

North Berwick Community Emergency Plan: PUBLIC COPY



Plan last updated on January 2019
Plan to be updated August/September 2019

**IF YOU ARE IN
IMMEDIATE DANGER**

CALL 999

Amendments to Plan

Name	Date	Details of changes made	Changed by	Date for next revision
<i>Sue Northrop</i>	July 2017	<i>New Community Council & Assets register permissions and contact details</i>	<i>Sue Northrop</i>	<i>January 2018</i>
Sue Northrop	February 2018	<i>Revisions to make plan suitable for public sharing ie remove personal details</i>	Sue Northrop	In light of re-view and community day plus re-fresh re GDPR
Sue Northrop	November 2018	Updated contact details, amend assets	Sue Northrop	Post Community meeting 3/11
Sue Northrop	January 2019	Re do for new NBCC	Sue Northrop	August 2019
Sue Northrop	August 2019	Refresh Assets map		

Introduction.

This *Community Emergency Response Plan* has been prepared by North Berwick Community Council in consultation with local stakeholders, in line with the provisions of the **Civil Contingencies Act 2004 and The Contingency Planning (Scotland) Regulations 2005**.

The plan is designed as a community response to an incident that disrupts and has serious consequences for the everyday life of the community. In particular this plan is aimed at assisting those most vulnerable who reside in the burgh or are visiting North Berwick. No attempt is made to define what might cause such disruption, and could be anything from severe weather, flooding or fire to a major power cut. Being aware of the risks that we as a community may encounter and who within the community might be able to assist will make our community better prepared to cope with an emergency.

Local emergency responders will always have to prioritise those in greatest need during an emergency, especially when life is in danger. During these times, we as a community would benefit from knowing how to help ourselves, and those around us until assistance arrives.

Throughout this document, the importance of volunteers to ensuring the wellbeing of the community is clear; however this document is not intended to usurp the statutory obligations of the Scottish Government, East Lothian Council, and the Emergency Services.

This plan, although primarily related to disruptive emergencies and incidents, can also be invoked for other events such as mobilising volunteers to search for missing persons under guidance of Police Scotland. The plan has identified and considered known risks and potential responses. However the plan primarily aims to set up a **process of response** whereby the community is able to respond and be flexible to any eventuality. The plan will therefore remain flexible to tackle the incident the community face.

The plan is distributed to the following organisations: Community Police, Fire, Coastguard, First Responders, Lifeboat, Local Councillors and Community Councillors, North Berwick Library, North

Berwick Community Centre and ELC Emergency Planning Officer. In addition the plan will be distributed to all members of the asset register and individual volunteers.

PURPOSE

In a severe emergency situation, the emergency services and responders cannot be everywhere at once. They will always have to prioritise people in greatest need, especially where lives are at risk.

Within our community, people who already using services can become more vulnerable in an emergency and people no-one thought of as vulnerable may well become so. In an emergency, anyone can become vulnerable and at risk regardless of age, health status and other factors.

The good news is that how communities organise to prepare for emergencies can make a big difference. The Community Emergency Plan is about how communities can make that difference by coming together to support each other.

Community Resilience

A resilient community is achieved by working together

At the heart of how communities get through emergencies is how 'resilient' they are – this means how well we can use our strengths to:

- prepare for,
- respond to; and
- recover from emergencies

More resilient communities:

- are aware of the risks that may affect them and how vulnerable they are to them
- use their existing skills, knowledge and resources to prepare for, and deal with, the consequences of emergencies
- work together to complement the work of the local emergency responders before, during and after an emergency.

This purpose of this Community Emergency Plan is to help our community become more resilient, and cope until the emergency responders arrive; and help us recover in the long term.

Local Risk Assessment.

Risks	Impact on community	Actions the Resilient Communities Group can do to prepare and assist?
Inland Flooding	<p><i>Damage to homes & businesses</i></p> <p><i>Flooding of local streets</i></p> <p><i>Lack of Access & Egress to properties</i></p>	<p><i>Encourage residents and businesses to improve home flood defenses</i></p> <p><i>Place sandbags or domestic flood gates into position</i></p> <p><i>Work with local emergency responders to see if they can help with distribution of flood warnings and any evacuation to rest centre establishment required</i></p> <p><i>Identify vulnerable people who live in areas likely to be flooded</i></p> <p>Provide response information - local facebook pages e.g. NB News and Views and Community Centre facebook page and local websites. Local radio</p>

<p>Coastal Flooding</p>	<p><i>Damage to vessels in North Berwick Harbour</i></p> <p><i>Impact to homes & businesses near to Harbour</i></p> <p><i>Damage to Harbour</i></p>	<p><i>Encourage residents and businesses to improve home flood defenses</i></p> <p><i>Place sandbags if available or domestic flood gates into position</i></p> <p><i>Work with local emergency responders to see if they can help with distribution of flood warnings and any evacuation and rest centre establishment required</i></p> <p><i>Identify vulnerable people who live in areas likely to be flooded</i></p> <p><i>Identify owners of vessels so that they can be warned as to possible coastal flooding</i></p> <p><i>Work with other representative organisations who have responsibility for the harbour (NBHTA)</i></p> <p><i>Provide response information when possible such as through the NB Community Council newsletter</i></p>
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<p>Severe Weather (Snow, Rain etc.)</p>	<p><i>Road and Footpath inaccessibility</i></p> <p><i>Loss of utilities</i></p> <p><i>Rubbish Collection</i></p> <p><i>School Closure</i></p>	<p><i>Caring for vulnerable people affected</i></p> <p><i>Clearing snow from access routes to homes, community buildings, and schools</i></p> <p><i>Movement of residents to a safe place</i></p> <p><i>Delivery of supplies and fuel to the community</i></p> <p><i>Arranging rubbish collection</i></p> <p><i>Completing critical services for the vulnerable such as collecting medicine and transportation for doctor/hospital appointments; food heating</i></p> <p><i>Provide response information when possible such as through Local facebook pages- NB News and Views; NB Buy and sells and Community Centre facebook page. Local radio</i></p>
<p>Utility Failure</p>	<p><i>Loss of gas, electricity and water</i></p> <p><i>Loss of communication</i></p>	<p><i>Caring for vulnerable people</i></p> <p><i>Assisting with the delivery of alternative heating sources, water etc. Food</i></p> <p><i>Making refreshments and food at community buildings</i></p> <p><i>Staffing rest centres until ELC staff arrive</i></p> <p><i>Provide response information when possible such as through local facebook pages such NB News and Views, NB Buy and Sells and the Community Centre Face book page. Local radio</i></p>

Fire	<i>Evacuation</i> <i>Access to Houses and Businesses</i> <i>Closure of doors and windows</i>	<i>Assist with alerting the residents.</i> <i>Assist with the evacuation of residents to a safe place.</i> <i>Maintaining access routes until the Fire Service or Police arrive</i>
Communication	<i>Loss of communication</i>	<i>Caring for vulnerable people</i> <i>Alerting residents and establishing contact groups</i>
Rail Crash	<i>Train is derailed entering or leaving North Berwick</i>	<i>Assist the emergency response services as requested</i> <i>Making refreshments and food at community buildings</i> <i>Staffing rest centres until ELC staff arrive if one is set up for passengers</i>
Other	<i>Missing persons</i> <i>Transportation Incident</i>	<i>Identify a meeting point etc.</i> <i>Care for affected motorist etc.</i>

In an emergency we need to draw on all the assets and resources available to the community - people who can help, skills, knowledge, equipment and buildings. Our networks and connections are particularly valuable.

We have compiled an Assets Register to pull together the different types of resources available to the community in an emergency. The Register is updated every year.

We do not make public contact details for organisations or any information about individuals who have signed up for the register. These are removed from the public version of the plan and help by the NBCC Emergency Coordinator. All information is held and managed in line with GDPR by the NBCC Coordinator and used only to refresh the register or in an emergency. If you wish to change, relive or discuss any aspects of how we handle personal data please contact Sue Northrop. sue.northrop@btinternet.com or 07727 883 881.

OPERATIONALISING THE NBCC COMMUNITY EMERGENCY RESILIENCE PLAN

QUICK START

1. ASSESS URGENCY

Red - take immediate action and implement plan - see below.

Assume it's going to happen (if it hasn't already)

Eg - Red Weather warning, no warning, major incident, wide spread, service support impede. Or overloaded

Amber - might happen, be prepared, manage alarm

alert community - FB, web pages, networks, refer to Ready Scotland.

Publicise ELC Contact Centre number.

Eg Amber weather, flooding

Ongoing - reminders and resilience building

- Link to risk levels, seasons etc.
- Who to call when
- Vulnerable customers links
- Prepare for winter, summer etc.

2. ASSESS SITUATION AND (POSSIBLE) COMMUNITY RESPONSE

What's happened, who's affected & how we might help

- Emergency Coordinator (SPOC) - get info from ELC - basic info and impact.
- Identify likely community issues/support and immediate vulnerabilities (risks services can't cover)
- Identify key agency/ies - eg health, power etc to get info and assess if help required, tell them we're here to help (might not need if already shared).
- Get information about main vulnerabilities/risk

3. DEVELOP ACTION PLAN

What needs done by whom with what

- Emergency Coordinator contacts Deputy, NBCC Chair and NBCC emergency team and Comms. Discuss: what's happened, what support might be required, risks and vulnerabilities.
- Agree immediate actions, required assets and handling, communication, roles etc.
- Agree working group/contact list of key contacts/assets/need to know. Keep it small and focussed

- Agree if need to go to Emergency base - Hope Rooms and activate Rest Centre

4. IMPLEMENT ACTION PLAN

Telling people what's happening, getting people and things mobilised and getting intelligence moving

- Emergency Coordinator - Do whatever is required and is most urgent, retain an overview
- Inform NBCC and others on contact list/e mail - inform, call to action or ask to be prepared. Collate informations from connections and networks on impact, risks, vulnerability and how they can help. (NBCC Chair)
- Notify key assets holders, checking access and availability of resource - identify any potential problems or gaps - NBCC Chair
- Contact key vulnerable groups/areas - NBCC Emergency Group - in person if needs be
- Alert wider public to risk, advise, reassure - NBCC Comms - FB, radio, networks, Whats App etc.
- Call for volunteers who can do what's needed - inform, prepare, mobilise. NBCC Comms
- Prepare rest centres etc if required - SPOC
- Advise people with medical and care skills to contact EL Contact Centre who will handle - Comms
- Use all communication channels (need strategy) Comms over sees
- Arrange community meeting if required - Emergency Coordinator/ Deputy/Chair/Comms plus NBCC members
- Get ongoing intelligence on impact and risk - social media, get out and visit places at risk - Comms coordinate
- Keep SPOC Informed - Chair as conduit

5. KEEP REVIEWING

- Ongoing review and discussion as things change
- Deal with issues as they arise
- Consider high risk 'what ifs' and have preliminary contingency plans (eg social media down, phones out, power cut, if emergency continues more that 24 hours)
- 2x Daily review
- Report back and communicate what's happening regularly to key group
- Adapt as things change

6. CLOSURE

- At end tell people the emergency plan is revoked - we survived

- Provide any other info or support needed post emergency - what happened
- Thank people
- Get feedback in how things went lessons learnt - to improve
- Call folks together to review plan and make changes accordingly

NORTH BERWICK COMMUNITY COUNCIL: COMMUNITY EMERGENCY

RESILIENCE PLAN: ASSET REGISTER

Building/ resources/ skills	Location	Potential usage in an emergency and skills or resources
St Andrew Blackadder Church of Scotland	High Street North Berwick	Safe place and rest centre toilets and refreshments and volunteers Wide community connections
Why Not market	High Street North Berwick	Refreshments, food and hot drinks, shelter warmth, toilets FB
North Berwick Community Centre	North Berwick Community Centre 8 Law Road North Berwick	ELC official Rest Centre Community connections FB
North Berwick Day Centre	6 St Andrew Street, North Berwick	Information and access to vulnerable older people. Personal care, food, etc Transport and Volunteers Community networks FB
North Berwick Health Centre	St Baldreds Road, North Berwick	Access to information about people at risk Point of contact GP's and Nurses FB
NB Youth Project		Volunteers and rest centre Networks
The Abbey, ELC	Old Abbey Road , North Berwick	Residential care Home- Access to vulnerable people and carers Food, shelter, warmth company Trained staff

North Berwick Community First Responders		15-20 First aiders - can only act as First Responders if called out by the Scottish Ambulance Service. Can deploy skills as first aiders but not as first responders unless deployed by Ambulance Control - 999
North Berwick Rotary Club		Volunteers, wide range of skills and knowledge and practical advice and support. Community network FB
North Berwick Rugby Club		Defib in club-house. Shovels; grit box located in the car park Recreation Park, large car park. Community connections Membership
1st North Berwick Scouts	St Baldreds Road	Volunteers and hall Connections
Stepping Out		Mental health support and access to vulnerable people Networks
NB Harbour Trust Association		Responsible for the harbour area. Access to support for flooding. Yacht club and RNLi have access to tractors
NB Rowing Club		Volunteers
North Berwick High School		Volunteers Community links within young people & families FB
Muddy Mutts		Care of animals

NB library and coastal museum	The old school road	Information hub and communication skills. Kitchen and safe place, toilets Network
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Individual contacts held in separate file.

THE COMMUNITY EMERGENCY RESILIENCE PLAN: ASSETS REGISTER

To be able to direct resources, the Community Emergency Co-ordinator needs to know the resources that are available in North Berwick. In order to do this a 'Community Emergency Asset Register' will be kept listing people who are willing to volunteer, along with any specialist training or knowledge, and access to tools, equipment and resources (see above). The Community Council will hold the community register. Members of the community are encouraged not only to register, but also to notify any changes, so the list is up to date.

All information provided for the purpose of assisting the community in an emergency situation will be kept confidential, and held in accordance with relevant data protection legislation.

Volunteers

For this plan to work we need the support and enthusiasm from our community. People need to be prepared to sign up and offer to get involved in helping if an emergency happens. Raising awareness and encouraging people to see the value of joining in are an important part of building the plan.

To make our plan most effective, as diverse a group as possible within our community are needed to get involved. Different people bring different skills and opportunities. For example, some people may not be able to clear snow, but could be willing to help look after people who have to leave their homes in an emergency. People from different ethnic communities may have language skills, and could help communicate with people in our community whose first language is not English.

In an emergency situation volunteer groups and individuals will make the difference to ensuring the welfare and well being of vulnerable members of our community, and how quickly we recover from any emergency situation.

In order to make the most effective use of community resources, the Community Emergency Co-ordinator needs access to a list of community volunteers with any relevant skills (see separate lists). Members of the public are encouraged to register as a community emergency volunteer and if they have skills, tools or other resources that could be used. For example, some people may have equipment and expertise they are willing to use while others may be trained in first aid or food preparation. Many people will be able to help in tasks such as clearing snow.

Outside of an emergency, people can register at the North Berwick Community Centre. **During an emergency situation, the Emergency Resilience Team will meet in the Hope Rooms. (currently under review). This is separate to the Community centres which is the Emergency Rest Centre.**

Tools and Equipment

Within our community there are individuals and companies who use portable generators and other tools or equipment that could be used in the event of an emergency. Those willing to provide assistance in an emergency need to be identified so they can be contacted by the Community Emergency Co-ordinator and directed where they are needed. Again there must be retrospective compensation for the fuel/ consumables used.

For example, tree surgeons may have useful skills and equipment and farmers may be willing to use their tractors to help. It is important to make sure that anyone using this kind of equipment is properly qualified and insured to do so. This is for their protection and to protect the people they are helping.

Supplies

In an emergency, our community could require supplies, like fuel, food and water, which may be difficult to obtain. Local businesses and suppliers may be willing to provide them in advance and be reimbursed after the emergency is over. A list of where grit bins are located in North Berwick is attached to this plan. Snow shovels are stored at the Rugby Club and the contact is the caretaker John Walzac 07500660243. The Community Co-ordinator will have an emergency bag that will hold the numbers of the emergency

services, the community resilience plan, the emergency mobile phone and charger, one wind up radio, four wind up torches, a flip chart, flip chart pens and whiteboard pens. Two non- electronic landline phones.

Vehicles and Transport

In our community there are people who are able to help transport people, supplies or equipment during an emergency. The Community Emergency Co-ordinator will need to know which vehicles the local community could use and know how to access them in an emergency. They need to know if volunteers have access to a car or if a local tradesman is able to take supplies to a community shelter using their van. It is important to make sure that vehicle owners are properly licensed and insured to use their vehicles in this way. If you know in advance that your car would be used in an emergency **it would be advisable to inform your insurance company.**

Community Networks and connections

In many emergencies our most valuable asset is often our community networks and connections. We ask everyone to look out for neighbours and friends, regardless of age or apparent vulnerability - in an emergency any can be at risk.

We will also use our rich and diverse community organisations, clubs and societies and their networks and connections to share information about the emergency and risk and mobilise community support.

Health & Safety and Insurance

Insurance and liability need not be a barrier to preparing our community for emergencies. Having a Community Emergency Plan does not mean that volunteers will be putting themselves in danger, or endangering other people in the community. In fact it means the opposite.

For every-day activities that you might do to help your neighbours, in a personal capacity, your ordinary household buildings or contents insurance will generally provide personal liability cover. You will need to take reasonable care and should not take unnecessary risks. **If you are in doubt, you should check your policy or ask your insurer.**

If you are part of an existing group, you will probably have third party liability insurance, and you can check with your insurer that the types of activities you want to do will be covered by your policy.

If a group is not employing anyone health and safety legislation, does not, in general apply.

Voluntary organisations and individual volunteers do, however, have a duty of care to each other and others who may be affected by their activities. In every case it is important to ensure that volunteers working on community resilience activities do so safely and anyone affected by their activities are not put at any additional risk. If your group has control of premises the law requires you to take reasonable measures to ensure the hall, access to it and any equipment and/or substances provided are safe for people using it.

For information and advice see: <https://www.readyscotland.org>

First Steps in a Community Emergency

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 lead role.

The community management of the emergency is the joint responsibility of North Berwick 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.
2. The Community Emergency Co-ordinator or deputy will alert the community council and the local organisations, local volunteers and the rest centre of the need for a community's response to an incident. Individuals will take responsibility for contacting those individuals and organisations indicated on communication tree in the first instance. Additional volunteers will be contacted from the asset register (pp 8-10) depending on need.
3. The Community Emergency Co-ordinator will have an emergency bag that will hold the numbers of the emergency services, the community resilience plan, the emergency mobile phone and charger, one wind up radio, four wind up torches, a flip chart, flip chart pens and whiteboard pens. Two non-electronic landline phones.
4. **The Community Council will co-ordinate the response from the Hope Rooms and arrange co-ordinating meetings as required until the emergency is controlled. The Community Emergency Coordinator will use a dedicated mobile phone to communicate during the emergency - telephone number 07497760669. This is not a public helpline number, that remains 999 for emergencies and 111 for other concerns.**
5. The Community Emergency Coordinator will be the first point of contact with the East Lothian Council Emergency Planning and Risk Manager and the emergency services.

6. Volunteers will be asked to congregate at the North Berwick Community Centre or another suitable site where intelligence will be gathered and tasks allocated.
7. Organisations who work with vulnerable/at risk people (anyone can be vulnerable, no assumptions can be made about age, disability etc) will be asked to provide lists of people who are deemed to be at risk emergency. All information provided for the purpose of assisting the community in an emergency situation will be kept confidential and held in accordance with relevant data protection legislation. Where appropriate there will be close and continuous contact with the North Berwick Health Centre Manager and the Emergency Coordinator.
8. We will make maximum use of local networks and community contacts and use Local Facebook pages and other social media to communicate with the wider community. The Emergency team will also lisle with local radio. In addition requests for help and resources will be made through these channels.
9. All actions taken by the co-ordinating group will be recorded and a whiteboard should be used to record actions. Actions undertaken by the community might include:

The allocation of lead roles for the following:

- Key communications- recording all communications, all meetings, contacting local radio and post facebook messages; accessing other means of communication if required. And dealing with public and media as required.
- Contacting and co-ordinating volunteers and voluntary organisations and recording the tasks allocated to each volunteer or groups of volunteers;
- Accessing emergency lists of vulnerable people
- Resourcing and distributing equipment;
- Accessing and distributing food,
- Preparing food and shelter;
- Keeping lists of the movement of people and their destinations;
- Accessing and distributing prescriptions and medical supplies
- The movement of people and their destinations.
- All contact with the emergency services.
- Any resources purchased

- Any resources borrowed.
- Clearing priority routes.

DRAFT COMMUNITY EMERGENCY GROUP FIRST MEETING AGENDA

Example Community Emergency Group Emergency Meeting Agenda

Date: *Enter Date*

Time: *Enter Time*

Location: *Enter Details*

Attendees: *Enter Details*

1. What is the current situation?

Enter Details

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
- People with mental health problems
- People with ongoing medical problems
- People with mobility problems
- People with communication problems
- Families with children
- Non-English-speaking people.
- What resources do we need?
- Food?
- Off-road vehicles?
- Blankets?
- Shelter?

2. Establishing contact with the emergency responders

Enter Details

3. How can we support the emergency responders?

Enter Details

4. What actions can safely be taken?

Enter Details

5. Who is going to take the lead for the agreed actions- for example

The allocation of lead roles for the following:

- Key communications- recording all communications, all meetings, contacting local radio and post facebook

messages; accessing other means of communication if required.

- Contacting and co-ordinating volunteers and recording the tasks allocated to each volunteer
- or groups of volunteers;
- Accessing emergency lists of vulnerable people
- Resourcing and distributing equipment;
- Accessing and distributing food,
- Preparing food and shelter;
- Co-ordinating and communicating with other voluntary organisations;
- Keeping lists of the movement of people and their destinations;
- Accessing and distributing prescriptions and medical supplies
- The movement of people and their destinations.
- .All contact with the emergency services.
- Any resources purchased

Any resources borrowed.

6. Any other issues?

Enter Details

ACTIONS AGREED WITH LOCAL AUTHORITY IN THE EVENT OF AN EVACUATION

The North Berwick Community Centre is the official rest centre if people need to be evacuated. However, as there is no emergency power, other centres will be used. As many of these are already supporting people at risk, centre details will be agreed on a case by case basis.

East Lothian Council (ELC) is responsible for opening and staffing the NB Community Centre if it is the rest centre. ELC has a Rest Centre plan and staff exercise this plan on a regular basis.

However, should an incident stretch the ELC resources assistance from North Berwick Community Council volunteers will be requested.

HOUSEHOLD EMERGENCY PLANS

Be prepared: You can create your own emergency plan :

<https://www.readyscotland.org/at-home/create-an-emergency-plan/>

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 (to local radio, TV or the internet, where public information and advice from the emergency responders will be broadcast)

Local Facebook Pages North Berwick News and Views and local radio will be used to communicate with you.

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 away)**

✓ **Meeting place 2 (Further away)**

Location.....

Location

.....
.....
.....
.....
.....

Pick a friend or a 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**

Name:.....

Telephone number:.....

If it is safe to do so, you should check on your neighbours and vulnerable people living close by. Have a think about who they are in advance.

Name:	Name:	Name:
Address:	Address:	Address:
Tel Number:	Tel Number:	Tel Number:

Additional Information

Additional information to assist with this plan:

- Contact the East Lothian Council, Emergency Planning and Risk Manager on 01620827779 or 07768916176
- Scottish Government Ready Scotland –My Community web page- <http://www.readyscotland.org/my-community>
- East Lothian Council webpage for Emergency Planning (includes copies of severe weather and Torness Off Site Emergency response plan) http://www.eastlothian.gov.uk/info/1226/emergencies/334/emergency_planning
- Emergency contact numbers http://www.eastlothian.gov.uk/info/1226/emergencies_and_emergencyservices/1399/emergencies_contact_details
- Scottish Power <http://www.spenergynetworks.co.uk>
- Scottish Environment Protection Agency (SEPA) : <http://www.sepa.org.uk/environment/water/flooding/responsibilities-for-flooding/>

GDPR FOR COMMUNITY RESILIENCE GROUPS

Ready Scotland

Preparing for and dealing with emergencies

Follow us on Facebook and Twitter

Data Protection for Community Resilience Groups

Community Resilience Topic Sheet 1

Keeping information about members of the public.

Many groups that are involved in building community resilience hold personal

3) For people who might need help in an emergency

In an emergency, if you are worried about someone's welfare, you may need to share their personal details with another organisation. For example, you might want to give details of someone who needs particular help to your local authority. It's also possible that another agency might share someone's personal details with you, for example to enable you to knock on their door and check on them.

The sort of information that you might need to record is: name, address, contact details, and factors that might contribute to their vulnerability, such as if someone has been recently discharged from hospital, or if they have mobility problems.

Because this information may be sensitive in nature, you should treat it with particular care.

4) Tell people how their details will be used

It's important to let people know that their details will be handled securely. If you collect information verbally you can do this verbally. If you use a form or survey to collect information, you can include a written statement.

For volunteers you could say:

"We will only use the information you have given us if we need to contact you in an emergency situation, to ask if you are able to take part in activities which will help in the community. It will be kept securely. If you no longer wish to participate in this initiative, please contact us at [insert contact details] and your details will be securely deleted."

For people who require help you could say:

"In an emergency situation we may use the details you have given us to contact you in order to check whether you need assistance, or we may pass your details on to the emergency services in order that they can help you. Your personal information will not be used for any other purpose and it will be kept securely. However, if you no longer wish us to keep your details, please contact us at [insert contact details] and they will be securely deleted."

5) Where to get more advice

If you would like further advice on data protection, the Information Commissioner's Office in Scotland operates an advice service and can be contacted at: 45 Melville Street, Edinburgh EH3 7HL. T: 0131 244 9001 E: Scotland@ico.org.uk or guidance can be found on the ICO website at: www.ico.org.uk

Ideas and guidance about what you can do to help make your community more resilient can be found at: www.readyscotland.org