

Community Risk Register



North of Scotland
RRP
Regional Resilience Partnership

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Introduction

What is a Community Risk Register?

This document highlights risks that have the highest likelihood and potential to have significant impact, causing disruption to the North of Scotland region and its communities, as defined in the map on page 02.

This document will:

- Inform you about the biggest risks and their consequences in the North of Scotland region
- Provide you with links to organisations and websites to find out more
- Encourage steps that can be taken to become better prepared and more resilient in your home, business and community

While certain risks are mentioned it does not mean that they will definitely occur in the North of Scotland region.

It does mean there is a possibility of them happening and this document will provide information about what can be done if any of them do occur and how you can prepare and stay informed.

You should also use this information in conjunction with local knowledge and advice from the emergency services, agencies, local health boards and your local authority. Contact details can be found on page 19.

Who is this document for?

Whenever an emergency¹ occurs, it has the potential to affect you and those around you in a number of ways.

This document will highlight some of the different ways in which this could happen, ranging from how it affects you, the individual, to the broader North of Scotland Regional Resilience Partnership (RRP) region.



You

How you could be affected in your daily life



Your Family

How those close to you could be affected



Your Business

What it could mean for your business



Your Community

What the effects could be to your local community



Your Region

How the overall region could be affected

¹To aid understanding and continuity throughout the CRR, the term 'emergency' is being used to cover all types of disruptive events, incidents and accidents which may occur as a result of an identified potential risk.

Resilience Partnership Profile

The North of Scotland RRP comprises organisations that are legally required to prepare for, respond to and recover from any major emergency in the North of Scotland region. The partnership works to enhance the safety and resilience of the region and its communities by supporting and coordinating three Local Resilience Partnerships across the North.

Examples of organisations which make up this multiagency partnership include, but are not limited to:

- Local Authorities in the North of Scotland RRP
- Police Scotland
- Scottish Fire and Rescue Service
- Scottish Ambulance Service
- NHS Health Boards in the North of Scotland
- Scottish Environment Protection Agency (SEPA)
- HM Coastguard (MCA)
- Met Office
- Utility companies
- Voluntary sector



How is a Community Risk Register created?

The CRR is the result of continuous planning by the multi-agency North of Scotland RRP in identifying the likely risks in the area and rating them in terms of their potential impact and likelihood of occurring.

This document is the result of professional judgement from a range of contributors, historical evidence, scientific input and expert analysis in evaluating the key risks facing North of Scotland RRP area. It forms part of the resilience partnership's legal requirements under the Civil Contingencies Act 2004.

This CRR covers non-malicious emergencies (natural occurrences, accidents) rather than threats (eg, terrorist incidents). Although North of Scotland RRP addresses threats within its risk assessment work, the sensitivity of the information supporting its assessments, means that details will not be made available in the public domain.

The specific risks identified in this CRR are ones that are viewed to have the potential to cause significant disruption to people's lives should they occur in the North of Scotland.

This CRR forms just one aspect of the partnership's work in preparing for emergencies and sharing information to increase the overall resilience of the region.

Area Profile

North of Scotland

The area covered by the North of Scotland RRP represents approximately 55,265 km squared, or 70% of the total land mass of Scotland. The region is characterised by having vast geographic diversity from the remote and rural North, to the distinctive Island communities and the urban centres of Dundee, Aberdeen, Inverness and Perth. Its huge coastline approaches 11,000 km in length, and lies in a very strategic position in the North Atlantic, effectively bordering Norway, the Faeroes Islands and Iceland. In the event of a major incident in the North Atlantic or North Sea, the region would be heavily involved in the response.

There are a significant number of hazardous sites across the North of Scotland region. This reflects the rural nature of the area and positioning of industrial and military hazardous sites away from the main centres of Scottish population density. The region has a significant nuclear decommissioning industry, major oil and gas exploration and production sector and an increasingly important rural and sustainable energy sector. There are many off-shore installations and a large number of pipeline locations, and industry locations which regularly use hazardous substances.

While the average population density in the European Union is 116 persons per square mile; the average density in Scotland is 64.8 persons per square mile. The North of Scotland has a wide range in population density with many parts of the North and North West of the region having a population density often as low as 7.8 persons per square mile. Outside of the main population hubs of Inverness, Dundee, Perth and Aberdeen the rural nature of the geography makes for a dispersed settlement pattern and a rural economy with a significant reliance on small to medium sized companies. The region is seeing an increasingly ageing population compared to the Scottish national average. The issues related to providing support to these people remains high, relative to other regions across Scotland.

The region has a critical transport infrastructure connected by a major trunk road network, major ferry and shipping lanes and significant



reliance upon the rail network and the network of airports across the region. The loss of single lifeline routes, key ferry networks and key bridge access are a significant risk for the region, as often alternative access routes are not available. There is a very significant dependence upon the use of the UK search and rescue helicopter fleet and air ambulance aircraft across the region for the transport of casualties to and from key NHS facilities.

Due to the remote and rural nature of the region, challenges continue to exist around continuous communications and power supply. As a result of high winds and extended periods of poor weather, particularly in the winter months, the region's transportation infrastructure can be negatively impacted. Key NHS facilities are widely dispersed and service provision in the more remote and rural areas remains a challenge. The key hospital locations are Inverness, Dundee and Aberdeen.

There are aspects of the economy that are extremely strong and are experiencing considerable growth and expansion with the oil, gas, shipping and nuclear decommissioning industries providing significant employment opportunities. In addition there is a growth in the renewable green energy industry and much of the region relies heavily on tourism, forestry and agriculture for its revenue generation, though often this is very seasonal employment.



Potential Risks

Influenza Type Diseases - Pandemic

A flu pandemic occurs when a new influenza virus emerges for which people have little or no immunity and for which there is no vaccine.

Because of this lack of immunity the virus is able to:

- Infect more humans over a large geographical area
- Spread rapidly and efficiently from person to person
- Cause clinical illness in a proportion of those infected

Pandemic flu is similar to seasonal flu but the symptoms can be more severe and whilst seasonal flu tends to happen around October to May every year, a pandemic flu can happen at any time.



Illness, unable to go to work, loss of income, limited mobility, loss of life, high levels of anxiety



Missing school and work, passing illness on, loss of income, multiple members ill, loss of life



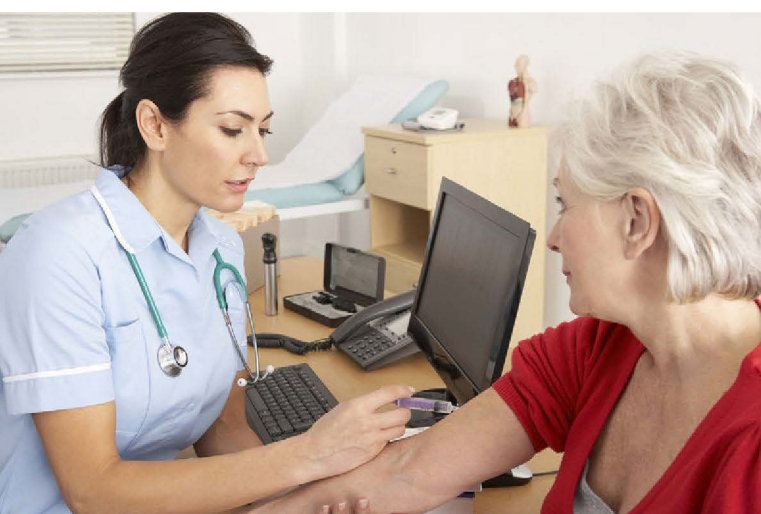
Workforce unable to get to work, loss of income, business networks affected



Increased demand on healthcare services, transport disruption and delays, economic losses, significant loss of life



Transport and delivery disruptions, increased demand on healthcare services, economic and business losses, tourism affected, loss of life



Possible Consequences

- Many people affected
- Public anxiety
- Higher than usual number of deaths
- Health and social care services stretched
- Vulnerable people at a higher risk
- High staff absence levels
- Public transportation affected
- Normal daily routines become affected

What the North of Scotland RRP members are doing:

In the event of an outbreak, working together to:

- put surveillance arrangements in place to quickly identify and react to new diseases to avoid large outbreaks occurring
- promote good infection control measures in health centres and hospitals
- promote business continuity with local partners and businesses
- support the NHS and social care services to cope with increased demand
- assist in locally managing the provision of appropriate and effective vaccinations
- raise public awareness with the community and the media
- manage a higher than normal level of fatalities
- maintain and further develop multi-agency pandemic flu plans

What you can do:

- Keep healthy – living a healthy lifestyle significantly increases your body's immune system and ability to cope with the flu and other illnesses
- Ensure you have someone who would be able to collect your medication, food and other important supplies for you – this will allow you to remain at home, potentially reducing further spread of the pandemic flu
- Have your own supplies of over-the-counter cold and flu medicines for you and your family
- Know and understand your children's school arrangements on such matters
- Look out for and follow advice from the NHS and other relevant agencies about the outbreak

For more information:

- Contact your local NHS board or visit:
www.nhs.uk/conditions/pandemic-flu
- Ready Scotland - Pandemic Flu:
www.readyscotland.org/are-you-ready/pandemic-flu/
- Healthier Scotland - Take Life On:
www.takelifeon.co.uk

More preparedness information can be found on page 17.

Potential Risks

Severe Weather

The North of Scotland is a region that experiences significant spells of severe weather, especially storms and gales, low temperatures and heavy snow during the winter months.

During recent years these have had a significant impact, particularly in remote and rural communities, when critical transport and communication infrastructure has been disrupted.

Severe Weather can:

- come in a variety of forms; storm force winds, extreme temperatures, heavy rain (see Flooding page 09) and snow
- last for prolonged periods and its impact can cause significant damage and disruption to people's lives and livelihoods
- have a knock-on effect and create additional emergencies



Unable to go to work/home, loss of income, transport delays, disruption to daily routine, injury, loss of life



Structural damage to home, increased insurance premiums, missing school, no utilities, transport delays, injury, loss of life



No utilities, business suspended or closed, damaged building, staff unable to reach work, supply/distribution network disruption, IT failure



Economic and business losses, damaged buildings, transport delays, loss of life



Utilities failure, economic losses, transport disruptions, tourism affected



Possible Consequences

Can be significant and long-lasting:

- Loss of utilities (power, gas, water) in homes and businesses
- Danger to life from windswept objects, such as trees and structural failure
- Limited or delayed transport availability
- Disruption to the communications network, e.g. internet or telephone
- Damage to property and infrastructure in urban and rural areas
- School and public buildings closed
- Vulnerable people exposed to health threatening temperatures
- Businesses and services may be forced to close or suspend operations
- Impact on rural areas; crops, livestock affected and isolated communities
- Natural landscape affected

What the North of Scotland RRP members are doing:

- Maintaining, testing and exercising plans and procedures for an effective multi-agency response to severe weather events
- Taking account of any warnings or alerts issued by the Met Office and SEPA
- Distributing early notification of severe weather forecasts
- Providing support and guidance on business continuity to local partners and businesses
- Engaging with communities to develop community resilience
- Identifying and targeting assistance to the most vulnerable members of communities

What you can do:

- Listen to local weather forecasts and take heed of any warnings of extreme weather
- Plan any journeys or activities with the weather in mind
- If you have to travel in extreme weather ensure you have appropriate clothing and emergency supplies with you
- Think about how you would cope with a loss of utilities and what you would do if it happens
- Communicate extreme weather updates to your family and friends
- Consider offering help to vulnerable neighbours in your community if safe to do so
- Ensure you have adequate insurance
- Plan ahead to reduce the impact on your business

For more information:

- MET Office Severe Weather Advice:
www.metoffice.gov.uk/guide/weather/severe-weather-advice
- Scottish Environment Protection Agency – Flooding :
www.sepa.org.uk/flooding
- Ready Scotland – Severe Weather:
www.readyscotland.org/are-you-ready/severe-weather

More preparedness information can be found on page 17.

Potential Risks

Flooding

There are many notable examples of flooding occurring in the North of Scotland region that have previously caused significant damage, anxiety and disruption across many communities. The types of flooding which are more likely to cause damage and disruption are coastal, river and flash flooding.

Coastal flooding can:

- Be the result of sea surges, high tides and/or gale force winds
- Affect the coastline and local defence barriers which may be overtopped or breached
- Generally be expected

River and Flash Flooding can:

- Be the result of heavy rain and melting snow or a combination of factors
- Affect any area, from those adjoining steep sided hills to flat plains
- Sometimes be rapid with little or no warning



Advised to stay indoors/possible evacuation to a safer area, injury, loss of income, inability to get home and/or to work



Advised to stay indoors/possible evacuation to a safer area, structural damage to home, no utilities



No utilities, business may be in affected area, staffing levels affected, supply/distribution network affected, long term recovery



Businesses suspended or closed, economic losses, building damage, utilities supply disrupted, loss of life, long term recovery



Economic losses, utilities supply disrupted, tourism affected



Possible Consequences

- Risk to life, people and animals
- Flooding of homes and businesses
- Evacuation and/or isolation of residents
- Transport disruption with flooded roads and bridges
- Disruption of utilities
- Damage to property, agricultural land and general infrastructure
- Emergency accommodation for those evacuated
- Pollution and contamination of the local environment
- Long term restoration and recovery issues for those affected
- Potential unrecoverable damage to businesses

What the North of Scotland RRP members are doing:

- Identifying and risk assessing areas that could be affected by flooding and those communities at risk in the areas
- Developing multi-agency plans and responses to flooding
- Testing and exercising flooding related scenarios and recovery plans
- Providing advance information e.g. weather and flood warnings

What you can do:

- Find out if you live or work within a flood risk area
- Sign up to receive SEPA Floodline alerts (below)
- Ensure you have adequate insurance
- Where possible, move valuable or irreplaceable items to higher areas in your house during times of flood risk
- Identify a neighbour who may need help or who might be able to assist you if you evacuate your home
- Create flood plan for your home and business (below – Ready Scotland)

For more information:

- Scottish Environment Protection Agency - Flooding
www.sepa.org.uk/flooding.aspx
- Ready Scotland - Flooding
www.readyscotland.org/are-you-ready/flooding/

More preparedness information can be found on page 17.

Potential Risks

Interruption to Utilities

The term utilities is given to many of the essential services which modern society relies upon e.g. electricity, gas, water and telecommunications.

In recent years, many areas within the North RRP area have suffered from power and water interruption, in some cases, for prolonged periods.

To inflate the issue, many utilities are dependent on one another e.g. electricity is required at water pumping stations and electricity is also required to allow many modern household telephones to function. It can also have a knock-on effect and create additional emergencies.

An interruption to utilities may be caused by:

- severe weather
- industrial action
- an accident/incident affecting the national networks
- water contamination



Unable to warm home or cook meals, possible evacuation, disruption to daily routine



Possible evacuation, disruption to daily routine, unable to attend work, schools and colleges closed



Businesses and organisations unable to operate



Businesses suspended or closed, economic losses, risk to the vulnerable within the community, increased demand on emergency services



Economic losses, travel disruptions



Possible Consequences

- No heating or electricity
- No drinking water and loss of sanitation
- Loss of telephone and internet network
- Businesses and organisations unable to operate without telecoms
- Risk to the health of the vulnerable

What the North of Scotland RRP members are doing:

- Working with the utility companies to manage supply interruptions
- Identification of vulnerable people who will need special treatment in the event of a utilities outage
- Production of multi-agency plans to manage long-term utilities outages

What you can do:

- Know where the cut off points are for your utilities, in case of gas and water emergencies. It may be necessary to shut off the supply to every premise in the affected area
- Outages may come with forewarning. If this is the case consider how you can be prepared e.g. fill the bath with water for general use and use bottled or boiled water for drinking, food preparation and cleaning teeth
- Keep an analogue phone handy, e.g. a phone which does not require power and which work in a power cut

For more information:

- Ready Scotland - Loss of Utilities

www.readyscotland.org/are-you-ready/loss-of-utilities

More preparedness information can be found on page 17.

Potential Risks

Transport Disruptions

Given the rural location of much of the North area and the limited number of arterial roads, railways, ferries and scheduled air routes; disruptions to the transport system can have a significant effect on the region. Travelling is a vital element of everyday lives whether within the urban or rural areas.

There are also many major bridges and causeways across the region, which are all equally significant in the transport infrastructure and particularly prone to closure during winter months.

Possible reasons for disruptions:

- Accidents
- Landslides
- Severe weather
- Technological failures, such as signal or network IT failures
- Fuel supply disruption
- Industrial action
- Structural damage to the transport infrastructure, such as bridges and tunnels



Unable to go to work/home, loss of income, transport delays, disruption to daily routine



Transport delays, missing school, missing holidays, loss of income



Business suspended or closed, damaged building, staff unable to reach work, supply/distribution network disruption, IT failure



Economic losses, building damage, transport delays, tourism affected



Communication failures, economic losses, transport delays, tourism affected



Possible Consequences

Depending on how long the disruptions are for:

- Inability to get to work or pursue normal routine
- Emergency vehicles unable to operate fully
- Limited transportation available or delayed transportation options
- Waterways or spaces close to accident could be negatively impacted
- Businesses and services may be forced to close or suspend operations

What the North of Scotland RRP members are doing:

- Developing emergency and longer term strategies to deal with consequences
- Working with major transport providers to have detailed plans in place
- Providing support and guidance on business continuity to local partners and businesses
- Providing information to the public during disruptions

What you can do:

- Listen to local news sources and check official social media accounts for updates on any disruptions that have occurred in your area
- Follow road diversions or directions given by the road authorities
- Consider planning alternative routes to destinations
- Communicate transport updates to your family and friends

For more information:

- Traffic Scotland

<https://trafficscotland.org>

- TravelLine Scotland

www.travelinescotland.com

- Met Office Severe Weather Advice

www.metoffice.gov.uk/guide/weather/severe-weather-advice

More preparedness information can be found on page 17.

Potential Risks

Pollution and Contamination

The biggest risk of environmental pollution within the region is from chemical or harmful substances being released into the environment.

Over 10,000 vessels of varying size, capacity and cargo visit the North of Scotland harbours each year. Combined with a heavy presence of onshore and offshore petrochemical installations and industrial premises, there is a potential risk of environmental pollution occurring.

Likewise, hazardous substances are used extensively across the North of Scotland across a wide range of business and industry applications.

There are strict safety requirements by those that use, transport and house these substances and emergency services are able to quickly identify and respond to a wide range of releases in the event of it occurring.

Examples of possible hazardous substance releases could be:

- transport accidents on roads/rail releasing such substances and marine pollution
- industrial leakage or explosion
- contamination at places of work e.g. legionella



Advised to stay indoors/possible evacuation to safer area, illness, loss of income, inability to get home, injury, loss of life, restriction on some food and drink if contaminated



Advised to stay indoors/possible evacuation to safer area, structural damage to home, loss of utilities, illness, injury, loss of life, restriction on some food and drink if contaminated



No utilities, business may be in affected area, staffing levels affected, supply/distribution network affected, long term recovery



Businesses suspended/closed, economic losses, long term recovery, restriction on food and drink available, anxiety



Economic losses, transportation routes and utilities affected, tourism affected, contaminated areas within the region



Possible Consequences

- Pollution and contamination of the local environment and waterways
- Health issues for people and animals
- Disruption to utilities
- People may be asked to remain indoors, or in extreme circumstances, may even be displaced
- Potential long-term damage to infrastructure, agriculture, tourism, business and coastlines
- Food chain contamination
- Prolonged restoration and recovery issues for homes, businesses and the environment
- Potential unrecoverable damage to businesses
- Public anxiety

What the North of Scotland RRP members are doing:

- Working closely with site operators and the emergency services to test and exercise pollution related scenarios and recovery plans
- Ensuring community communication plans and procedures are ready for implementation if an incident were to occur
- Promoting high standards of pollution/contamination safety with the aim to avoid instances occurring in the first place
- Working with partners to identify lessons from previous incident and learn from them

What you can do:

- Follow advice of the public health authorities and keep up to date with media announcements
- Know and understand your children's school arrangement on such matters
- Contact your local authority environmental health board for more information
- Identify a neighbour who may need assistance or who might be able to assist you if you are evacuated
- Consider what you can safely do to assist during any clean-up operations

For more information:

- Scottish Environment Protection Agency (SEPA)
www.sepa.org.uk

More preparedness information can be found on page 17.

Preparedness

There is a lot you can do to make yourself, your family and business better prepared for emergencies or disruptive events.

You can significantly reduce the risk by being informed and prepared.

Being aware of the risks in your local community will help you prepare for the consequences they may bring. By planning and preparing now, you can limit the impact an emergency could have on you, your family or business. There are many types of emergency situations that could disrupt your daily life including not being able to travel, get in touch with family members, colleagues and other people.

Some starting steps you can take:

- Identify the risks that might affect you, your home or business in your local area
- Research/investigate specific actions you can take to reduce the impact of those risks in areas of your life
- Identify somewhere your family can meet if you are evacuated or cannot return to your home
- Check your insurance cover in detail and keep a copy of the policy in a safe place

- Sign up to official social media feeds and apps such as those on page 20.
- Take time to help your elderly or vulnerable neighbours where possible
- Consider what you would do with your pets

In an emergency, there are many ways in which information is communicated to the public by the appropriate authorities. This can be via traditional sources like TV and radio but also by social media such as Twitter feeds, agency website updates and Facebook notifications.

Depending on the nature of the emergency, it is possible that electricity or telecommunication infrastructure may be affected.

It is good to know your local radio stations, as they will be broadcasting important information. You may wish to write down your local radio frequencies at the back of this document. Scotland's national broadcast radio station is:

- BBC Radio Scotland: tune in between 92-95FM and 810 MW

For more information, plan templates and checklists:

- Ready Scotland – Preparedness at Home:
www.readyscotland.org/at-home/
- Ready Scotland – My Business
www.readyscotland.org/my-business/
- Ready Scotland - My Community
www.readyscotland.org/my-community/

Personal Information

Useful Contacts	Name	Details
Personal Emergency Contacts		
Work		
School		
Doctor		
Electrical Provider		
Gas Provider		
Phone Provider		
Insurance Company		
Nearest hospital		
Vet		
Bank		

If you had to stay with someone else:

Name	Address & Telephone	Details

Find Out More

In an emergency, always dial 999. For general police enquiries and non-emergency matters, dial 101.

Scottish Government

- Ready Scotland – Preparing for Emergencies: www.readyscotland.org

Business Resilience

- Ready Scotland – My Business www.readyscotland.org/my-business

Weather

- Met Office www.metoffice.gov.uk

Community Resilience

- Ready Scotland – Community www.readyscotland.org/my-community

Police

- Police Scotland www.scotland.police.uk

Health

- NHS Pandemic Flu www.nhs.uk/conditions/pandemic-flu

Environment

- Scottish Environment Protection Agency (SEPA) www.sepa.org.uk

Flooding

- Floodline Scotland www.floodlinescotland.org.uk

Utilities – Electricity

- Scottish Power Energy Networks www.spenergynetworks.co.uk
- Scottish and Southern Energy Power Distribution www.ssepdc.co.uk

Utilities – Gas

- Scottish Gas Networks www.sgn.co.uk

Utilities – Water

- Scottish Water www.scottishwater.co.uk

Telecommunications

- British Telecom www.bt.com

Transportation

- Traffic Scotland <https://trafficscotland.org>
- Travel Line Scotland www.travelinescotland.com

Voluntary Sector

- Ready Scotland – Voluntary Response www.readyscotland.org/voluntary-response/
- British Red Cross www.redcross.org.uk

Useful Apps

The following apps can be downloaded:

- Ready Scotland
www.readyscotland.org/are-you-ready/smartphone-app/
- Met Office Weather
www.metoffice.gov.uk/public/weather
- Travel Line
www.travelinescotland.com/cms/content/Apps.xhtml
- SSE
www.ssepd.co.uk/powertrack/

Social Media

- Ready Scotland <https://twitter.com/readyscotland>
- Met Office <https://twitter.com/metoffice>
- SSE in Scotland <https://twitter.com/hydroPD>
- Traffic Scotland <https://twitter.com/trafficscotland>
- Police Scotland <https://twitter.com/policescotland>
<https://www.facebook.com/PoliceScotland>
- Scottish Environment Protection Agency
<https://twitter.com/ScottishEPA>
<https://www.facebook.com/ScottishEnvironmentProtectionAgency>

Local Authorities

1. Aberdeen City Council
www.aberdeencity.gov.uk

2. Aberdeenshire Council
www.aberdeenshire.gov.uk

3. Angus Council
www.angus.gov.uk

4. Comhairle Eilean nan Siar
www.cne-siar.gov.uk

5. Dundee City Council
www.dundee.gov.uk

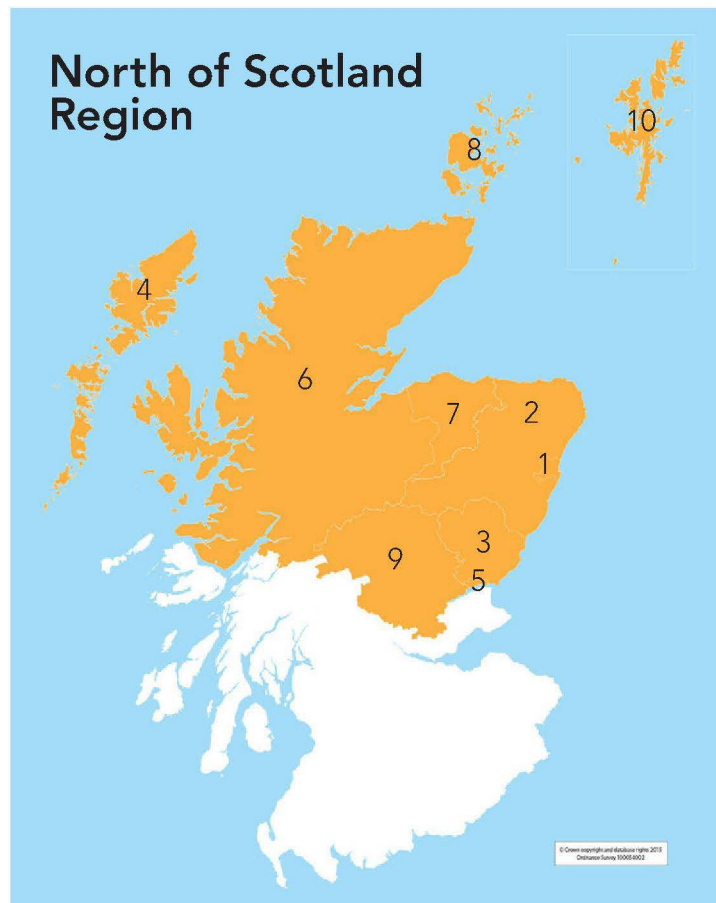
6. Highland Council
www.highland.gov.uk

7. Moray Council
www.moray.gov.uk

8. Orkney Islands Council
www.orkney.gov.uk

9. Perth and Kinross Council
www.pkc.gov.uk

10. Shetland Islands Council
www.shetland.gov.uk



Contributors

- Local Authorities in North of Scotland RRP
- Police Scotland
- Scottish Fire and Rescue Service
- Scottish Ambulance Service
- NHS Health Boards in the North of Scotland RRP
- Scottish Environment Protection Agency (SEPA)
- HM Coastguard (MCA)
- Met Office
- Transport Scotland
- Scottish Water
- Scottish Government

Notes

Notes

North of Scotland
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Regional Resilience Partnership

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The most up-to-date version of this document can be found at
www.firescotland.gov.uk/your-safety/community-risk-register.aspx