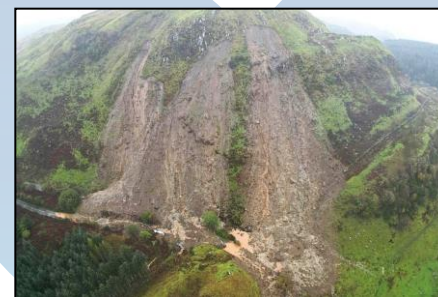


# Community Resilience

in Argyll and Bute



# Aim

- ▶ To promote Community Resilience activity across Argyll and Bute

# Objectives

- ▶ Define community resilience – what , why, how
- ▶ Outline key risks and statutory sites in the area
- ▶ Explain response structures and how we collaborate during emergencies
- ▶ Inform of recent, ongoing and upcoming workstreams and activity
- ▶ Explore what can be done to assist us
- ▶ Signpost to useful sources of information
- ▶ Build on and improve resilience in Argyll and Bute
- ▶ Raise awareness of additional resilience support that SSE can provide

# Community Resilience

## What is it?

### Definition

– *“Communities and individuals harnessing resources and expertise to help themselves prepare for, respond to and recover from emergencies, in a way that complements the work of emergency responders”.*

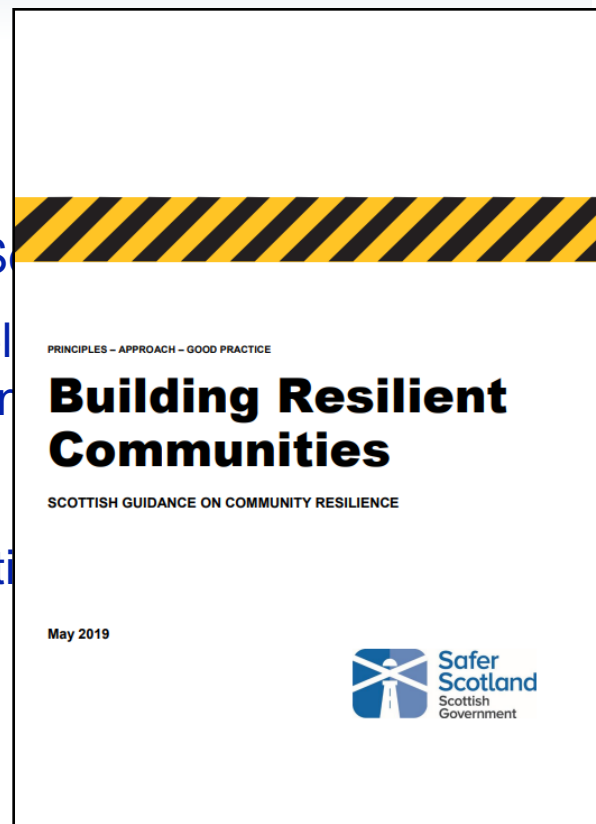
Scottish Government



# Community Resilience

## Why we do it..

- ▶ Promoted by Scottish Government (Preparing Scotland for the Future)  
[states...all responders should support the development of community resilience and should apply and encourage an inclusive approach]
- ▶ Compliments our resilience arrangements
- ▶ large geographical area , with remote communities and islands  
during disruptive challenges



# Community Resilience

## Why we do it...Key Risks

- ▶ Coastal, Fluvial and surface water flooding
- ▶ Drought
- ▶ Heatwave
- ▶ Storms and Gales
- ▶ Landslides – not just the A83 RBT!
- ▶ Pandemic Influenza
- ▶ Emerging infectious diseases
- ▶ Animal Health/Disease
- ▶ Wildfire
- ▶ Food supply contamination
- ▶ Reservoir Dam collapse
- ▶ NETS Failure (Business Continuity)
- ▶ Cyber (Business Continuity)
- ▶ Events and Festivals



▶ **\*\*CLIMATE CHANGE CONSEQUENCES\*\***



# Community Resilience

## Why we do it...Statutory Sites

- ▶ HM Naval Base Clyde and associated Operational Berths (REPPiR 2019)
- ▶ Defence Munitions Glen Douglas (MACR)
- ▶ Oil and Pipelines Agency – Oil Fuel Depots ( C'town, Garelochhead and Loch Striven) (COMAH 2015)
- ▶ Petroineos Finnart (COMAH 2015)
- ▶ Airports and Ferry Terminals (CAA and Marine legislation)

# Community Resilience

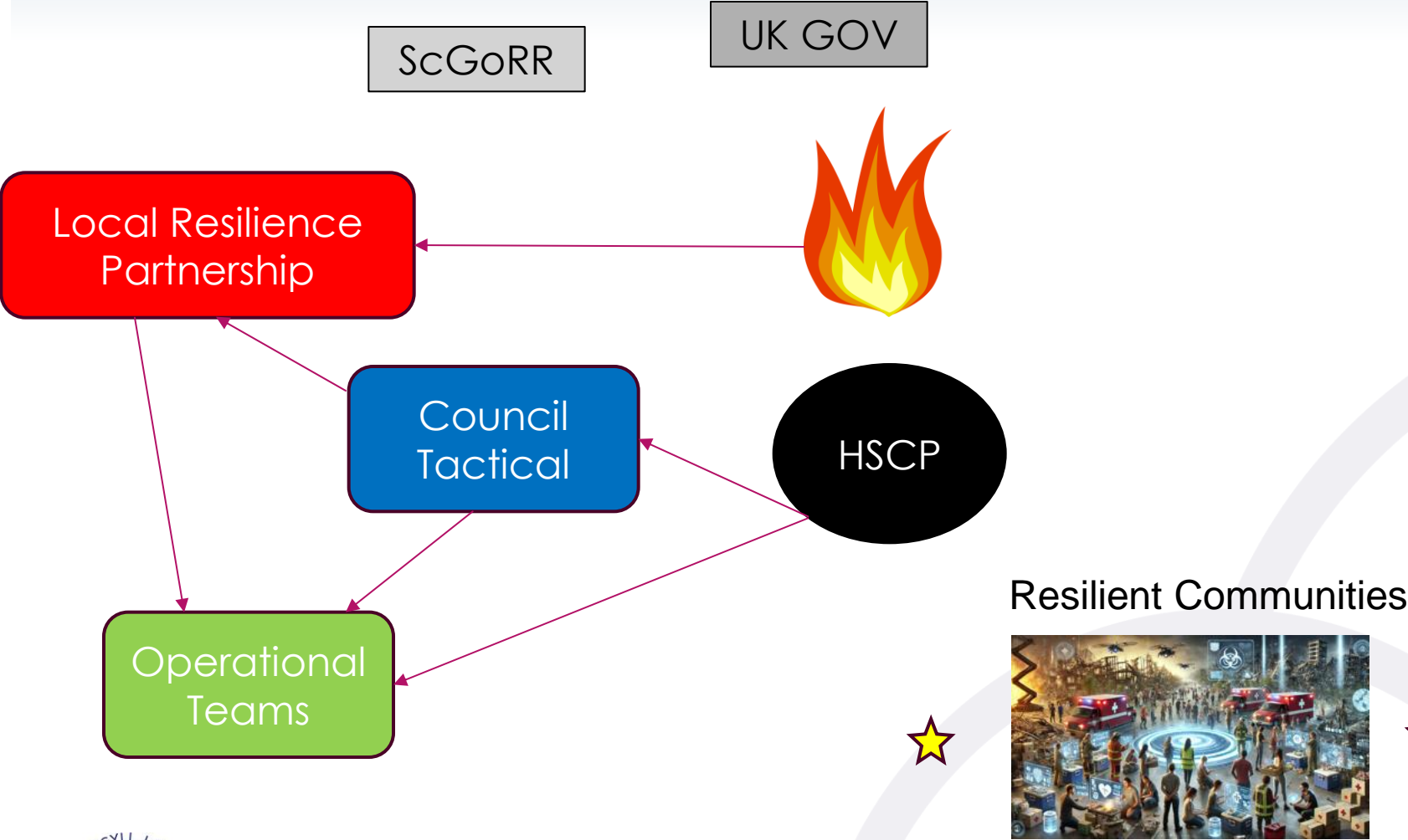
## How do we do it in Argyll and Bute?

The resilience team ...

- ▶ promotes and supports community emergency planning
- ▶ promote resilience education through education colleagues
- ▶ support local training and exercising with community groups
- ▶ signpost to other sources for assistance.
- ▶ provide a handbook to guide communities on how to prepare an emergency plan.
- ▶ Support community resilience events, through the Local Resilience Partnership



# Response Structures





# Response Structures

## Argyll & Bute Local Resilience Partnership

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Police Scotland</li><li>• Scottish Ambulance Service</li><li>• Scottish Fire and Rescue Service</li><li>• HM Coastguard</li><li>• NHS Highland</li><li>• Argyll and Bute Council</li><li>• Argyll and Bute HSCP</li><li>• MOD – site reps</li><li>• COMAH – Site reps</li><li>• Met Office</li><li>• CALMAC</li><li>• SEPA</li><li>• HIAL</li><li>• Western Ferries</li></ul> | <ul style="list-style-type: none"><li>• Scottish and Southern Energy</li><li>• Scottish Power</li><li>• MOD Police</li><li>• Scottish Canals</li><li>• Bear Scotland</li><li>• Scottish Water</li><li>• Oban and the Isles Airport</li><li>• <u>WoSRRP</u> – Coordinator</li><li>• <u>WoSRRP</u> – T&amp;E Coordinator</li><li>• Voluntary / Third Sector</li><li>• Northern Lighthouse Board</li><li>• Scottish Gas Networks</li></ul> |
|---|---|



# Community Resilience

## Recent workstreams

- ▶ Worked with and assisted Climate Action Group in South Kintyre deliver an event in Campbeltown (5<sup>th</sup> October).
- ▶ Assisting Flood Action Groups to prepare plans and put in contact with Scottish Flood Forum
- ▶ Responding to requests for assistance with preparation of community emergency plans
- ▶ Visited the community of Cairndow with SSE (village hall)
- ▶ ABCAN, Climate Change Officer, Community Development teams, InspireAlba.



# Community Resilience

## Upcoming...ongoing

- ▶ Secured a slot to present to all 4 Community Planning Groups, to promote community resilience during November. \*
- ▶ Assisting SFRS with promotion of the community Asset Register
- ▶ Provide updates to Argyll and Bute section of the Community Risk Register, for onward distribution to communities. New version due SFRS.
- ▶ Resilience team share good practice and represent Argyll and Bute on the West of Scotland, Community and Business Resilience subgroup

# Community Resilience

## Historic Activity - Bute and Cowal

- ▶ Ardentinnny 2024
- ▶ Bute 2019
- ▶ Colintrave and Glendarual 2015
- ▶ Dunoon 2023
- ▶ Hunters Quay 2014
- ▶ Kilfinan 2015
- ▶ Kilmun 2016
- ▶ Lochgoilhead and Carrick 2014
- ▶ South Cowal 2015
- ▶ Strachur 2023

# Community Resilience

## Historic Activity in Helensburgh and Lomond

- ▶ Cardross CC – provision of maps
- ▶ Helensburgh – contact over the years
- ▶ Cove and Kilcreggan – contact re:plans

# Community Resilience

## Historic Activity MAKI

- ▶ Ardrishaig 2014
- ▶ East Kintyre 2014
- ▶ Island of Gigha 2019
- ▶ Island of Jura 2015
- ▶ Southend 2021
- ▶ Tarbert and Skipness 2021
- ▶ West Kintyre 2014



# Community Resilience

## Historic Activity in Oban Lorn and the Isles

- ▶ Appin 2014
- ▶ Ardchattan 2015
- ▶ Connel 2014
- ▶ Dalavich 2014
- ▶ Dunbeg 2013
- ▶ Glenorchy & Innishail 2017
- ▶ Kilchrenan 2022
- ▶ Kilninver and Kilmelford 2015
- ▶ Luing 2013
- ▶ Seil and Easdale 2014
- ▶ Taynuilt 2013



# Community Resilience

## What can be done to assist us?

- ▶ What other community groups exist?
- ▶ Promotion within your community council area, set conversations
- ▶ Signpost and promote material
- ▶ It is your community..



Resilient.. individuals + families + businesses  
= resilient communities





# Community Resilience

## Sources

[Building Resilient Communities | Ready Scotland](#)

[Community resilience | Argyll and Bute Council](#)

[Community Asset Register | Scottish Fire and Rescue Service](#)

[West of Scotland Regional Resilience Partnership Community Risk Register, 2022 | Scottish Fire and Rescue Service](#)

[SFF Autumn Newsletter](#)

[SEPA Flooding information including flood maps](#)

[SPEN Community Funding](#)

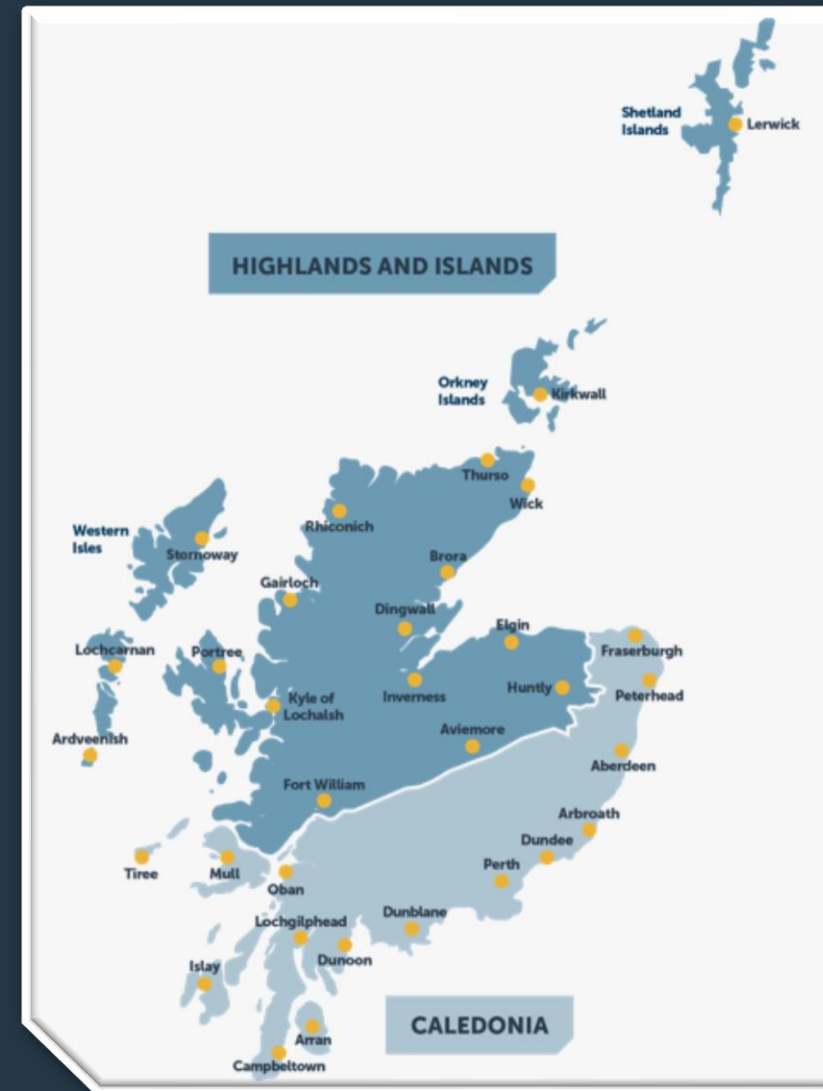
**Council resilience team -** [civilcontingencies@argyll-bute.gov.uk](mailto:civilcontingencies@argyll-bute.gov.uk)





# CONTENT

Community Toolkit  
PCNZ Fund  
Home Emergency Plan  
PSR  
Welfare Provisions  
Contact Us  
Q & A





# COMMUNITY TOOLKIT



Scottish & Southern  
Electricity Networks

Powering our  
community

Power cuts &  
safety

Our services

About us

News & views



## Community Toolkit

Tools to help you promote the Priority Services Register within your organisations or communities, like posters and social media assets

[Download here](#)





# POWERING COMMUNITIES TO NET ZERO FUND



## Powering Communities to Net Zero fund

Scottish and Southern Electricity Networks is proud to launch this new fund to support communities during prolonged power interruptions caused by storms, aid their ability to cope in periods of severe weather, and will now also support the adoption of new low-carbon technologies.



[Scottish and Southern Electricity Networks](#) / [About us](#) / [Our communities](#) / [Powering Communities to Net Zero fund](#)

Our Powering Communities to Net Zero fund's core aim is to help communities in our licence areas in central southern England and the north of Scotland become more resilient, and to support the adoption of low-carbon technologies that will help us all get to net zero.

The fund has a value of £3m and will run annually from now, concluding in Spring 2028.

Half the fund will be made available to enable communities to apply for grants that will bolster community-led physical and environmental resilience measures.

The other half will be made available for non-profit organisations to apply for grants to go towards the purchase of new Low-Carbon Technologies.

AAA



Chat



- Local Radio stations often provide updates during an emergency situation
- Pick a meeting place which you are familiar with
- Make sure your friend knows you will be calling them
- Find out which community centres / halls in your area provide emergency support
- Keeping a written record of essential numbers is recommended in case you lose your mobile or the battery runs out



- Keeping an emergency kit ready packed isn't always possible
- If you can't keep an emergency bag ready, make sure you know where the essentials are in case you need to leave your home suddenly





# PRIORITY SERVICES REGISTER

## HELP WHEN YOU NEED IT MOST

We all rely on electricity day to day for various things, but for some, a power cut can be worrying or difficult. That's why we offer extra help and support during a power cut. Registering for our Priority Services helps us to help customers when they need it most.

We understand that customers may need extra support for several different reasons:

- **Over the age of 60**
- **Are deaf or hard of hearing**
- **Have a chronic illness**
- **Use medical equipment / aid reliant on electricity**
- **Live with children under five**
- **Have mental health difficulties**
- **Are blind or partially sighted**

We also recognise that customers may only need support for a temporary period of time because of life changing events such as bereavement or hospital recovery.



#### Emergency power supplies

If you rely on medical equipment or aids that require electricity, we strive to offer additional support and assistance during prolonged power cuts to ensure your safety and well-being.



#### Proactively contacting you

When we become aware of an unplanned power cut affecting your home, you will receive proactive updates around the clock, keeping you informed 24 hours a day until the issue is resolved.



#### Safety advice tailored to your needs

When requested, we'll offer you advice on how to prepare for a power cut in a format that suits your needs, e.g. braille, textphone, easy read, audio CD, or language other than English.



#### Peace of mind

We offer a service where you can agree on a password to use when dealing with the staff of Scottish and Southern Electricity Networks. That way we can look after your personal safety and home security.

#### Additional Benefits:

- **Dedicated 24-hour telephone number**
- **Nominate an alternative contact**
- **Priority updates during a power cut**
- **Prewarn texts / calls when aware of a major weather event.**
- **Energy Efficiency referrals can be made to YES**
- **Extra support in the event of a prolonged power cut e.g. food, charging points etc**





## WELFARE PROVISIONS OUR SUPPORT PACKAGE

When there are power cuts and these last for longer than we'd like, we have developed and embedded a generous welfare provisions framework, going above and beyond our required levels of support.

We know that a power cut is hard enough, so we've designed our framework to help customers get through an outage and try to remove some of the stresses along the way

### OUR GUIDING PRINCIPLES

#### TIME BASED

The framework is based on the time off supply, this is so that the conversation/update around prolonged outages is supported by a welfare offer.

#### PSR FIRST

In all circumstances, the order in which customers are offered welfare starts with PSR 0, then 1, 2, 3 and then all other customers.

#### BUILT TO SCALE

The framework has been built so that as we progress through tiers, our offering becomes more scalable to avoid overwhelming our resources.

### 0-6 HOURS



#### UPDATES AND ADVICE

We will provide customers with regular updates on their fault and advice on how best to cope during the outage. Prioritised with PSR customers first.

#### WELFARE VISIT

If deemed appropriate, we will offer a visit to check a customer is ok  
\*subject to availability



### 6-12 HOURS



#### GENERATION

Consider generation for PSR0 customers where there is an extreme vulnerability, and all other avenues have been explored.

### 12+ HOURS



#### FOOD REIMBURSEMENT

We'll reimburse food costs to customers, allowing them to purchase a hot meal and drink. Vouchers also available.



#### WELFARE UNITS

If significantly long fault, consideration of welfare unit subject to availability and feasibility.

### 24+ HOURS



#### ALTERNATIVE ACCOMMODATION

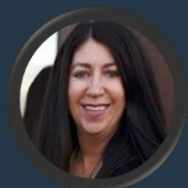
After 24 hours, we'll assess the likelihood of an outage extending further and work with customers to look at alternative arrangements



# CONTACT US

Customer Relationship Manager (CRM) in the first instance. See below for a reminder who they are:

## Highlands & Islands



Mobile: 07469 411432  
Email: [pamela.harvey@sse.com](mailto:pamela.harvey@sse.com)



Mobile: 07500 912566  
Email: [shona.horn@sse.com](mailto:shona.horn@sse.com)

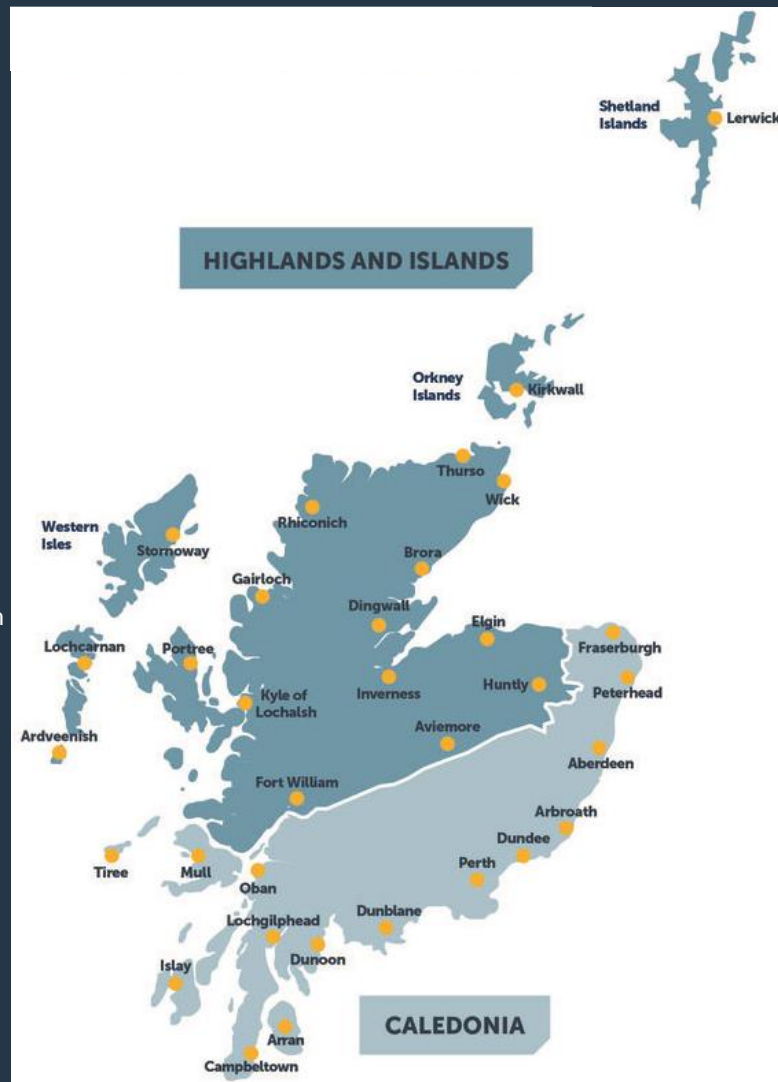
## Caledonia



Mobile: 07921 521880  
Email: [Natalie.henderson@sse.com](mailto:Natalie.henderson@sse.com)



Mobile: 07342 026407  
Email: [mark.westwood@sse.com](mailto:mark.westwood@sse.com)







# ? Q&A ✓