

# Torphins Community Help

## Potential scenarios & suggested responses

**Scenario:** Prolonged loss of utilities

**Response:**

The prolonged loss of utilities such as electricity or water over several days may be inconvenient during summer months but would quickly become an emergency during the autumn/winter period, particularly for the very young, the elderly and the vulnerable members of the community. Access to heat, light and hot food would be major challenges. If TORCH is mobilised, it would likely be involved in the following:

- If there is any pre-warning due to impending storms/bad weather, then alert community to prepare for potential loss of utilities, to take necessary steps for self-help or alert neighbours if they need help
- Liaise with Aberdeenshire Council Marr area manager and/or council Emergency Planning Officer
- Contact utility companies to find out what the problem is and when power/water/telecoms will be reconnected. Ensure the community is kept informed. If the loss is going to be several days, then discuss with utility companies what community help they can provide
- Decide if the refuge centre needs to be opened to provide shelter, heat, and hot food, and make the necessary arrangements
- Ensure community volunteers are mobilised
- Ensure the most vulnerable members of the community are checked for their welfare and provide any assistance they require
- If the utility loss is going to be for several days, inform the community that those who can safely relocate to family/friends should consider doing so
- Liaise with local food shops to assess availability of stocks
- Assess impact of power loss on water supplies and availability of fuel at Campfield filling station
- Once utilities are restored, ensure no members of the community are still cut off or missed out

**Scenario:** Severe weather

**Response:**

Severe weather such as excessive snowfall and drifting may not be classified as a community emergency, but it can still cause extreme difficulties for the elderly and vulnerable with blocked roads and pavements restricting access. It may also affect utilities with potential power loss. Food and fuel deliveries to local businesses may also be affected. Depending on the severity of the situation, TORCH may be mobilised to assist with or organise the following:

- Contact elderly and vulnerable members of the community to assess their welfare and any assistance they may require
- Liaise with the Aberdeenshire Council Marr area manager to discuss what resources are required and can be provided, such as snowploughs, 4x4 vehicles or tractors
- Liaise with local estates to see if they have any available resources such as tractors or 4x4 vehicles
- Consider mobilising community volunteers to clear snow from access routes to community/public/key buildings
- Assist, as required and where possible, with the delivery of essential food and fuel supplies

**Scenario:** Major incident

**Response:**

In a major incident Police Scotland take primacy and coordinate the response, the other emergency organisations, and the support organisations. Depending on the nature, severity, security, and public safety associated with a major incident, TORCH may be asked to support the community with the following tasks:

- Open the refuge centre to provide immediate shelter and food for evacuated personnel and ensure a register is kept of all those evacuated to the refuge along with visitors and anyone passing through the refuge
- Identify and contact anyone who may benefit from additional assistance in the affected area and liaise with the emergency services to organise their evacuation and transportation to the refuge
- Attend any multi-agency meetings as requested by the Police incident Officer (PIO)/lead emergency services responder

**Scenario:** Flooding

**Response:**

Given the topography of the Torphins Community Council area, flooding is not regarded as a major risk. However, severe rain fall could cause problems in some small areas and TORCH may be involved with the following:

- Inform the community to stay at home if possible and only travel if necessary due to road conditions
- Ask the community to be a good neighbour look out for any residents who may be affected by the conditions
- Identify and contact any elderly and vulnerable people in a flooded area, check their welfare and assess if they require any assistance
- Liaise with the Aberdeenshire Council Marr area manager/ council Emergency Planning Officer if there are any residents in a flooded area that require evacuation
- If any residents are evacuated, consider opening the refuge and make arrangements