

Community Risk Register



WoS RRP
West of Scotland
Regional Resilience Partnership

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Introduction

What is a Community Risk Register?

This Community Risk Register (CRR) highlights risks that have the highest likelihood and potential to have significant impact, causing disruption to the West of Scotland region and its communities, as defined in the map on page 02.

This document will provide information which will:

- Inform you about the highest risks and their consequences in the West 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 West of Scotland region. It does mean there is a possibility of it happening and this document will provide information about what can be done if any of them 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 throughout this document.

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 West 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 West of Scotland Risk and Resilience Partnership (RRP) comprises of organisations that are legally required to prepare for, respond to and recover from any major disruptions and emergencies in the West of Scotland region. The partnership works to enhance the safety and resilience of the region and its communities by supporting and co-ordinating six Local Resilience Partnerships across the West.

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

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



How is a Community Risk Register created?

The CRR is the result of risk assessments undertaken by the multi-agency partnership, in identifying the likely risks in the area and rating them in terms of their potential impact and likelihood of occurring. The results of these assessments are used to inform and produce agreed and effective multi-agency plans and procedures.

This document is the result of professional judgment from a range of contributors, historical evidence, scientific input and expert analysis in evaluating the key risks facing the West 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 (e.g., terrorist incidents). Although West 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 those that are viewed to have the potential to cause significant disruption to people's lives should they occur in the West 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.

West of Scotland Region

Area Emergency Profile

West of Scotland

The West of Scotland RRP covers thirteen local authorities (LA): Argyle & Bute, Dumfries & Galloway, East Ayrshire, East Dunbartonshire, East Renfrewshire, Glasgow City, Inverclyde, North Ayrshire, North Lanarkshire, Renfrewshire, South Ayrshire, South Lanarkshire and West Dunbartonshire. The LA is supported by six LRP's: Argyle & Bute, Ayrshire, Dumfries & Galloway, The West, Lanarkshire and Glasgow.

The WoS has extensive ferry services operating from Greenock, Ardrossan, Stranraer and Oban which reach out to Northern Ireland, Inner and Outer Hebrides and the surrounding islands off the West Coast. The area also hosts a significant number of major cultural and sporting events including Davis Cup, Scottish International Air Show, P1 Powerboat Grand Prix and the World Pipe Band Championships.

In 2013 the West of Scotland RRP replaced the former Strategic Coordination Groups of Dumfries & Galloway and Strathclyde and continues to prepare for and respond to major emergencies. Whilst there has been a slight amendment to the membership, the commitment to work together in serving the community has not changed.

The West of Scotland RRP's strategy implements the philosophy of 'Integrated Emergency Management', concentrating on the effects rather than the causes of disasters. The emergency services, local authorities, local NHS boards, government agencies and public utilities that comprise the RRP, recognise the benefits of a coordinated multi-agency approach which maximises their individual and collective responses, thereby minimising the impact of any incidents. In the course of their normal business, partners in the RRP continue to share common aspects:

- Each is involved in the delivery of essential services to the Public



- Each serves, cares and/or protects the public and the environment in which they live
- Each recognises that in the event of an emergency occurring, there will be disruption to normal daily life and they have a public duty to provide a prompt and effective response to minimise the effects of the incident.
- Each acknowledge that no single agency has all the necessary skills and resources required to deal with a major emergency and only by combining their skills and resources, can the best response be delivered.



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



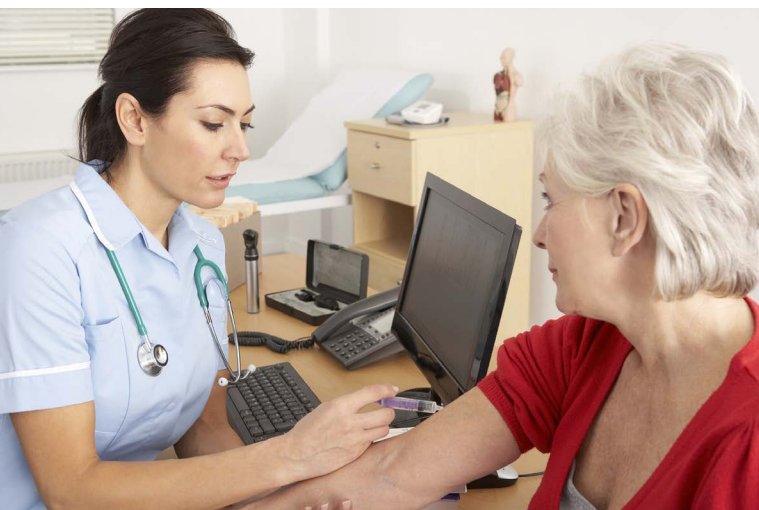
Workforce unable to get to work, loss of income, business networks affected



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 West 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 escalating
- 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 35.

Potential Risks

Severe Weather

This is relevant to the whole of the West of Scotland RRP region as over the years there has been a range of weather events occurring that have included heavy snow, rain, ice and high winds.

Severe Weather can:

- come in a variety of forms; storm force winds, extreme temperatures, heavy rain (see Flooding page 13) 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 and can include:

- 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 West 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
- Considering the needs of the community whilst producing community resilience plans
- 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 - 0370 900 0100
www.metoffice.gov.uk/guide/weather/severe-weather-advice
- Scottish Environment Protection Agency - 0345 988 1188
www.sepa.org.uk/flooding
- Ready Scotland – Severe Weather - 0300 244 4000
www.readyscotland.org/are-you-ready/severe-weather

More preparedness information can be found on page 35.

Potential Risks

Animal and Plant Health

This risk is relevant to the whole of the West of Scotland RRP Region as over the previous years there has been a number of animal health and plant diseases events occurring that have included, Avian Flu, Foot and Mouth Disease, Bovine Tuberculosis and Blue Tongue Virus.

Animal and plant diseases can:

- Manifest themselves in a number of forms
- Spreads quickly either by airborne virus or by a transmitter/carrier
- Place a risk to human health through physical contact (Zoonosis)
- Last for prolonged periods where the impact can cause significant damage to rural economies and affect people's livelihoods
- Have a knock on effect in terms of animal and plant exports and movements



Unable to work in farms, slaughterhouses, food processing plants, loss of income, disruption to normal routines, Injuries



Closure of national and country parks and foot paths, Restrictions on human movements and public access, loss of income for area, transport rerouted causing delays



Large loss of finance to the regional economies of the West RRP area, business losses, through closure of animal processing plants, Loss of tourist economy, job losses



Large fire pits, rendering sites or licensed landfill sites requiring to be implemented, Damage to the land through contamination, Pollution of rivers etc through animal carcasses



Animal incinerations, Health care for those affected by pathogens, Spread of disease from animal to animal and animal to human Possible disease through dead animal carcasses

Possible Consequences

Can be significant and long-lasting and can include:

- | | |
|---|--|
| <ul style="list-style-type: none"> • Movement controls implemented • Restriction zones implemented – Closure of parks, countryside walkways • Multiple outbreaks of animal disease in the UK • Mass cull of animals | <ul style="list-style-type: none"> • Ban on animal and plant exports • Public health affected – e.g Swine flu • Economies affected – Tourism • Significant compensation costs • Significant disease control costs |
|---|--|

What the West of Scotland RRP members are doing:

- Maintaining, testing and exercising of plans and procedures for an effective multi agency response to animal and plant disease events
- Communicating with a number of agencies through bulletins
- Sharing of resources and expertise with other RRP partners
- Partnership training of personnel on equipment and procedures
- Joined up approaches with Government agencies and other operational partners such as councils
- Consortiums established to share, operate and maintain equipment
- Councils utilise animal health and welfare officers with established protocols in place for communication of notifiable diseases
- APHA has movement regimes in place with controls being imposed for premises affected
- APHA and local councils have continuous ongoing monitoring and intelligence operating with a notifying and communication system in place

What you can do:

- Plan ahead to reduce impact on your business
- Report any suspected signs of animal disease to the appropriate authority
- Report any suspected illegal animal movements or activities
- Report any suspected illegally imported animals or plants
- Follow all instructions from the various agencies – i.e. disinfecting vehicle wheels etc.
- Listen to news bulletins and take heed of any warnings for affected areas where animal or plant disease is prevalent
- Plan your journey's in the event of restricted zones being imposed
- Consider alternative countryside walks if areas are restricted
- Observe any police warnings on social media or posters on animal or plant diseases
- Consider alternative supply chains for meat or plant products

For more information:

- www.gov.uk/government/organisations/animal-and-plant-health-agency
- www.gov.scot/Topics/farmingrural
- www.gov.scot/Topics/marine
- beta.gov.scot/publications/scottish-governments-exotic-diseases-animals-contingency-framework-plan/
- beta.gov.scot/publications/scottish-regional-resilience-partnerships-framework-exotic-notifiable-animal-diseases-contingency/
- www.gov.uk/guidance/animal-welfare
- www.outdooraccess-scotland.com/the-act-and-the-code/introduction#

More preparedness information can be found on page 35.

Potential Risks

Total Power Outage

This is relevant to the whole of the West of Scotland RRP region since a total national blackout will affect the entire National Electricity Transmission System and may take between 5 to 14 days to recover, impacting millions of consumers.

Total Power Outage can:

- Occur at any time, however are more likely to happen during winter due to increased load on the transmission networks, repair work being hampered by severe weather conditions
- last for prolonged periods possibly for several weeks and its impact can cause significant damage and disruption to people's lives and livelihoods
- have a knock-on effect, creating additional emergency situations in the wider community, lack of lighting, refrigeration, cooking facilities, water distribution, inability to pump fuel etc



A torch, fully charged battery powered radio, standby lights, candles with safe holders, an analogue phone replacing a cordless, a radio, blankets, portable heaters, food and water supplies



Inability to communicate with or get to, other family members and those who are elderly, ill, remote etc



Businesses unable to operate, no power to light, heat, power equipment, plant, processes. Perishable storage, security issues



Severe disruption to community and the health, welfare and security of residents, employees etc. animal carcasses



Significant disruption to the West of Scotland and its infrastructure, impacting on all aspects of National Life

Possible Consequences

Can be significant and long-lasting and can include:

- Loss of utilities (power, gas, water) in homes and businesses
- Danger to life from windswept objects, such as cables and poles
- Limited or delayed transport availability
- Disruption to the communications network, e.g. internet and telephone
- Civil unrest enhanced by lack of street lighting and CCTV
- Schools and public buildings closed
- Vulnerable people exposed to health threatening temperatures
- Businesses and services may be forced to close or suspend operations
- Impact on travel, no traffic lights, road information signs etc.
- Significant impact on health care, limited capacity in Hospitals, no provision for significant backup systems

What the West of Scotland RRP members are doing:

- Maintaining, testing and exercising plans and procedures for an effective multi-agency response to a total power outage.
- Ensuring robust Business Continuity Plans are in place to maintain service delivery
- Work with local radio stations to clarify existing back-up generator capability and promote enhanced resilience
- Promote awareness locally of the National Emergency Plan for Fuel (NEP-F)

What you can do:

- Build an Emergency Preparedness Kit (Torch, Radio, First-Aid Kit, Food, Water etc)
- Charge mobile phones, torches, battery devices
- Keep vehicles fueled up
- Turn off unused devices and equipment
- Stock up on bottled water, pre-packed food etc
- For a localised failure, use alternative accommodation

For more information:

- Scottish Power Energy Networks – 0800 027 0072
www.spenergynetworks.co.uk
- Scottish and Southern Energy – 0345 026 2658
www.sse.co.uk

More preparedness information can be found on page 35.

Potential Risks

Flooding

The risk of coastal flooding is relevant to the West of Scotland given the geography of the area, and the prevailing weather patterns. Significant coastal flooding has affected the West of Scotland on a number of occasions, affecting communities all along the south and west coasts.

There are many river catchments in the West of Scotland and certain areas are particularly vulnerable to flooding from watercourses following heavy or sustained rainfall. These flooding events can take place quickly and at times without warning, and can cause significant disruption to private properties, businesses and transportation.

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 West of Scotland RRP members are doing:

- Maintaining, testing and exercising plans and procedures for an effective multi-agency response to flooding events
- Identify and risk assess areas that could be affected by flooding and those communities at risk in these areas
- Providing information in advance, 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 _ 03000 99 66 99
www.sepa.org.uk
- Association of British Insurers – 0207 600 3333
www.ABI.org.uk
- Ready Scotland - 0300 244 4000
www.readyscotland.org/are-you-ready/flooding/

More preparedness information can be found on page 35.

Potential Risks

Industrial Site Accidents

There are a wide variety of industrial sites throughout the region. Many of these, store and/or transport hazardous materials as part of their daily business.

These are governed by strict safety regulations; however should an incident still occur, there are detailed emergency plans in place to deal with it with local responders working closely together and informing the community.

Examples of such incidents are:

- an explosion at an industrial site e.g. - complex, plant, pipeline or facility
- a release of harmful materials



Advised to stay indoors/possible evacuation to a safer area, loss of income, inability to get home, injury, illness, loss of life



Advised to stay indoors/possible evacuation to a safer area, structural damages to home or business, no utilities, injury, illness, loss of life



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



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



Economic losses, utility supply disrupted, tourism affected



Possible Consequences

- Danger to life
- Public health issues and injuries
- People may be advised to stay indoors for safety purposes
- Possible evacuation of the affected area
- Potential for further incidents (eg. fire or structural collapse)
- Damage to buildings and structures
- Disruption to oil, petrol or utility supplies
- Economic losses
- Adverse impact on farm and agricultural produce
- Damage to environment including waterways and wildlife

What the West of Scotland RRP is doing:

- Following guidance of regulators and working closely with site operators to produce, test and exercise multi-agency plans to provide emergency response assistance and recovery
- Working with multi-agency partners to respond effectively
- Identifying ways and means of communicating with the public before, during and after an incident
- Working with partners to identify lessons from previous incidents and learn from them

What you can do:

- Listen to and follow instructions issued by site operators, emergency services and others during an incident
- Know and understand your children's school arrangements on such matters
- Keep relevant phone numbers handy to stay in touch with people if you get separated

For more information:

- Ready Scotland - Are You Ready:
www.readyscotland.org/are-you-ready/
- Scottish Environment Protection Agency - 03000 99 66 99
www.sepa.org.uk
- Association of British Insurers – 0207 600 3333
www.ABI.org.uk

More preparedness information can be found on page 35.

Potential Risks

Pollution and Contamination

The West of Scotland region is connected through a network of islands, inland watercourses and open water areas. It also has a large food production sector that makes a significant contribution to the Scottish economy.

Pollution and contamination through release of harmful substances is an identified risk to the region. Should an incident occur, the effects of pollution or contamination can sometimes be long lasting, requiring significant amount of time and resources to ensure the clean-up is done safely. Pollution and contamination incident may occur because of:

- industrial leakage (sewerage, pollutants, chemicals, etc)
- transport accidents resulting in harmful substances being released into the environment, such as marine pollution
- contamination of part of the food chain process or drinking water



Advised to stay indoors/possible evacuation to a safer area, illness, loss of income, restrictions of some foods if contaminated, loss of water supply



Advised to stay indoors/possible evacuation to a safer area, illness, restriction on some foods if contaminated, loss of utilities, loss of water supply



Business may be in affected area, supply/distribution network affected, long term recovery



Businesses suspended or closed, economic losses, long term recovery, restriction on some food if contaminated, loss of water supply, anxiety



Economic losses, transportation routes affected, tourism affected



Possible Consequences

- Pollution and contamination of inland watercourses and open water
- Damage to businesses, agricultural land and processes
- Health issues for people and animals
- Environmental pollution of coastlines and protected sites
- Prolonged restoration and recovery issues for homes, businesses and the environment
- Long-term damage to infrastructure
- Fewer tourists visiting the region
- Public anxiety

What the West of Scotland RRP members are doing:

- Working with multi-agency partners to test and exercise pollution/contamination related scenarios and recovery plans
- Promoting high standards to reduce the likelihood of instances occurring in the first place
- Working with partners to identify lessons from previous incidents and learn from them

What you can do:

- Follow advice of public health and local authorities and keep up to date with media announcements
- Identify a neighbour who may need help or who might be able to assist you if you need to evacuate your home
- Consider what you can safely do to assist during any clean-up operation

For more information:

- Scottish Environment Protection Agency (SEPA)
www.sepa.org.uk
- Scottish Environment Protection Agency - 03000 99 66 99
www.sepa.org.uk/flooding.aspx
- Association of British Insurers – 0207 600 3333
www.ABI.org.uk

More preparedness information can be found on page 35.

Potential Risks

Transport Disruptions

There is an extensive transport network across the West of Scotland, incorporating road, rail, air and sea, all of which play a crucial role in supporting people's everyday lives and the broader Scottish economy.

There are numerous events that could result in delays and disruption:

- Accidents
- Severe weather
- Technological failures, such as signal or network IT failures
- Fuel supply disruption
- Flights being diverted or delayed
- 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, staff unable to reach work, supply/distribution network disruption, IT failure, building damage



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:

- Delayed or cancelled transport services
- People stranded
- Inability to get to work or school
- Businesses and services may be adversely affected
- Delays or cancellations in scheduled deliveries / longer travel times
- Prolonged diversion at alternative routes in place
- Island communities isolated
- Increased fuel costs and limited supply

What the West of Scotland RRP members are doing:

- Developing emergency and longer term strategies to deal with consequences
- Working with major transport providers to ensure detailed plans in place
- Providing information to the public during disruptions

What you can do:

- Listen to the radio, check official social media accounts and take heed of any warnings of transport disruptions
- Communicate transport disruption updates to your family and friends
- Consider alternative route
- Plan any journeys or activities with the weather and transport disruptions in mind
- Sign up to relevant notifications and warnings

For more information:

- Traffic Scotland – 0800 028 1414
<https://trafficscotland.org>
- Traveline Scotland – 0871 200 22 33
www.travelinescotland.com
- Met Office Severe Weather Advice – 0370 900 0100
www.metoffice.gov.uk/guide/weather/severe-weather-advice

More preparedness information can be found on page 35.

Potential Risks

Significant Cyber Attack affecting a public sector organisation

Cyber incidents and attacks can happen at any time and to any organisation and these can range from minor impacts (e.g. website defacement or overloading) to significant impacts (e.g. ransomware attacks). Highly sophisticated human operated ransomware attacks are happening with increasingly common and can have a catastrophic impact on an organisation.

For significant incidents, viruses or malware could:

- Spread quickly through an organisations networks to all connected IT devices, effectively rendering these unusable for a significant period of time.
- Destroy or encrypt key data necessary for an organisation to operate, with encrypted data also held for ransom.
- Steal data which is often then used to extort money from the victim under threat of release on the internet.
- Result in the victim being digitally isolated from delivery partners for an extended period while remediation action is undertaken.
- See a return to normality take a very long time, often measured in weeks and months rather than days.



Loss of access to public services ,loss of income or benefits. Unable to work. Disruption to daily routine.



Possible inability to communicate with family. Major disruptions to accessing public services, banking, businesses.



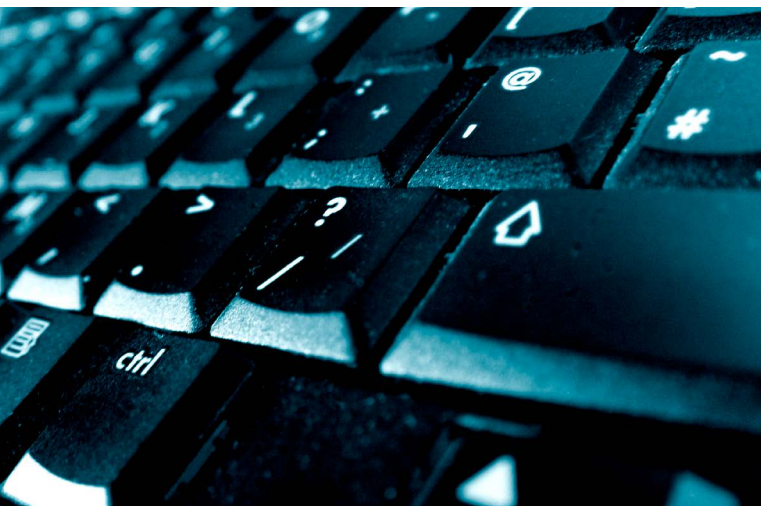
Major disruption to business and unable to operate. Economic losses. Long term recovery. Affect on utilities.



Business suspended or closed, economic losses. Long term recovery. Anxiety. Disruption to daily life.



Communications failures. Major economic losses.



Possible Consequences

Depending on how long the disruptions are for:

- Single or multiple public sector organisations unable to provide essential services
- Inability to communicate internally electronically within affected organisations.
- Disruption to communications with affected organisations
- Lack of public confidence in digital provision of public services

What the West of Scotland RRP members are doing:

- Working together with Scottish Government Public Sector Cyber Resilience Unit to provide information on best practice in cyber security and raise public awareness of the threat of cyber-attacks.
- Raising awareness of cyber security with resilience partners and improving incident reporting and response, including sharing lessons learned.
- Supporting the Scottish Government Cyber Resilience Unit to promote, through LRPs, the security-enhancing products and support available to partners to protect themselves from cyber-attack.
- Promoting public messaging and communications around improving Cyber Resilience at work and at home.
- Promoting training and awareness raising using online resources from the Scottish Business Resilience Centre (SBRC) exercise in a box, the Scottish Government Cyber Resilience Incident Management guidance and the Scottish Government Cyber Incident Ransomware Playbook

What you can do:

- Stay up to date with the latest threats and scams
- Improve your online security
- Ensure you have relevant contact phone numbers for your key service providers.
- Review your incident response plan/arrangements and test/exercise them against common attack scenarios
- Review backup processes to ensure that backups are offline and/or immutable and can be used to recover your systems quickly and efficiently.

For more information:

- Latest CyberScotland Bulletin: www.CyberScotland.com
- Improve your online security: www.ncsc.gov.uk/cyberaware
- Scottish Government Cyber Resilience - Cyber Incident Response Toolkit: www.gov.scot/publications/cyber-resilience-incident-management/
- The National Cyber Security Centre: www.ncsc.gov.uk
- NCSC Exercise in a Box: www.ncsc.gov.uk/information/exercise-in-a-box
- Cyber resilience: incident management (Capability Toolkit) and Playbooks: www.gov.scot/publications/cyber-resilience-incident-management/

More preparedness information can be found on page 19.

Local Resilience Partnerships (LRP) in West of Scotland RRP

Argyll and Bute & West Dunbartonshire Local Resilience Partnership

The Argyll & Bute and West Dunbartonshire Local Resilience Partnership is responsible for ensuring robust emergency preparedness arrangements are in place for both Council areas. The partnership is formed of representatives from many organisations including the Local Authorities, Emergency Services, NHS, Voluntary Organisations and Utility companies.

Argyll and Bute is the second largest local authority area in Scotland and has a population of 87,130. It also has the third sparsest population density of the 32 Scottish local authorities. 52 per cent of the population live in areas that are classified by the Scottish Government as, 'rural'. It also has 23 inhabited islands, (2011 census), more than any other Scottish Local Authority, including Bute; Gigha; Islay; Jura; Colonsay; Mull; Iona; Coll; and Tiree.

The islands are serviced by an extensive ferry network operating to and from the mainland as well as inter-island. The road network relies on key trunk roads such as the A82, A83 and A85. The A83 Rest-and-be-Thankful is prone to closure due to landslips (pictured on page 22).

Main industries include agriculture, tourism, forestry, fishing, and a number of other manufacturing and key military sites. The area also has a number of small airfields and larger airports. Many of the islands have substantial whisky distilleries.

West Dunbartonshire area is a diverse mixture of rural, suburban and urban communities, covering an area including the banks of Loch Lomond, the river Leven and is bordered by the Clyde coastline, which presents a flood risk, this is managed by the local authority and SEPA.

There are large industrial sites which host petro-chemical storage and spirit-processing for the



whisky industry. These sites are tightly regulated by the appropriate bodies and are subject to local off-site emergency plans and multi-agency exercise regimes.

During any emergency response in Argyll & Bute or West Dunbartonshire area, Emergency Services and the local authorities will prioritise the most vulnerable groups of people. It is therefore important that you consider how prepared you are within your community, to deal with local risks or disruptions in our transport system, or gas, electricity, water or fuel supplies.



Contact details

Further information and updates regarding local services and additional emergency preparedness arrangements and guidance are available through the following channels:

Argyll and Bute Council

General Enquiries	01546 605522
Website	www.argyll-bute.gov.uk
Text	07860 023933
Facebook	www.facebook.com/argyllandbutecouncil
Twitter	twitter.com/argyllandbute

West Dunbartonshire Council

General Enquiries	01389 737000
Website	www.west-dunbarton.gov.uk
Facebook	www.facebook.com/WDcouncil
Twitter	twitter.com/WDCouncil

Local Resilience Partnerships (LRP) in West of Scotland RRP

Ayrshire Local Resilience Partnership

The Ayrshire Local Resilience Partnership (ALRP) is responsible for ensuring robust emergency preparedness arrangements are in place for East, North and South Ayrshire.

The partnership which includes the Emergency Services, NHS Ayrshire and Arran, Local Authorities, Utility Companies, Voluntary Organisations and Government Agencies who all work together within Ayrshire to address and assess local risks from a local perspective embracing the 'Integrated Emergency Management' philosophy.

The ALRP area covers a variety of both larger towns and villages, with a population of approximately 370,500. It covers 3,370 sq km with some inhabited islands, including the Isle of Arran with an estimated population of 5,000.

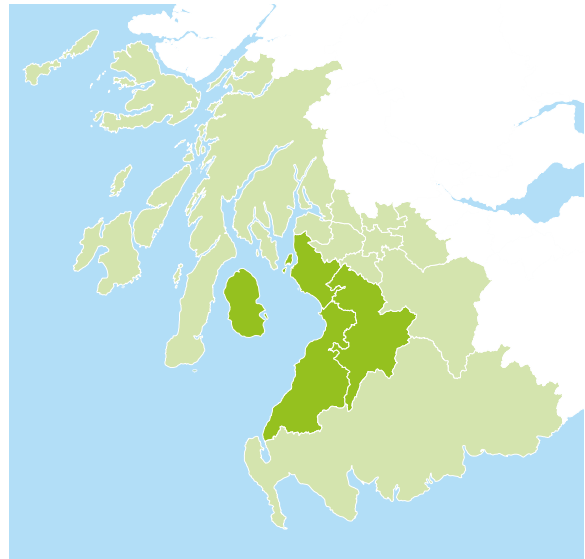
The area has many tourist attractions, a number of entertainment venues, shopping centres and sports stadia all of which attract a large number of visitors.

The risks identified in the ALRP area vary from nuclear power stations to industrial sites such as chemical plants and bonded warehouses. The area also has Glasgow Prestwick Airport and HMP Kilmarnock within its boundaries.

The impact that an incident at any of these sites would have on the local area could be significant. That said the likelihood of any such incident occurring is very much mitigated by the many control measures that by law have to be in place to greatly reduce the possibility of an incident occurring.

All of these risk sites have Contingency Plans and the ALRP fully engages with the Management and Health and Safety teams from the sites, as well as working closely with the Competent Authority (the Health and Safety Executive) in the testing and exercising of these plans.

Among the risks identified within Ayrshire, Severe Weather features as high. The Ayrshire Local



Resilience Partnership are liaising with local communities to promote Community Resilience and encourage individuals to be prepared for such events by considering their own personal emergency arrangements. This planning extends to the Islands of Cumbrae and Arran.

Contact details

Further information regarding local services and additional emergency preparedness arrangements and guidance are available through the following channels:

East Ayrshire Council

General Enquiries	01563 576000
Website	www.east-ayrshire.gov.uk
Facebook	www.facebook.com/eastayrshire
Twitter	twitter.com/eastayrshire

South Ayrshire Council

General Enquiries	0300 123 0900
Website	www.south-ayrshire.gov.uk
Facebook	www.facebook.com/southayrshire
Twitter	twitter.com/southayrshire

North Ayrshire Council

General Enquiries	01294 310000
Website	www.north-ayrshire.gov.uk
Facebook	www.facebook.com/northayrshire
Twitter	twitter.com/northayrshire

Local Resilience Partnerships (LRP) in West of Scotland RRP

Dumfries & Galloway Local Resilience Partnership

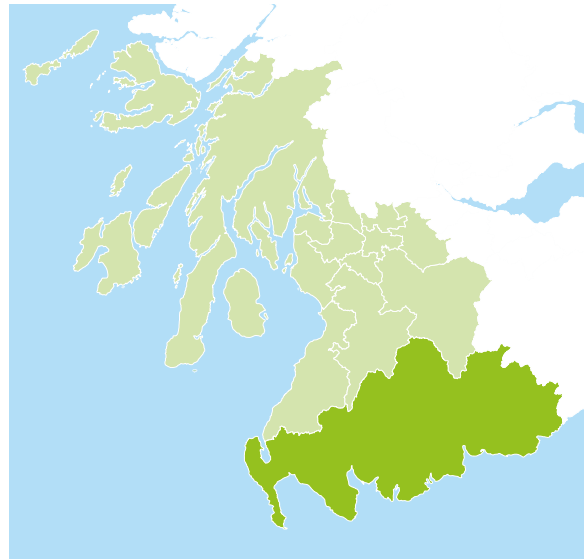
The Dumfries and Galloway Local Resilience Partnership is responsible for ensuring emergency preparedness arrangements are in place for Dumfries and Galloway.

The partnership is served by the Dumfries and Galloway Major Emergency Scheme, which is comprised of representatives from a number of organisations including the local authority, NHS, emergency services, utility companies and voluntary organisations. All these partners provide the framework for preparing for and responding to disruption.

Dumfries and Galloway extends to 2481 sq miles, and is a largely rural area characterised by a number of river valleys which pass north to south through the Southern Uplands flowing into the Solway Firth. Agriculture and forestry account for a significant proportion of land use in the area and there are a number of national or regional scenic areas which are protected by a range of designations as a result of the regions biodiversity and geodiversity.

The region has a population of approximately 149,500 with Dumfries being the largest settlement in the region with a population of roughly 32,900 and other towns include Stranraer, Newton Stewart, Kirkcudbright, Castle Douglas, Dalbeattie, Annan, Lockerbie, Moffat and Langholm.

Dumfries and Galloway borders South Ayrshire, East Ayrshire and South Lanarkshire to the north; Scottish Borders to the east and has the national border with England to the south, the region also has an extensive coastline to the south and west.



In terms of transport links, a number of nationally significant road and rail routes cross the region, including the M74 and the West Coast Mainline as well as an extensive trunk and local road network.

Ferry services are provided to and from Northern Ireland from the port of Cairnryan, and there are a number of other harbours across the region with both commercial and leisure use.

The region has a range of commercial and industrial sites and infrastructure spread across the area, most notably an extensive gas pipeline network and the Galloway Hydro Scheme.





Contact details

Further information and updates regarding local services and additional emergency preparedness arrangements and guidance are available through the following channels:

Dumfries and Galloway Council

General Enquiries [030 33 33 3000](tel:0303333000)

Website www.dumgal.gov.uk

Email contact@dumgal.gov.uk

Facebook www.facebook.com/DumfriesGallowayCouncil

Twitter twitter.com/dgcouncil

Local Resilience Partnerships (LRP) in West of Scotland RRP

Glasgow and East Dunbartonshire Local Resilience Partnership

The Glasgow and East Dunbartonshire LRP is responsible for ensuring robust emergency preparedness arrangements are in place for the City of Glasgow and East Dunbartonshire.

Glasgow, a conurbation with a population of around 600,000, is Scotland's largest city and it's the commercial capital. It is the UK's largest retail centre after London, one of Europe's top 20 financial centres and is home to many of Scotland's leading businesses.

Glasgow has a vibrant cultural scene and houses many municipal art galleries and museums, sports and leisure facilities, visitor attractions, theatres, restaurants, pubs and clubs and more than ninety parks and open spaces. Glasgow City Council's commitment to being prepared for emergencies and enhancing resilience is reflected in the key themes within its Strategy, primarily looking after its vulnerable people and aiming to be a world class, sustainable city with positive economic growth.

Specific examples of this are:

- The Resilience Unit plans for major incidents by writing contingency plans which are either required by legislation or by good practice. Each of these plans is trained for, and exercised through many of the credible scenarios which may require action and coordination of Council's resources by the Resilience Unit, including Fire, Flooding, Explosion, Travel Accident, Chemical Spill and Dangerous Buildings.
- The Council is committed to minimising delays caused by adverse weather. The winter maintenance programme is crucial in terms of both the economy and road safety, and is carried out to assist the safe movement of road users including buses, cyclists, motorcyclists and pedestrians and minimise delays caused by adverse weather conditions. www.glasgow.gov.uk/wintermaintenance



A pre-gritting winter maintenance service is provided from November until the end of March.

For the duration of the winter maintenance period the service operates 24 hours a day, 7 days a week.

East Dunbartonshire offers a wealth of attractions, infrastructure, facilities, schools, services and areas of outstanding natural beauty.

Towns and villages include Bearsden, Bishopbriggs, Kirkintilloch, Lenzie, Milngavie, Torrance and Twechar.

The 2011 census found East Dunbartonshire had a population of 105,026 - covering some 175km².

East Dunbartonshire offers an attractive mix to residents, businesses and visitors - including the Campsie Hills, commercial infrastructure, leisure and culture facilities, iconic buildings, three local nature reserves and some 458 hectares of public parks and gardens.

It has a distinctive heritage - including strong links to the Roman Empire, the Antonine Wall (a World Heritage Site), famous iron foundries and the Puffers which once sailed the Forth & Clyde Canal.

For more information, visit www.edlc.co.uk and www.eastdunbarton.gov.uk



Contact details

Further information and updates regarding local services and additional emergency preparedness arrangements and guidance are available through the following channels:

Glasgow City Council

General Enquiries [0141 287 2000](tel:01412872000)
 Website www.glasgow.gov.uk
 Facebook www.facebook.com/Glasgowcc
 Twitter twitter.com/Glasgowcc

East Dunbartonshire Council

General Enquiries [0300 123 4510](tel:03001234510)
 Website www.eastdunbarton.gov.uk
 Facebook www.facebook.com/edunbartonshirecouncil
 Twitter twitter.com/EDCouncil

Local Resilience Partnerships (LRP) in West of Scotland RRP

Lanarkshire Local Resilience Partnership

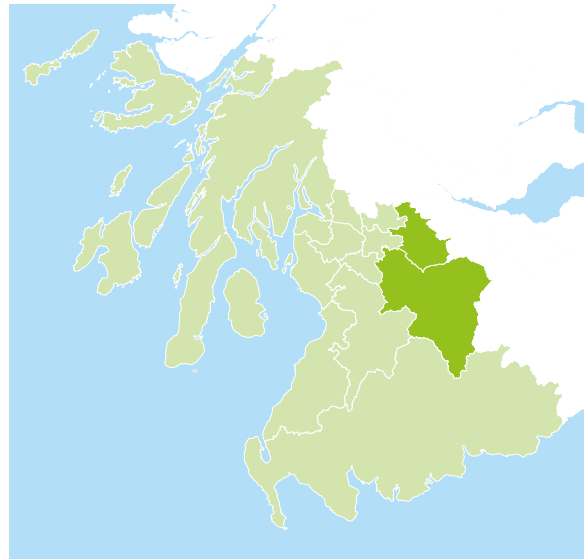
Covering an area of approximately 896 square miles and hosting a population of over 656,000 people Lanarkshire is a diverse mix of urban and rural environments which includes the large towns of Motherwell, Hamilton, Airdrie, Rutherglen, Cumbernauld and East Kilbride and many other smaller towns and villages.

The area of Lanarkshire represents a single policing division for Police Scotland, is served by a single NHS Board in NHS Lanarkshire and is divided between the local authority areas of North Lanarkshire Council and South Lanarkshire Council. North Lanarkshire is smaller in geography than South Lanarkshire but has a slightly larger population reflecting the large rural areas within South Lanarkshire.

Lanarkshire is at the centre of Scotland's motorway network served as it is by the M74, M73 M8 and the M80. It is also well-served by rail with numerous stations covering local and inter-city passenger routes. The rail freight terminal at Eurocentral, Mossend provides a link with Europe via the Channel Tunnel while Coatbridge hosts a major container terminal.

New Lanark and the Antonine Wall Lanarkshire hosts two of the five UNESCO world heritage sites in Scotland and these together with many other historic sites, geographical features and shopping locations attract many visitors to the area.

Reflecting on the sheer geography of Lanarkshire, its climate, the size and diversity of its population, the range of commercial, industrial, social and leisure activities underway and the significance and



complexity of the gas, electricity, water, telephone and roads infrastructure in the area it's easy to imagine how an emergency can arise and impact upon the routine of daily life.

No single organisation possesses the authority, resource or expertise to manage the full range of issues arising from emergencies in isolation so when an emergency occurs many organisations are likely to be involved in the response.

The Lanarkshire Local Resilience Partnership is a multi-agency group comprising representatives from the emergency services, local authorities, health, utility providers and the voluntary sector.

Individually they have unique roles, capabilities and resource but they have a collective commitment to work together to ensure joint arrangements are in place and put into effect to manage the impacts of emergencies regardless of their cause.



Contact details

Further information and updates regarding local services and additional emergency preparedness arrangements and guidance are available through the following channels:

South Lanarkshire Council

General Enquiries [0303 1231015](tel:03031231015)
Website www.southlanarkshire.gov.uk
Twitter twitter.com/SouthLanCouncil
twitter.com/SLCRoads

North Lanarkshire Council

General Enquiries [01698 403200](tel:01698403200)
Website www.northlanarkshire.gov.uk
Twitter twitter.com/nlcpeople

Local Resilience Partnerships (LRP) in West of Scotland RRP

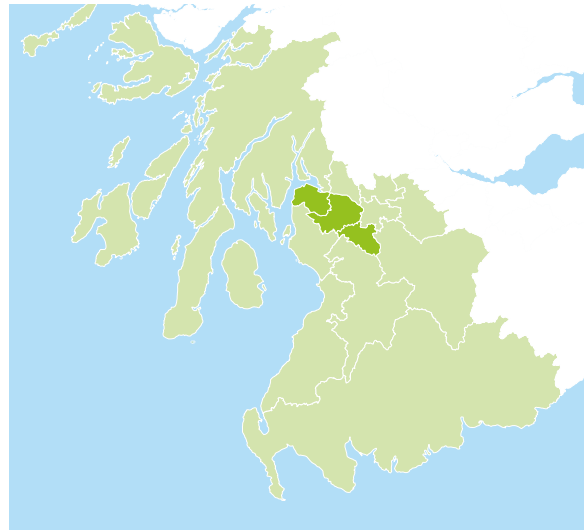
West Local Resilience Partnership

The West Local Resilience Partnership is responsible for ensuring robust emergency preparedness arrangements are in place for Renfrewshire, East Renfrewshire and Inverclyde. The partnership is formed of representatives of organisations including the emergency services, the three local authorities representing the area, utility companies, volunteer organisations and governmental agencies that work collaboratively within the local area to address risks from a local perspective.

Where there are risks particular to localities in the West LRP area, for example in areas prone to flooding during severe weather, bespoke plans have been produced and are constantly maintained to ensure that in the event of an emergency, response and recovery is undertaken effectively.

Covering over 800 sq km, the area is made up of diverse urban and rural landscapes. The natural environment includes a coastline and a major river, while the built environment comprises attractive historic towns and conservation villages. The Renfrewshire, East Renfrewshire and Inverclyde area has a combined population of approximately 348,300.

The area has many tourist attractions, a number of entertainment venues, shopping centres and sports stadia, all of which attract a large number of both



day-trip and long-stay visitors. A wide range of business and industry ventures are established here, attracted by the area's excellent transport links and range of resources.

The transport infrastructure is well developed, and the area's proximity to Glasgow means it is amongst the busiest in the country. A comprehensive local, regional, national and international transport network exists via the road, air, rail and sea, and there are well established public transportation systems.





Contact details

Further information and updates regarding local services and additional emergency preparedness arrangements and guidance are available through the following channels:

Renfrewshire Council

General Enquiries	0300 300 0300
Website	www.renfrewshire.gov.uk
Facebook	www.facebook.com/renfrewshirecouncil
Twitter	twitter.com/rencouncilnews

East Renfrewshire Council

General Enquiries	0141 577 3001
Website	www.eastrenfrewshire.gov.uk
Facebook	www.facebook.com/eastrenfrewshirecouncil
Twitter	twitter.com/eastrencouncil

Inverclyde Council

General Enquiries	01475 717171
Website	www.inverclyde.gov.uk
Facebook	www.facebook.com/inverclyderiversideliving
Twitter	twitter.com/inverclyde

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 36.

- 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 may be possible that the electricity or telecommunication infrastructure is affected. Emergency responders will always make communicating with the public a priority and may use loud hailers, leafleting or other methods to ensure essential messaging gets through.

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

You may also wish to sign up to 'local' social media channels to get the best local information available from emergency services etc.

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.spennergynetworks.co.uk
- Scottish and Southern
Energy Power Distribution
www.ssepd.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
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
twitter.com/readyscotland
- Met Office
twitter.com/metoffice
- SSE in Scotland
twitter.com/hydroPD
- Traffic Scotland
twitter.com/trafficscotland
- Police Scotland
twitter.com/policescotland
www.facebook.com/PoliceScotland
- Scottish Environment Protection Agency
twitter.com/ScottishEPA
www.facebook.com/ScottishEnvironmentProtectionAgency

Contributors

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

Notes



WoS RRP

West of Scotland
Regional Resilience Partnership

West Community Risk Register – Version 3 – 8 September 2021

The most up to date version of this document can be found at

www.firescotland.gov.uk/your-safety/community-risk-register.aspx