

Information and advice for residents

Preparing for Emergencies



Emergency
Household Action Plan



If you are in
immediate
danger,

Call: **999** or **112**



Power Cuts



Notices and Warnings:

- A. You will be informed by letter of any planned power cuts. You will be given the date and the times when the electricity supply may be off.
- B. Weather warning about a storm (strong winds, rain or snow) that may cause damage to power lines leading to loss of the electricity supply.
- C. If there is an unexpected loss of power, phone **105** to connect with the SSEN service. State where you are, and what support you need.
- D. For information, download **the SSEN Power Track app**. It's free to download on IOS and Android. You can stay updated and track the progress of any faults in your area. You can follow the progress of planned interruptions. You can find the nearest EV charging point.

Plan and Prepare:

- **REGISTER** for SSEN's Priority Services if you need extra support during a power cut.
 - This service is free and open to anyone who is elderly, has a medical condition, or depends on electricity for essential equipment. SSEN's welfare team will help keep you updated.
- **DECIDE** what you will need during the power cut.
 - Emergency Kit: Items could include: Bottled water, non-perishable foods, first aid kit, medicine, torch and spare batteries, change of clothes, spare keys, money, personal documents
- **CHARGE** your mobile phone and keep it well charged.
 - A mobile charger is useful to give your phone a boost.
- **THINK** about your need for light, warmth, hot drinks and food.
- **KEEP** a torch or headlamp near you. Have spare batteries. (Do Not Use Candles!)
- **FILL** one or more Thermos flasks with hot water.
- **PUT ON** plenty layers of clothing before you get cold.
- **COOKING** or **BOILING WATER**
 - If you have a gas camping stove, practise using it before you need it.
 - Make sure you set it up in a safe well-ventilated place and
 - NOT in a small, confined space such as a pantry.
- **MEDICAL NEEDS**
 - If you are diabetic or need regular medication, be clear about what you need.



When Power is Lost:

- Safety First: Switch off and unplug appliances, except fridge and freezer,
- leaving a light on to know when power is restored.
- Food Safety: Keep refrigerator and freezer doors closed to keep food cold and frozen for as long as possible.

For power cuts that last longer than 12 hours:

- There may be a mobile food van in Lochgoilhead.
- The Loch Goil Resilience Team will ensure that residents in other areas are informed.
- During an SSSEN power cut, you can claim £30 per person for food and drink per day if the outage lasts more than 12 hours.
- Keep all itemized receipts and submit your claim online at ssen.co.uk/stormclaim. (Does not include alcoholic beverages.)

Check on others:

- If it is safe to do so, check on vulnerable neighbours.
- **Automated External Defibrillators (AED):** Public accessible locations:
 - Lochgoilhead Village Hall, Hall Road, PA24 8AQ
 - ‘Wildwings’ Inverlounin Road, PA24 8AH
 - No. 37 Chalet, Drimsynie Lodges, PA24 8AD
 - Carrick Castle: Flat 1/2 Hillside, PA24 8AF

Flooding

BE ALERT to storm and weather warnings

BE AWARE of the effect on roads and driving conditions

AVOID walking and driving through flooded waters

KEEP children and pets away from fast flowing water

CONSIDER your personal safety, even if the journey seems essential.

PREPARE your property and reduce its vulnerability as much as possible.

REPORT significant effects such as landslips and damage to roads and bridges.

Fire

THINK about potential risks and prevention.

ADVICE is available from Lochgoilhead Community Fire and Rescue Service (see contacts)

BE ALERT to any sight or smell of smoke or fire.

GET OUT FIRST If you smell burning or there is smoke in the house.

REPORT fire by phoning 999.

WARN neighbours and others and **MOVE** to a safe area.





Useful Contacts *(subject to change)*



Emergency Services:
Fire, Police, Ambulance: 999

- **Non-Emergency Services:**

- Non-emergency: 112
- Non-emergency Police: 101
- NHS 24: 111
- Crimestoppers: 0800 555 111
- Scottish Fire and Rescue Service: 0800 0731 999

- **What3Words:**

<https://what3words.com>

- *Ideal locator app if you do not know exactly where you are!*
- Available online or via an app, overlays anywhere in the world into 1 meter squares, using a unique combination of three words, for example:
- Lochgoilhead Village Hall = *scatters.playfully.dusters*

- **Household Services:**

- Electricity emergency: 0800 40 40 90
- Power cut in your area: 105
- Gas emergency: 0800 111 999
- Scottish Water: 0800 0778 778
- Gas emergency: 0800 111 999

- **Environmental Services:**

- Floodline: 0345 988 1188
- SEPA

- **Health and Wellbeing Services:**

- Alcoholics Anonymous: 0800 9177 650
Al-Anon (support for people affected by someone else's drinking): 0800 0086 811
- Refuge emergency helpline: 0808 2000 247
- The Samaritans: 116 123
- Women's Aid: 0800 027 1234

- **Argyll & Bute Council: Out of Hours/ Emergencies**

- Housing repairs: 0800 028 2755
- Homelessness: 0345 056 5457
- Social work services: 01631 566 491/ 01631 569 712
- Property maintenance services: 0845 601 4073
- Dangerous buildings: Police Scotland 101
- Local and minor roads or lighting defects: 0800 373 635
- Trunk road defects: 0800 028 1414

- **Mental Health Services:**

- Mind - helpline 0300 120 3393 (mental health charity).
- Shout - text shout to 85258, 24/7 text service
- Samaritans - call 116 123, helpline crisis support 24/7
- Young Minds - text YM to 85258, 24/7 text service
- Silverline Age UK - call 0800 470 80 90 telephone service for older people
- Papyrus - call 0800 068 4141, under 35s helpline
- Sane - call 0300 304 7000 (4pm-10pm) mental health charity
- NHS IAPT - access psychological therapy in your local area
- Breathing Space - 0800 83 85 87 (M-T 6pm-2am, F-M 6pm-6am) Low mood, depression or anxiety.

