.htm>  
<http://www.hse.gov.uk/voluntary/index.htm>

For further information on volunteer driving and insurance policies, please use the link below:  
[http://www.abi.org.uk/Information/Consumers/General/Volunteer\\_Driving\\_.aspx](http://www.abi.org.uk/Information/Consumers/General/Volunteer_Driving_.aspx)

For further advice on snow clearance, please use the link below:  
<http://www.readyscotland.org/are-you-ready/winter-weather/winter-at-home/clearing-paths/>

For further advice on Resilient Communities, please use the links below:  
<http://www.readyscotland.org/are-you-ready/winter-weather/>  
<http://www.communitytoolkit.co.uk/>

## READY AT HOME

# HOUSEHOLD EMERGENCY PLAN

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

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

### IF YOU HAVE TO LEAVE YOUR HOME

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

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

#### Meeting place 1 (Near Home)

#### Meeting place 2 (Further away)

Pick a friend or relative who lives out of the area, who you will agree to call to say you're OK, should you need to leave home. Make sure this person knows.

#### Friend or relative to call to let people know that you're OK

**If the emergency means it is not safe to go out**, the advice is usually to:  
**GO IN** (go indoors and close all windows and door),  
**STAY IN** (stay indoors),  
**TUNE IN** (to local radio, TV or the internet, where public information and advice from the emergency services will be broadcast.)  
The local radio station's Radio Borders on frequency **96.8 FM** (Central Borders) **97.5** (Berwick). Radio Scotland (local information is given at certain periods) on frequency **92 - 95 FM**, and **810 MW**.

If it is safe to do so you should check on your neighbours and vulnerable people living close by. **You may want to think who they are in advance:**

## RESTON & AUCHENCROW COMMUNITY COUNCIL

### PACK AN EMERGENCY KIT

You should ensure you have sufficient supplies at home to meet your household needs for at least three days.

Packing a small emergency kit and keeping it in a safe, easily accessible place at home will stand you in good stead in a wide range of emergency situations.

**Your kit should be kept in a waterproof bag and include as many as possible of:**

- A battery radio with spare batteries or a wind up radio (so you can hear important messages if the electricity supply is affected)
- A battery torch with spare batteries or a wind-up torch
- Candles and matches.
- A first aid kit
- Copies of important documents like birth certificates, insurance policies and your household emergency plan
- Bottled water and long-life, ready-to-eat food, plus can opener if needed
- Spare keys to your home and vehicle
- Spare spectacles or contact lenses
- Toiletries and details of prescription medication
- Pencil and paper, penknife, whistle.

**If you have to leave your home, you should also consider taking:**

- Prescription medication
- Mobile phone and charger
- Cash and credit cards
- Spare clothes and blankets
- Playing cards, games, books, a child's special toy
- Pets, unless gathering them causes delay or danger.

### IMPORTANT TELEPHONE NUMBERS

- For the Emergency Services, dial 999
- For NHS 24, dial 0845 24 24 24
- For Scottish Borders Council, dial 0300 100 1800

**You should record other important numbers:**

SCHOOLS/COLLEGES	INSURANCE COMPANY
CARERS/CHILDMINDER	VET
WORK CONTACT	SEPA FLOODLINE 0845 988 1188
DOCTOR	OTHER

For further information see Ready Scotland at:

[www.scotland.gov.uk/Topics/Justice/public-safety/ready-scotland](http://www.scotland.gov.uk/Topics/Justice/public-safety/ready-scotland)

## APPENDIX 1

# RESIDENTS' QUESTIONNAIRE ON THE DEVELOPMENT OF A COMMUNITY COUNCIL RESILIENT COMMUNITY PLAN

## SNOW AND ICE

**Please note:** Each householder/occupier is responsible for maintaining and clearing snow or ice from their footpaths and driveways

- |   |                              |                             |
|---|------------------------------|-----------------------------|
| 1. Are you able and willing to undertake snow clearing of paths/ driveways of those who are unable to do so?                          | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 2. Are you able and willing to undertake snow clearing of the paths/ driveways that give access to the community or village hall etc? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 3. Are you able and willing to undertake clearing of snow from school and nursery access routes and playgrounds?                      | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 4. Would you be willing to co-ordinate part of or all of this activity within your street or area?                                    | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 5. Are you able and willing to undertake putting bins out during severe weather for those who are unable to do so?                    | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 6. Can you offer the use of a 4 X 4 for urgent errands/messages during severe weather?  | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

## OTHER EMERGENCIES, INCLUDING FLOODING, UTILITY FAILURE, FIRE, TRANSPORTATION

- |   |                              |                             |
|---|------------------------------|-----------------------------|
| 1. Can you provide transport (4X4) to people within your community that may need to get to the doctor, pick up shopping, etc.?                      | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 2. Are you able and willing to help place out sandbags or assist with the putting up of domestic flood gates of those who are unable to do so?      | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 3. Are you able and willing to assist with the preparation of catering or the provision of hot drinks at your community/village hall?               | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 4. Are you willing and able to check on your neighbour (if necessary) during any failure of the utilities etc. for example, power or water failure? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 5. Do you have a specific skill that the community can call upon during an emergency?   | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 6. If Yes to 5, please state what skills you can offer  | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

.....  
 Please note, this would not involve payment as the community council do not have any budget for this.

## OTHER “REGULAR” AND POTENTIAL COMMITMENTS

1. Are you willing to keep a watch on your neighbours’ property when they are away on holiday etc.?  YES  NO
2. Provide temporary assistance if a neighbour is locked out/utility failure?  YES  NO
3. Would you like to be a local community/area co-ordinator for any of the above?  YES  NO
4. If Yes, please state any preferences you have

.....

If your are willing to assist your community neighbourhood and have answered Yes to any of the above questions, can you please provide the following information. This information will be held by the Community/Area Co-ordinator and only used or divulged when necessary during an incident or emergency. The co-ordinator will add the information to what is termed a ‘community asset register’ and will be reviewed annually or whenever deemed necessary.

NAME	
ADDRESS	
EMAIL	
AVAILABILITY for example day & night, or night time only.	
HOME TEL	MOBILE TEL
Please state below any additional suggestions or comments you would like us to consider.	

**Please return the completed questionnaire to the  
Community Co-ordinator**



## APPENDIX 2

# EXAMPLE COMMUNITY EMERGENCY GROUP EMERGENCY MEETING AGENDA

DATE

TIME

LOCATION

ATTENDEES

## 1. WHAT IS THE CURRENT SITUATION?

You might want to consider the following:

### LOCATION OF THE EMERGENCY

#### Is it near:

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

### 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
- Non-English-speaking people.

### WHAT RESOURCES DO WE NEED?

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

2. ESTABLISHING CONTACT WITH THE EMERGENCY SERVICES

3. HOW CAN WE SUPPORT THE EMERGENCY SERVICES?

4. WHAT ACTIONS CAN SAFELY BE TAKEN?

5. WHO IS GOING TO TAKE THE LEAD FOR THE AGREED ACTIONS?

6. ANY OTHER ISSUES?

**Please note:** Always record actions identified and carried out

You can get this document on tape, in large print, and various other formats by contacting us at the address below. In addition, contact the address below for information on language translations, additional copies, or to arrange for an officer to meet with you to explain any areas of the publication that you would like clarified.

#### EMERGENCY PLANNING

Scottish Borders Council | Council Headquarters | Newtown St Boswells

MELROSE | TD6 0SA

tel: 01835 825056 | email: [eps@scotborders.gsx.gov.uk](mailto:eps@scotborders.gsx.gov.uk)

