

# Community Resilience

Oban, Lorn & The Isles  
Community Councils and SSE –  
Working Together..... *whatever* the Emergency

# Community Liaison

We're here to help



# Community Liaison

- Here to help....
- Listening to you about placing your needs at the centre of our planning
- Being easy to contact
- Responding to your questions quickly and accurately
- Showing how your views have informed our plans



# Vulnerable Customers

- **Help us to identify our most vulnerable customers....**

- Elderly, young families, disabled, chronic sick and how we can make sure this information is as up-to-date as possible
- Encourage sign up by, or on behalf of, our more vulnerable customers to our Priority Service Register

- Coordinate this through partnerships – Argyll & Bute Council, Police Scotland, Fire & Rescue Services, NHS and Social Work, Scottish Ambulance Service, Charitable and Voluntary Groups and the Scottish Government Resilience Team



# Priority Service Register ..... What do You Get?

- **We will be there for you in the rare event of a power cut**
- **Key benefits :**
  - ∇ **All of our priority services are free.**
  - ∇ **Dedicated 24 hour priority services phone number.**
  - ∇ **Priority updates during a power cut.**
  - ∇ **Nominate someone for us to contact on your behalf.**
  - ∇ **Provide information in the format you need, for example Braille or audio CD**
  - ∇ **Security password to keep you safe.**
- **Call 0800 294 3259**
- **If you are calling from a mobile call**
- **0345 072 1900 or 0800 316 5457 for text phone**
- **[www.ssepd.co.uk/PriorityServicesRegistrationForm](http://www.ssepd.co.uk/PriorityServicesRegistrationForm)**



# What's In A Community Emergency Plan?



## Area Covered

- Info About the Area :
- Boundaries
- Main Roads
- Rail Lines
- Rivers
- Community Facilities : eg
- schools
- village hall
- residential homes
- grit bin locations



## Risks

- What are the risks?
- How Likely they are to happen and What's the Potential Impact?
- Who's at Risk?
- Identify :
- Infrastructure Risks
- Environmental Risks
- Social Risks
- Focus on :
- what's important to your community and on
- risks that you can do something about
- Encourage people to prepare a personal household emergency plan



## Things You Should Include

- Checks against your Local Authority Community Risk Register to make sure nothing is missed
- Assessment of community skills and resources
- Volunteer Info
- Tools & Equipment available
- Transport available and who's qualified to use it
- Key locations – identify potential places for safe shelter
- Emergency Contact List
- Triggers for implementing Emergency Plan eg can't contact local emergency responders
- Communications systems available : eg walkie talkies, airwave radio, etc.

# Emergency Planning Partners

**Community Councils**

**Argyll & Bute Council**

**Police Scotland**

**Fire and Rescue Service**

**NHS/Social Work**

**Scottish Ambulance Service**

**Scottish Government Resilience Team**

**SEPA, Voluntary/Charitable bodies**



# Communicating with Customers

- We operate a 24 hour emergency phone line for customers in the north of Scotland (0800 300 999) and central southern England (08000 72 72 82)
- Power Track is available online and as an app for iPhones, iPads and Android phones. Customers can view information about power cuts and outstanding faults in the network areas we manage





# Communicating with customers



- Customers can follow us on twitter @hydroPD or @southernelecPD for live updates on faults to our networks



- Our Face Book channels also provide updates on faults as well as the latest news from SSEPD and further information about the investments we have made to our distribution networks

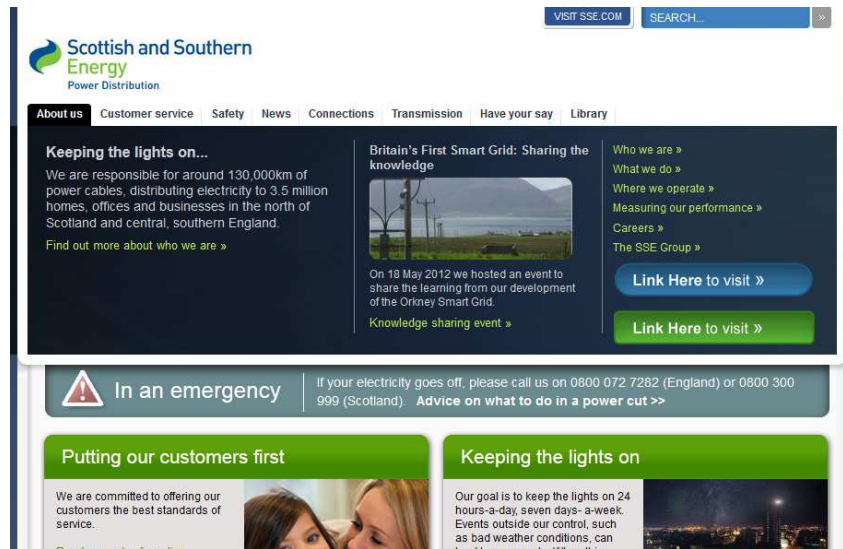


# Communicating with Customers

- SSEPD have invested in a community vehicle which is equipped to act as a hub for customers when based out in the community. Customers will be able to talk to staff face-to-face to help resolve any ongoing issues or to keep warm in storm conditions.



# Communicating with customers



- Information on our business is available for customers at [www.ssepd.co.uk](http://www.ssepd.co.uk). In a weather alert situation, live updates are also available online.
- We operate a 24 hour media team who provide information to print, radio and online media outlets for customers on behalf of SSEPD.

# Hot Topics

- Over to you .....

How do you think we can best help?

