Resilient Communities

Jim Fraser, Emergency Planning Officer
Scottish Borders Council
Resilient Communities

- Resulted from debrief of Winter 2010/11
- Engaged with internal & external partners
- Worked very closely with SG Resilience Dept.
- Set up a project group
- Liaison with Insurers, COSLA, SG Resilience Dept.
- Ministerial launch on 1st October 2011
- Aim to have plans in 50% of communities over a three year period (33)
- Over 55 out of 66 Community Councils wish to have a plan implemented
Resilient Communities

How did we achieve this:

- Multi-agency approach
- Community engagement, local media
- Leaflets drops
- Corporate & Political Support
- Corporate Plan & Objective
- Initial & Mainstream Funding
Resilient Communities

- Resilient Communities is an initiative supported by Local, Scottish, and the UK Governments, the principles of which are, communities and individuals harnessing and developing local response and expertise to help themselves during an emergency, in a way that complements the response of the emergency responders.

- The ethos of the plan is to formulate and co-ordinate voluntary support and assistance and direct this to those that require it within a community, *in a non mechanised manner of response*. There are already examples of these groups in existence within the Scottish Borders in the form of the Flooding Self Help Groups, and there are great examples of communities supporting and assisting each other during recent periods of severe weather.
Resilient Communities

- A resilient community is achieved by using a framework, thereafter called a ‘Resilient Community Plan’; this is specific to the community council area and can be split down into local areas if required. The plan will contain a community profile, community area maps, flood maps, risk assessment, asset register, insurance information, and general guidance for individuals or the community.

- It is important to note that the Resilient Communities Plan is not in anyway a method by which a local authority or an emergency service may reduce its response or service to the community, the plan is intended to support and enhance the response.
Resilient Communities

The aims of the Community Council, Resilient Communities plan are to:

- Raise awareness and understanding of the local risk and emergency response capability in order to motivate and support self resilience.
- Increase individual, family and community resilience against all threats and hazards.
- Support and encourage effective dialogue between the community and the practitioners supporting them.
- Provide a framework and support to enable the creation and delivery of a resilient community plan.
- Assess and develop communication systems to ensure communities are given appropriate warnings of severe weather etc.
- Evaluate the outcome and success of the plan following operation.
Resilient Communities

Benefits of a Resilient Communities Plan

Volunteering and helping one another does not need to be organised centrally by government or by the local authority. Local community councils and individuals who are prepared and able to respond effectively, can deal with local issues, such as,

- The clearing of snow from pathways of people who are unable to clear those themselves, to allow access etc.
- The clearing of snow from school and nursery access routes.
- The placing of sandbags in risk areas to prevent flooding, placing domestic flood gates into position.
- The delivery of supplies during severe weather, for example, shopping, water etc.
- Providing hot drinks and assistance within community centres and village halls.
- Checking on neighbours to ensure their safety and well being during severe weather etc.
Resilient Communities

The benefits for a Resilient Community

- First Aid & General Training
- Early warning of severe weather or other information
- Single point of contact for co-ordinators
- Equipment provision
- Communities are more able to recover and restore normality
Resilient Communities

- Early warning of severe weather was a major incentive for communities to sign up.
- Developed links with Neighbourhood Watch Scotland to utilise their messaging system.
- Worked closely with SG colleagues to secure funding.
- Developed a bespoke system for the Scottish Borders called SBAAlert, ‘design can replicated’.
- Multi-agency system with initial partners of Council, Police, Fire & Health.
- All partners can use and alert the public to the following, severe weather, crime, health issues etc.
Scottish Borders Alert (SBAalert) Community Messaging System

SBA Alert is an online, secure, two-way community messaging system that allows authorised administrators to send dynamic and up-to-date messages to Resilient Communities groups, Neighbourhood Watches and other interested members of the community. The system is designed to put you in touch with the people and services that matter to you.

Messages are sent by email, telephone or text message by a range of approved information providers including Scottish Borders Council (SBC), Police Scotland, Scottish Fire & Rescue Service, and NHS Borders. You will receive alerts about severe weather, crime and community safety issues in your area (e.g. bogus callers, metal or farm thefts). The SBAalert system enables public sector agencies to work with the Resilient Communities groups and others in a new, efficient and secure manner.

Join hundreds of others in our online SBA Alert community. Sign up to receive free crime and community safety alerts, along with crime prevention advice for the area where you live or work in the Scottish Borders - straight to your inbox or phone.

**BREAKING NEWS**

The Scottish Business Resilience Centre

Games Route Network

Hi {FULL_NAME}, I am sending out a reminder of the Games Route N...

Sent over 24 hrs ago - To 155 people
Messages are sent by email, telephone or text message by a range of approved information providers including Scottish Borders Council (SBC), Police Scotland, Scottish Fire & Rescue Service, and NHS Borders. You will receive alerts about severe weather, crime and community safety issues in your area (e.g. bogus callers, metal or farm thefts). The SBAalert system enables public sector agencies to work with the Resilient Communities groups and others in a new, efficient and secure manner.

Join hundreds of others in our online SB Alert community. Sign up to receive free crime and community safety alerts, along with crime prevention advice for the area where you live or work in the Scottish Borders - straight to your inbox or phone.

**BREAKING NEWS**

Neighbourhood Watch Scotland

The Most Important Stop Of The Day: Internati...
It’s International Level Crossing Awareness Day 2014 today. ...

Sent over 24 hrs ago - To 2133 people

Powered by the Neighbourhood Alert community messaging system | Neighbourhood Watch tools and support.
Scottish Borders

Berwickshire

East Berwickshire

Aytoun

Burnmouth

Chirnside

Cockburnspath

Coldingham

Eyemouth

Foulden, Mordington And Lamberton

Grants House

Hutton And Paxton

Reston And Auchenhowe

St. Abbs

Mid Berwickshire

Cheviot

Eldon
Registration progress, 4 of a maximum of 10 steps

(Some answers you give will generate additional questions, most answers can be skipped or have a "Prefer not to say" option. Registration takes an average of two minutes to complete.)

Your community memberships

Some messages that we send are only relevant to particular groups and communities, please indicate from the selection below if you are involved with or simply interested in information relevant to any of these groups. This will assist us when targeting messages.

Please note, your Neighbourhood or Home Watch involvement is managed with a dedicated section on the next page. Many more options are available for you to add once you have completed your registration and have logged in.

<table>
<thead>
<tr>
<th><strong>Safety/Security</strong></th>
<th><strong>I am / I am interested in</strong></th>
<th><strong>I am involved with</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Countryside Watch</td>
<td>Carers / Home help</td>
<td>Armed Forces (serving or veteran personnel)</td>
</tr>
<tr>
<td>Dog Owner</td>
<td>County Councillors</td>
<td>Churches</td>
</tr>
<tr>
<td>Education Watch</td>
<td>Cycling</td>
<td>Housing Association</td>
</tr>
<tr>
<td>Farm Watch Members</td>
<td>Send me the newsletter</td>
<td>Local Community Safety Group</td>
</tr>
<tr>
<td>Horse Watch Members</td>
<td>Parent</td>
<td>No Cold Calling Zone/Area</td>
</tr>
<tr>
<td>Metal Watch</td>
<td>Student</td>
<td>Tenants and Residents Association</td>
</tr>
<tr>
<td>Rail Watch</td>
<td>Taxi / Cab contacts</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Volunteering</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Business Interests</strong></th>
<th><strong>Emergencies</strong></th>
<th><strong>I regularly travel by</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Watch</td>
<td>4x4 Vehicle Watch</td>
<td>Airport / Aeroplane user</td>
</tr>
<tr>
<td>Forecourt Watch</td>
<td>Emergency Road Closures and Disruptions</td>
<td>Boat / Ferry user</td>
</tr>
<tr>
<td>Hotel Watch Members</td>
<td>Flood Warnings / Alerts</td>
<td>Bus user</td>
</tr>
<tr>
<td>Pub Watch Members</td>
<td>Grilling Updates</td>
<td>Car user</td>
</tr>
<tr>
<td>Shop Watch schemes</td>
<td>Major Incidents</td>
<td>Taxi user</td>
</tr>
<tr>
<td></td>
<td>I'm willing to volunteer in an emergency</td>
<td>Train user</td>
</tr>
<tr>
<td></td>
<td>I am a Resilient Communities Volunteer</td>
<td></td>
</tr>
</tbody>
</table>
Scottish Borders Alert (SB Alert) Administration Area

You are now logged in to the system  Version 3.01.0

Compose your message.

Tick all the message formats you want to use with this Alert message (email, Voice & text). Type or cut and paste your email and text message, remember to keep text in the SMS message as short as possible; each 160 characters will add a further SMS message.

Select which Information Provider you represent and select the most appropriate message type from the drop down lists. Use the radio buttons to give your message an appropriate priority level; you can use the “Calculate recipients” to see an approximate summary of how many recipients will receive your message based on priority level.

Select message types to send

- Send email messages  
- Send voice messages  
- Send SMS messages

Enter email text

Email subject

Email Body (Required)

Message tags

About message tags?

Show tags
<table>
<thead>
<tr>
<th>Please select</th>
<th>Level</th>
<th>Priority description</th>
<th>Estimated No. of recipients</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>Top priority message <em>(Deliver to all users all methods)</em></td>
<td>Click button to calculate recipients</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>Class message as High/Med <em>(Users requiring High priority messages ONLY will NOT receive this)</em></td>
<td>Click button to calculate recipients</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
<td>Class message as Medium priority <em>(Users who have requested High or High/Medium messages ONLY will NOT receive this)</em></td>
<td>Click button to calculate recipients</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
<td>Class as Med/Low <em>(Users who have requested High to Medium messages ONLY will NOT receive this)</em></td>
<td>Click button to calculate recipients</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
<td>Class as Lowest priority messages <em>(ONLY users accepting ALL messages will receive this (Smallest list))</em></td>
<td>Click button to calculate recipients</td>
</tr>
</tbody>
</table>

**Add an attachment to your message**

*Click here to attach a files to this message*

**Message lifetime (Text and voice only)**
Resilient Communities

- SBAlert will allow us to warn and inform specific communities, individuals, or the whole area.
- It will provide information by email, text & phone.
- In the Scottish Borders alone we estimate that we have about 20% of the population that do not use a computer.
- Dynamic information which can be updated.
- Working with Business Gateway and the Scottish Business Resilience Unit to involve local businesses.
- Our evidence suggests that those who have been warned can respond and recover more effectively.
Resilient Communities Plan

Thanks for listening
Any Questions

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