

# Kyle of Sutherland Community Resilience Plan FOR CREICH AND ARDGAY & DISTRICT COMMUNITIES

## 1 Bonar Bridge

- Bonar Bridge Hall
- Bonar Bridge Post Office

## 2 Ardgay

- Ardgay Hall

## 3 Rosehall

- Rosehall Hall

## 4 Invershin

- Invershin Hall

## 5 Culrain

- Culrain Hall
- Culrain Phone Box

## 6 South Bonar

- The Hub

## 7 Cherry Grove

- Bradbury Centre

## 8 Invercassley

- Achness Hotel

## 9 Oykel Bridge

- Oykel Bridge Hotel

## 10 Strathcarron

- Braelangwell Lodge

## 11 Falls of Shin

- Visitor Attraction

## 12 Amatnatua

- Phone Box

## 13 Croick

- Croick Estate Deer Larder

## 14 Spinningdale

- Crossroads

## KEY SAFE LOCATIONS

In the event of an emergency such as a power outage, please see the map below to find your nearest safe location.



MAP KEY: ● SAFE PLACE ● DEFIBRILLATOR ● GENERATOR



**SSEN Priority Services Register:** A power cut can be distressing and difficult. SSEN offers extra help and support to vulnerable people during a power cut. To sign up, please call **0800 294 3259** or visit [www.ssen.co.uk/priorityservices/](http://www.ssen.co.uk/priorityservices/) for more information

## TELEPHONE NUMBERS

**POLICE SCOTLAND**  
(Non emergencies) 101

**NHS**  
NHS 24 helpline 111  
[www.nhs24.com](http://www.nhs24.com)

**WATER**  
Scottish Water 08000 778 778

**HIGHLAND COUNCIL**  
Health & social care out of hours 08457 697 284

Roads, parks, flooding & street lighting 01349 886 690

**ROAD INCIDENT**  
TRUNK Road maintenance - BEAR: 01738 448 600  
[www.trafficscotland.org](http://www.trafficscotland.org)

**TRAIN INCIDENT**  
British Transport Police 0800 40 50 40

**FLOODING**  
SEPA floodline 03459 881 188  
[www.sepa.org.uk/scottishflood-forecast](http://www.sepa.org.uk/scottishflood-forecast)

**SEVERE WEATHER**  
[www.metoffice.gov.uk](http://www.metoffice.gov.uk)

**POWER OUTAGES**  
For all electricity providers 105

**BROADBAND & TELEPHONE OUTAGES**  
Highland Wireless 01862 808 077

BT Customer line 0800 800 150

EE support 0800 079 8586

TalkTalk help 0345 172 0088

Plusnet helpline 0800 432 0200

Vodafone 03333 040 191

**PHARMACY**  
Bonar Bridge 01863 760 011

## POLICE / FIRE / AMBULANCE: 999

**LOCAL HEALTH CENTRES**  
Creich Surgery 01863 766 379  
The Health Centre, Lairg 01549 402 007

Dornoch Medical Practice 01862 810 213  
Migdale Hospital, Bonar Bridge 01863 766 211

Lawson Memorial Hospital, Golspie 01408 633 157  
Raigmore Hospital, Inverness: 01463 704 000

**CYBER SCAMS**  
Report Fraud 0300 123 2040  
[www.actionfraud.police.uk](http://www.actionfraud.police.uk)

Police Scotland 101  
[www.citizensadvice.org.uk/consumer/scams](http://www.citizensadvice.org.uk/consumer/scams)

**RIVER INCIDENT**  
Kyle of Sutherland Fisheries Trust 01863 766 702  
[www.watersafetyscotland.org.uk](http://www.watersafetyscotland.org.uk)

**ENVIRONMENTAL**  
SEPA pollution hotline 0800 807 060  
[www.ep-scotland.org.uk](http://www.ep-scotland.org.uk)

**MENTAL HEALTH**  
Samaritans 116 113

CROCUS 01463 714 568

NHS24 111

Mikeysline 07786 20 77 55

Breathing Space 0800 83 85 87

**DOMESTIC VIOLENCE**  
Caithness & Sutherland Women's aid 03454 080 151

NSPCC 0808 800 5000

# Kyle of Sutherland Community Resilience Plan

## FOR CREICH AND ARDGAY & DISTRICT COMMUNITIES

### AREA STATISTICS



**POPULATION:**  
1,699<sup>1</sup>



**ONE PERSON HOUSEHOLDS:**  
284<sup>1</sup>



**UNDER 16s:**  
261<sup>1</sup>



**PEOPLE AGED 65+:**  
431<sup>1</sup>



**HOUSEHOLDS:**  
811<sup>1</sup>



**16 WILDFIRES IN SUTHERLAND IN PAST 5 YEARS<sup>2</sup>**



**17 FLOODING INCIDENTS IN SUTHERLAND IN PAST 5 YEARS<sup>2</sup>**



**SNOW FALLS ON 38.1 DAYS AVERAGE/YEAR IN SCOTLAND<sup>3</sup>**

<sup>1</sup> 2011 Census / <sup>2</sup> Scottish Fire & Rescue Service / <sup>3</sup> Met Office

## SNOW & ICE



### Snow and ice can disrupt our lives in lots of different ways.

It can cause frozen or burst pipes, transport disruption and even risk of hypothermia. Then when the snow thaws, a risk of flooding can follow. Because winter can be a particularly difficult time for elderly or vulnerable people, the following advice mentioned below is to make sure you, and those around you, have the help and support you need.

#### In Advance

- Make sure you've signed up to the Met Office for the latest weather warnings/updates.
- Make sure you have storage of food, water, prescription medicines and torches.
- Check on vulnerable neighbours or relatives and help them to prepare. Make sure they're aware of the support available to them during cold weather, including the SSEN Priority Services Register. To register, please call **0800 294 3259**.
- Keep up-to-date with the latest weather warnings, travel advice and road conditions by visiting [www.trafficscotland.org](http://www.trafficscotland.org).

#### In Cold Weather

- If you lose power, call 105 – it's free of charge and will put you through to your local network operator who can give you help and advice.
- Make sure you can keep as warm as possible, wearing layers, and keeping at least one room in the house heated.

#### After Snowfall/Ice

- Take extra care when cycling, walking or driving. Leave a safe distance when driving - your stopping distance is increased by 10x in snow and ice;
- Stay off frozen water
- Make sure that vulnerable neighbours or relatives are safe
- Before attempting to thaw out your pipes, check for leaking joints or bursts. If there are none, and if it's safe to do so, gently warm any frozen sections with a heated cloth wrapped around the pipe. **Never apply a direct flame or attempt to thaw pipes by switching on your immersion heater or boiler.**
- If you're fit, well and able; clear and grit paths and pavements (clearing fresh snow is easiest, and avoid using hot water, which could quickly turn to ice).

## FLOOD RISK



Flooding is one of the most common emergency situations in Scotland and affects many homes and communities. Taking action now to prepare for flooding can protect your home and possessions and can help you recover more quickly when floods occur. The main types of flooding in Scotland are:

- **River flooding** – when rivers and burns burst their banks due to high volumes of water
- **Coastal flooding** – high tides and storms create unusually high sea levels or big waves
- **Surface water flooding** – heavy rainfall fills the drains and sewers which then overflow.

**Know your risk** – check SEPA's flood map to see if the area you live in is at risk of flooding. <https://www.sepa.org.uk/environment/water/flooding/flood-maps/>

**Sign up to Floodline** at [www.floodlinescotland.org.uk](http://www.floodlinescotland.org.uk) to receive text alerts so you get advance notice of impending floods.

**Create a flood plan** – make sure you've thought about all members of the family and don't forget about your pets.

**Prepare a 'grab bag'** of essential items. Remember you may be out of your house for days.

#### What goes into a family flood kit?

It should include a torch, first aid kit, warm and waterproof shoes and clothing, supplies of prescription medicines, bottled water, food, rubber gloves, children's supplies, pet supplies, insurance details, portable radio and spare batteries, and a rucksack in case of evacuation.