

Ballater Rest Centre Management Plan

In the event of an emergency, the relevant emergency services should be immediately notified by calling

999

AMENDMENT RECORD		
revision and date	prepared by	amendment / description
Rev 1 Oct 2016	Response Consultants UK	New document by initial team and in discussion with the Council and Police
Rev 2 Jan 2017	Response Consultants UK	Various updates
Rev 3 Jan 2020	Linda Drever, Mike Forbes	Various updates
Rev 4 Oct 2021	Resilience Coordinators	Various updates
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ABBREVIATIONS

BCCC	Ballater & Crathie Community Council
BRG	Ballater Resilience Group
DERC	Aberdeenshire Council Duty Emergency Response Coordinator
SEPA	Scottish Environmental Protection Agency
SFRS	Scottish Fire & Rescue Service
SSEN	Scottish & Southern Electricity Networks

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1. INTRODUCTION

1.1 Purpose

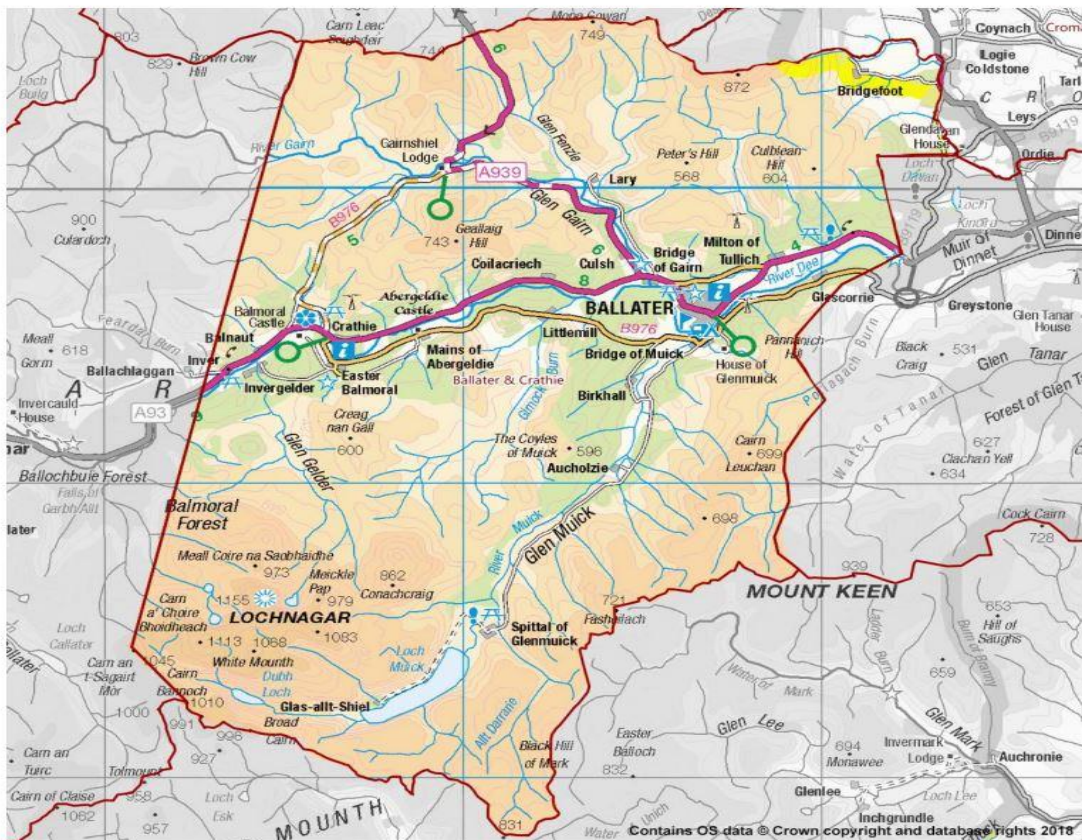
Community Resilience is an initiative supported by local, Scottish, and the UK governments originating from the Civil Contingencies Act 2004. The principle is that communities develop a local plan so that they can help themselves during an emergency in a way that complements, but in no way replaces, the response of the emergency services and other responders.

The purpose of this Ballater Rest Centre Management Plan is to:

- describe the set up and management of the Ballater Rest Centre in the V&A Halls
- facilitate communications between Aberdeenshire Council Duty Emergency Response Coordinator and the Ballater Resilience Group during an incident
- establish an emergency telecommunications link to outside agencies in the event of an extended power outage
- commence self-help arrangements until support from the emergency services or other agencies is in place.

1.2 Scope

This plan assesses risks, identifies local resources and actions, voluntary support and key locations within the BCCC boundaries being the area shown edged in red on the plan below.



In the event of an emergency or any situation which threatens the safety of residents within

the BCCC area above, the actions taken by BRG may include some of the following:

- providing a Rest Centre, hot water, if possible, drinks, and assistance in the village halls during an emergency
- provision of a communications hub to and from external agencies in the event of an extended power outage and loss of landline and mobile phone and internet coverage
- assisting with the provision of essential supplies during severe weather or utility failure e.g. hot water if possible.

While BRG members are operating inside the V&A Halls under the authority of Aberdeenshire Council, their activities inside are covered by the Council's insurance policy and also that of the V&A Halls. While BRG members are an integral part of the BCCC and are operating under the authority of BCCC, their activities are covered by the Community Council's insurance policy (but not those involving the use of mechanised equipment or using volunteers own cars).

1.3 References

As this Plan is in the public domain, all references to people's names and telephone numbers have been omitted, but are included in the following documents, the distribution of which is limited and controlled:

- Ballater Rest Centre Operations Manual (includes detailed checklists and layouts)
- Emergency Contacts List.

2. BALLATER KEY LOCATIONS

The primary Rest Centre in Ballater is based in the **Victoria & Albert (V&A) Halls**, Station Square. The halls complex, comprising two large halls, several smaller rooms, three kitchens, many toilets and a lift, have the capacity to accommodate over 400 people. Standby lighting and heating equipment can be quickly installed in all rooms in the event of the failure of mains electricity. In the event of a major evacuation, use of the various rooms will be designated as follows:

Victoria Hall	-	registration, general use for evacuees (and pets)
Albert Hall	-	general use for evacuees
Mike Sheridan Room	-	for those needing a less busy environment
Hub	-	Rest Centre Coordination Team
Beaton Craigie Room	-	emergency services coordination room.

In lesser events (e.g. prolonged loss of electricity or a minor flooding event), the Victoria Hall may be the only room used.

In the unlikely event that the V&A Halls are not useable, **Ballater Primary School** is designated as the back-up rest centre. However, while these premises could provide immediate shelter, the facilities and resources are less suitable.

A **Media Centre** (If required) will be identified in conjunction with Police Scotland depending on the nature and location of the incident but is likely to be St. Kentigern's Church Hall.

3. RISKS AND RESPONSES

3.1 Risk Assessment

The following tables identify the main realistic risks, impact to the communities, likely actions by emergency responders and possible actions to be taken by the community.

Risk: Flooding (e.g. rivers over-topping, banks bursting, water in village)		
impact on community	actions to be taken by BRG	actions by community
Damage to homes and businesses	Monitor warnings received from SEPA and Met Office so that potential problems identified as early as possible	Monitor SEPA and Met Office warnings.
Flooding in local streets		As required install household flood protection measures.
Disruption of transport links	Identify need to open the Rest Centre	Ensure grab bag with essential items is prepared.
Disruption of delivery of food and supplies to eateries and shops	Mobilise Rest Centre	Evacuate to Rest Centre if property is at risk of being flooded or if instructed to do so by the Emergency Services
Lack of access to/from homes	Advise Emergency services when Rest Centre is ready to receive evacuees	Check on neighbours and advise/help them to take above actions.

Risk: Prolonged Loss of Utilities (e.g. no electricity for several days)		
impact on community	actions to be taken by BRG	actions by community
<p>Prolonged loss of electricity, water or telecoms</p> <p>Loss of utilities to homes, schools, public buildings</p>	<p>Work closely with Aberdeenshire Council to obtain updates on the incident and ascertain what assistance may be forthcoming to the community.</p> <p>When the outage is predicted to last 6 hours or longer, and considering the time of year, the weather conditions, the extent of the power outage and the predicted time to restore power BRG will consider opening the Victoria Hall and Kitchen as a place of warmth and hot water, and the Hub as deemed necessary. BRG aim to maintain a presence in the Halls 8am-8pm only until deemed no longer necessary.</p> <p>Utilise satellite and/or analogue telephones in the Coordination Room for emergency use only.</p>	<p>People should remain in their own homes, ideally with supplies for up to three days.</p> <p>Put some water into containers in case mains water supply is lost.</p> <p>Check on neighbours especially those that may need additional assistance and give help as required.</p> <p>Go to Halls and advise a member of BRG if anyone should require special assistance.</p> <p>Go to Halls and advise a member of BRG Team should you need to contact the Emergency Services in the event of a landline and mobile phone outage.</p>

Risk: Severe Weather (e.g. excessive snowfall and drifting)		
impact on community	actions to be taken by BRG	actions by community
<p>Disruption of delivery of food and supplies to eateries and shops</p> <p>Disruption to transport links</p> <p>Lack of access to/from homes</p>	<p>Monitor warnings received from SEPA and Met Office.</p> <p>Request support from Aberdeenshire Council as required</p> <p>The Rest Centre would not normally be opened for a severe weather event unless there it is accompanied by a prolonged loss of utilities or extensive damage to a number of properties.</p>	<p>People should remain in their own homes.</p> <p>Check on neighbours especially those that may benefit from assistance and give help as required.</p> <p>Assist with delivery of supplies and hot food, if available, to the community</p>

Risk: Major Incident (e.g. hotel fire, forest fire, terrorism, aircraft crash)		
impact on community	actions to be taken by BRG	actions by community
<p>Major evacuation</p> <p>Lack of access to houses and businesses</p> <p>Damage to property and land</p> <p>Road closures</p>	<p>Monitor the situation and arrange to open the Rest Centre if requested to do so or if BRG deem it necessary to support the community.</p>	<p>People should remain in their own homes if it is safe to do so.</p> <p>Check on neighbours especially those that may need additional assistance and give help as required.</p> <p>If required by the incident assist with the evacuation of residents to a place of safety.</p>

3.2 Response to Flooding

Precautions

As there is no statutory duty for any local authority to prevent property from flooding, property owners are encouraged to make prior preparations for protecting their property.

BCCC encourages homeowners to install their own flood defences to protect their property, develop their own evacuation plan, have emergency equipment available and keep a small “grab bag” handy for evacuation. More details of an evacuation plan and the suggested contents of a “grab bag” are provided in Appendix A (leaflets were distributed in Summer 2017 to homeowners with this information) along with an advice sheet, Advance Planning for Adverse Weather Events.

While sandbags are not a robust defence against flooding Aberdeenshire Council will endeavour to make sandbags available for collection at depots in the event of flooding and no charge will be made for a reasonable number of bags, usually up to 10 per household. The Council will not deliver sandbags direct to residents’ homes. Given the location of the Ballater depot on the South side of the river, a container is located at the Primary School car park in which filled sandbags are stored. On receiving a SEPA flood warning, a member of the Ballater Fire and Rescue Team will open (but not man) the container to enable residents to collect sandbags, if needed.

Actions

Ideally, early warning of the potential for flooding will be received from SEPA, Aberdeenshire Council Duty Emergency Response Coordinator (DERC), Police Scotland and/or Met. Office and initial preventative actions can be taken. As the coordinating emergency service, Police Scotland will take ‘primacy’ during a major incident for the emergency response, coordinating the other emergency services (e.g. Fire and Rescue, Ambulance, Coastguard) and support organisations (e.g. Mountain Rescue Team), including BRG. The latter may be asked to perform the following tasks, depending on the severity of the flooding:

- liaise with the Ballater Caravan Park duty warden or manager to ascertain if any people (typically those in tents and/or travelling on public transport) from the caravan park may need to evacuate to the Rest Centre
- open-up the Rest Centre to provide immediate shelter to evacuated personnel, ensuring best endeavours, sufficient warmth and light, and to provide refreshments; ensure a register is maintained of all evacuated personnel attending including residents, visitors, people in transit through Ballater
- liaise with the Aberdeenshire Council DERC and/or Police Incident Officer about contacting voluntary organisations for a range of support and resources e.g. 4x4 vehicles, tractors, first aid, etc.
- attend regular multi-agency meetings as requested by the Police Incident Officer/local emergency services responder.

NB: Although not involved in the decision making regarding the caravan park, BRG need to consider that the decision to evacuate the caravan park may take place well in advance of flooding actually taking place. This is normally activated between the caravan park and the duty watch commander at the fire station, with information received from SEPA. This may require BRG to instigate opening of the Rest Centre earlier than anticipated.

3.3 Response to Prolonged Loss of Utilities

The prolonged (several days) loss of the electricity supply in summer would undoubtedly be inconvenient. However, in winter, such a situation could quickly develop into an emergency situation, especially for the very young, disabled and older members of the community. From experience, eateries, the supermarket and shops may have to close and food in the frozen and chilled cabinets may have to be destroyed. The loss of power may also lead to the loss of digital telephone networks (landlines and mobiles), although analogue telephone lines may continue to work.

During an extended power outage, unless it is unsafe to do so, residents should remain in their own homes. They should check on their neighbours and advise BRG in the Victoria Hall of anyone in the community who requires additional assistance.

BRG may have to organise some or all of the following tasks, depending on the duration of the outage:

- if communication is possible, liaise closely with Aberdeenshire Council to assess the need to open the V&A Halls and provision of a food van, generator for connection to the V&A Halls, and other forms of support
- when the outage is predicted to last for an extended period of time, taking into consideration the time of year, weather conditions, the overall extent of the power outage in Ballater and its environs and the predicted time to restore power, BRG will consider opening the Victoria Hall, Kitchen and Hub as deemed necessary. Once the Victoria Hall has been opened, BRG aim to maintain a presence in the Halls 8am-8pm until deemed no longer necessary by BRG and/or Aberdeenshire Council
- liaise with Aberdeenshire Council to establish the problem, likely reconnection time/date and communicate this, and subsequent updates, throughout the community (post a notice on the V&A Halls and central village noticeboards)
- assess the knock-on effect of electricity outage, for example, on water treatment/pump facilities, availability of petrol/diesel at the filling station
- maintain contact with the management of the supermarket, shops and eateries with regard to stocks of food and availability of meals
- consider informing Ballater residents of any nearby communities that are unaffected by the loss of the utility and the advantages of relocating to friends or relatives elsewhere until the situation improves.

3.4 Response to Severe Weather

Severe weather, such as extremely high storm force winds or an excessive amount of snowfall and drifting, may not be classified as an emergency. However, it may cause considerable difficulty to the community, especially the elderly and disabled. It is reasonable to expect that roads may be blocked, resulting in residents, shops and eateries running out of food and supplies. It may, therefore, be necessary for BRG to mobilise to provide support with the help of the emergency services and may have to organise some or all of the following tasks, depending on the severity of the situation:

- contact Aberdeenshire Council to discuss and agree what resources they can provide/are needed
- liaise with the Aberdeenshire Council DERC and/or emergency services about contacting voluntary organisations and/or neighbouring estates for a range of support and resources e.g. snowploughs, 4x4 vehicles, tractors, first aid, etc.

3.5 Response to a Major Incident

As the coordinating emergency service, Police Scotland will take 'primacy' during a major incident for the emergency response, coordinating the other emergency services (e.g. Fire and Rescue, Ambulance, Coastguard, Mountain Rescue Team) and support organisations. In the event Police Scotland cannot access the village, the local SFRS may assume primacy until Police Scotland are present in the village.

Depending on the nature, severity, security and public safety associated with the incident, BRG may be asked to provide support to the community, including some of the following tasks:

- open-up the Rest Centre to provide immediate shelter to evacuated personnel, ensuring, when possible, sufficient warmth and light, and to provide refreshments; ensure a register is maintained of all evacuated personnel including residents, visitors, people in transit through Ballater
- attend regular multi-agency meetings as requested by the Police Incident Officer/local emergency services responder.

APPENDIX A

Household Emergency Plans

Prepare

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.

What to Do

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.)

My local radio station: is on frequency:

Where to Go

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: if in Ballater, use the Victoria Hall
- Meeting place 2 (further away):

Phone a Friend or Family

Choose 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:
Name: Telephone Number:

If it is safe to do so you should check on your neighbours and any vulnerable people living close by. Think about who they are in advance:

Name:	Name:	Name:
Address:	Address:	Address:
.....
Tel No:	Tel No:	Tel No:

Important Telephone Numbers

all emergency services	999
Police non-emergency	101
Aberdeenshire Council	0345 608 1208
NHS 24	111
SEPA Floodline	0345 988 1188
Scottish Water Customer Helpline	0800 0 778 778

You should record other important numbers:

Schools/colleges:	Carers/childminder:
Work Contact:	Plumber:
Doctor:	Vet:
Insurance:	Local authority:
Electrician:	Electricity supplier:
Other:	

Pack an Emergency Kit

You should keep enough **food and water** and other **essentials** at home for at least **three days**.

Whether you have to stay in or get out, packing a small emergency kit will help you get through. Keep it in a safe place at home where you can reach it easily. Your kit should be kept in a waterproof bag and the **top ten things to include** are:

- **battery radio with spare batteries, or a wind-up radio**
- **battery torch with spare batteries, or a wind-up torch**
- **first aid kit**
- **important documents like birth certificates and insurance policies**
- **bottled water and ready-to-eat food that won't go off (and a can opener?)**
- **spare keys to your home and car**
- **spare glasses/contact lenses, hearing aid batteries**
- **toiletries and details of important medicines**
- **pen and paper, penknife, whistle**
- **pet supplies**

If you have to leave your home, and there's time to gather them safely, you should think about taking:

- **essential medicines**
- **mobile phone and charger**
- **cash and credit cards**
- **spare clothes**
- **sleeping bags or blankets**
- **games, books, a child's special toy**
- **pets**

Advance Planning for Adverse Weather Events

Keeping Warm

- 1 Do you have enough fuel for any heating that you may have, recognising that your central heating may not work without electricity?
- 2 You may need to consider minimising the rooms that you use to conserve heat during the adverse weather.
- 3 Remember that multiple layers of clothing conserve heat better than a single thick layer.
- 4 You may also want to consider temporary sleeping arrangements in your warmest room.
- 5 Locate any additional blankets, sleeping bags, hot water bottles or other items you have and think you may need. In the event you lose power it will be easier and safer to retrieve them with the lights on.

Food and Drink

- 1 Consider whether you will be able to prepare hot food and drinks? You may want to have some tinned or dried foods that can be easily prepared, for example instant noodles, packet soups or tinned foods.
- 2 Do you have adequate supplies of infant formula/food or other foods for all members of the household?
- 3 If you are on a private water supply consider filling containers, which could include the bath, to give you a buffer in the event your supply is interrupted by loss of power or other events. This could also include in case the supply is contaminated.
- 4 Remember that if you lose your water filtration and or sterilisation equipment then you will have to boil this supply or use bottled water for drinking and brushing teeth.
- 5 Look out vacuum flasks and if time allows fill them with hot water in case of an electricity outage.

Other Considerations

- 1 Look out and have handy torches, batteries and battery-operated radios
- 2 Think of the things that are important for your health and well-being, for example prescribed and over the counter medications, contact lenses or other items.
- 3 Recognising how important our pets are to us, ensure you have enough pet supplies and medications to last for at least a week, but this period could be extended depending on the advance warnings.
- 4 Do you have enough fuel in your vehicle(s) in the event you may want or need to relocate to live with friends or relatives outside Ballater? You may also want to relocate your vehicles to higher ground in the event flooding is expected.
- 5 Secure items in gardens that may be blown around and have potential to cause injury/damage to property.
- 6 If you have vulnerable people in your household ensure you are registered in advance with your utility suppliers as a priority service user.
- 7 You may want to look around the house for items that could become tripping or bump hazards in the event you lose main power later and relocate them to a safer location.
- 8 In the event you have elderly neighbours or relatives check with them to see if they need help in preparing for or during any adverse weather event.
- 9 In the event the adverse weather includes the potential for flooding you may wish to erect any flood prevention devices you own and compile your emergency bag and check contents against the list issued in the previous handout.
- 10 Consider notifying relatives/friends of your plans in case the telephone (mobile/landline) service is lost later.

Safety

- 1 Portable cookers that are designed for camping and garden use (including those using gas, liquid and solid fuels, including charcoal) are not safe to use indoors unless specifically designed for that location. If used incorrectly there is an increased risk of fire and explosion. Operation of it indoors may also lead to a build-up of Carbon Monoxide (CO) in the house which can be lethal to both humans and animals.
- 2 The golden rule with all appliances you may want to use is to read, understand and follow the manufacturer's instructions. If you no longer have the instructions, then many manufacturers now routinely make them available online for download. Where a gas appliance is designed for indoor use, it is also good practice to shut off the gas at the bottle when the appliance is not in use.
- 3 Think of the safety of everyone in the household, particularly young children, the infirm and pets. Alternative heating and cooking facilities may give rise to new hazards including naked flames, hot water and trip hazards, any of which could lead to serious injury.
- 4 In the event of high winds minimise trips outside to avoid injury from flying debris.