

# Community Risk Register 2021



**North of Scotland**

**RRP**

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 North of Scotland region and its communities, as defined in the map on page 2.

This document will:

- Inform you about the highest 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 allow you 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 may be 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 25.

## Who is this document for?

Whenever an emergency<sup>1</sup> 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

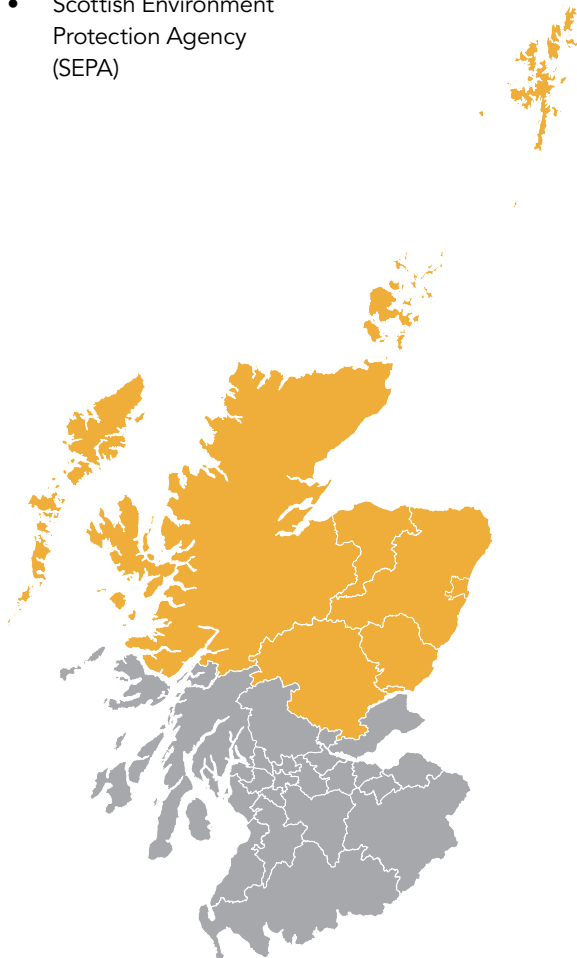
<sup>1</sup>To aid understanding and continuity throughout the CRR, the term 'emergency' is being used to cover all types of disruptive events, incidents and accidents which may occur as a result of an identified potential risk.

## Resilience Partnership Profile

The North of Scotland RRP comprises organisations that are legally required to prepare for, respond to and recover from major disruptions and emergencies 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 multi-agency 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)
- Maritime and Coastguard Agency (MCA)
- Meteorological Office
- Utility companies
- Voluntary sector
- Integrated Joint Boards



## How is a Community Risk Register created?

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

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 the North of Scotland RRP region. It forms part of the resilience partnership's legal requirements under the Civil Contingencies Act 2004 and Civil Contingencies Act (Scotland) Regulations 2005.

This CRR covers non-malicious emergencies (natural occurrences, accidents) rather than malicious emergencies (e.g. terrorist incidents). Although the North of Scotland RRP addresses malicious emergencies 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 document are ones that are viewed to have the potential to cause significant disruption to peoples' 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.

## North of Scotland 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 Faroe 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

## Pandemic Diseases

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.

On 31 December 2019, the World Health Organization (WHO) was informed of a cluster of cases of pneumonia of unknown cause detected in Wuhan, Hubei Province, China. This virus is referred to as SARS-CoV-2, and the associated disease as COVID-19. This has resulted in more than 109 million cases being diagnosed globally with more than 2.4 million fatalities with thousands having lost their lives in Scotland. The impact of the pandemic has been affected by various influences such as the seasons, new strains and lockdown measures. At the end of 2020 several COVID 19 vaccines were developed and these continue to be administered across the population.

Social distancing rules, additional hygiene practices and the wearing of face coverings have been introduced to mitigate and reduce the chances of a second peak.



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



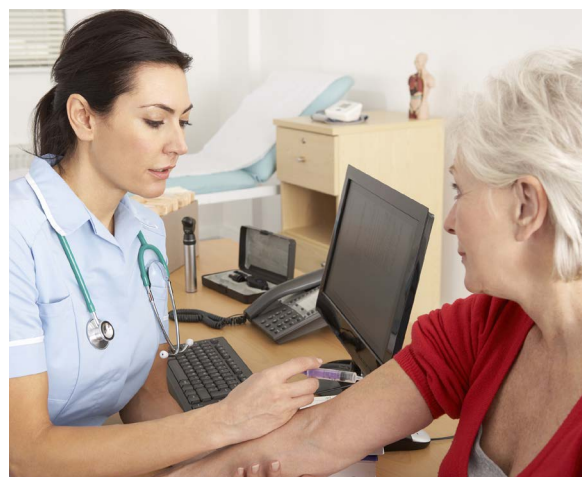
Workforce unable to get to work, loss of income, business networks affected



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
- Closure of businesses for a long period affecting the economy and job losses

## 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 managing the local 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 disease and flu plans
- ensure lessons learned from previous incidents are incorporated into future planning.

## What you can do:

- Follow Public Health Scotland and Government guidance
- Keep healthy – living a healthy lifestyle significantly increases your body's immune system and ability to cope with diseases and other illnesses such as 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/diseases
- 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.nhsinform.scot](http://www.nhsinform.scot)
- Ready Scotland: [www.ready.scot](http://www.ready.scot)
- Healthier Scotland - Take Life On: [www.takelifeon.co.uk](http://www.takelifeon.co.uk)
- Public Health Scotland: [www.publichealthscotland.scot/](http://www.publichealthscotland.scot/)

More preparedness information can be found on page 21.

# Potential Risks

## Severe Weather

This is relevant to the whole of the North of Scotland. Over the years there has been a range of weather events occurring across the region. These include heavy snow, rain, ice, sub-zero temperatures and high wind. These conditions can last over several days and sometimes weeks.

Severe Weather can:

- Come in a variety of forms; storm force winds, extreme temperatures, heavy rain (see Flooding page 9) 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



Severe disruption to utilities i.e. burst water mains, interruption to gas etc. Business suspended or closed, damaged buildings, 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:

- Disruption to utilities (power, gas, water, telecommunications) in homes and businesses
- Danger to life from windblown objects (such as trees) and structural failure
- Vulnerable people exposed to health threatening temperatures
- Damage to property and infrastructure in urban and rural areas
- Limited or delayed transport availability
- Businesses and services may be forced to close or suspend operations
- Schools and public buildings closed
- 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 from the Met Office and SEPA
- Plan any journeys or activities with the weather in mind and consider delaying plans
- 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
- Tune into local radio and community radio stations broadcasts i.e. Moray Firth Radio, BBC Radio nan Gaidheal, Northsound 1&2, Original106, Tay FM, Wave FM, Heartland FM and Pure Radio
- 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 to reduce the impact on your business

## For more information:

- MET Office Severe Weather Advice:  
[www.metoffice.gov.uk/guide/weather/severe-weather-advice](http://www.metoffice.gov.uk/guide/weather/severe-weather-advice)
- Scottish Environment Protection Agency - Flooding:  
[www.sepa.org.uk/environment/water/flooding](http://www.sepa.org.uk/environment/water/flooding)
- Ready Scotland – Severe Weather:  
[www.ready.scot/response/severe-weather](http://www.ready.scot/response/severe-weather)

# Potential Risks

## Flooding

There are many notable examples of flooding occurring in the broader 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



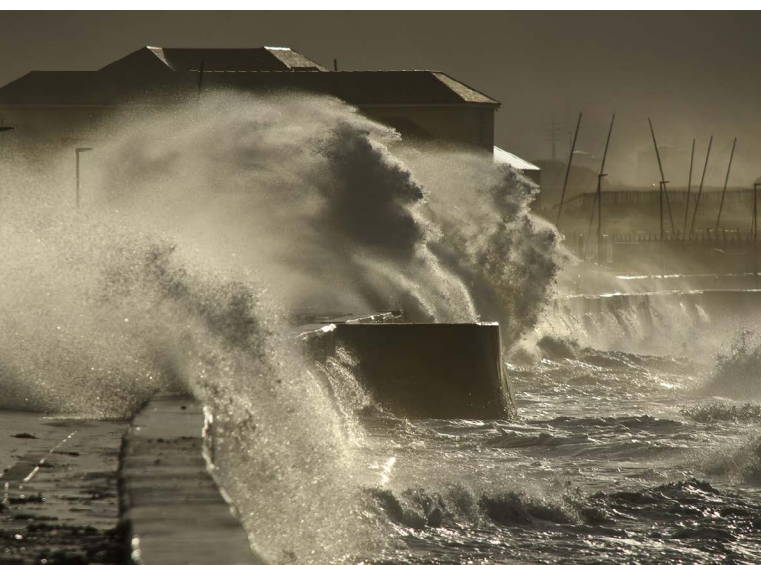
Loss of utilities, business may be in affected area, staffing levels affected, supply/distribution network affected, long term recovery



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 these areas
- Taking account of any warnings or alerts issued by SEPA
- Developing multi-agency plans and responses to flooding
- Testing and exercising flood related scenarios and recovery plans
- 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 from the SEPA website (below)
- Sign up to receive SEPA Floodline alerts (below) and sign up for Scottish Flood Forum newsletters on protection from flooding
- Where possible, move valuable or irreplaceable items to higher areas in your house during times of flood risk
- Ensure you have adequate insurance
- 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 and Scottish Flood Forum)

## For more information:

- Scottish Environment Protection Agency – Flooding:  
[www.sepa.org.uk/environment/water/flooding](http://www.sepa.org.uk/environment/water/flooding)
- Ready Scotland – Flooding:  
[www.ready.scot/respond/severe-weather/rain-and-flooding](http://www.ready.scot/respond/severe-weather/rain-and-flooding)
- Scottish Flood Forum:  
[www.scottishfloodforum.org](http://www.scottishfloodforum.org)

More preparedness information can be found on page 21.

# 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
- Working with partners to identify lessons from previous incidents and learn from them

## 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 cuts
- Ensure you have a mobile phone which is kept well charged.

## For more information:

- Ready Scotland – Loss of Utilities  
[www.ready.scot/respond/loss-utilities](http://www.ready.scot/respond/loss-utilities)

More preparedness information can be found on page 21.

# Potential Risks

## Industrial Site Accidents

There are a wide variety of industrial sites throughout the broader region. Many of these manufacture, use, 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 industry site e.g. complex, plant, pipeline or facility
- A release of harmful materials into the air
- A release of harmful substances into rivers and water courses



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  
Environmental damage sites of specific scientific interest 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 (e.g. 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 North 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:  
[www.ready.scot](http://www.ready.scot)

More preparedness information can be found on page 21.

# 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. There is an extensive transport network across the broader region, incorporating road, rail, air and sea, all 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, including signal or network issues, and cyber attacks
- Fuel supply disruption caused by strikes or blockades
- Flights being diverted or delayed e.g. due to snow, volcanic activity and fog
- 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



Economic losses, transport delays, tourism affected, communication failures



## 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
- May affect the health of vulnerable persons unable to travel to medical appointments

## 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
- Working with partners to identify lessons from previous incidents and learn from them

## 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:  
[www.trafficscotland.org](http://www.trafficscotland.org)
- TraveLine Scotland:  
[www.travelinescotland.com](http://www.travelinescotland.com)
- Met Office Severe Weather Advice:  
[www.metoffice.gov.uk/weather/warnings-and-advice](http://www.metoffice.gov.uk/weather/warnings-and-advice)

More preparedness information can be found on page 21.

# 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 a safer area, illness, loss of income, restrictions of some foods if contaminated, loss of water supply, high levels of anxiety



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



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 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 teams 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](http://www.sepa.org.uk)

More preparedness information can be found on page 21.

# 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 increasing regularity 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.



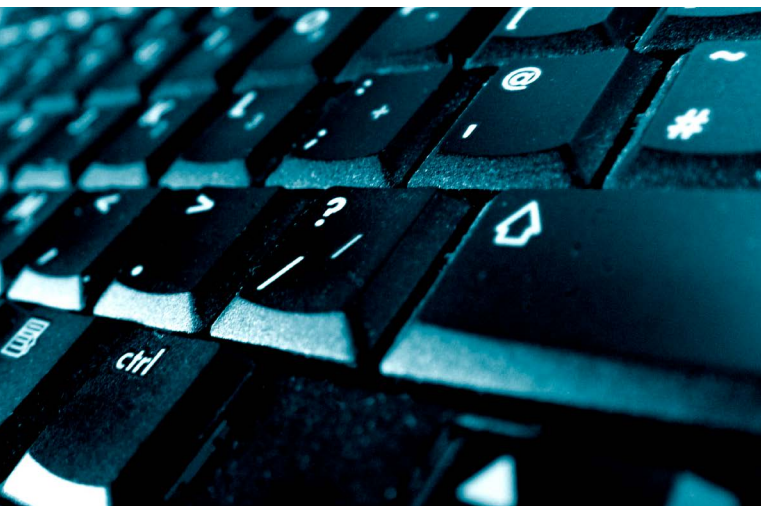
Major disruption to business and unable to operate. Economic losses. Long term recovery. Affect on utilities.



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 North 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 LRP, 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 you 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](http://www.CyberScotland.com)
- Improve your online security: [www.ncsc.gov.uk/cyberaware](http://www.ncsc.gov.uk/cyberaware)
- Scottish Government Cyber Resilience - Cyber Incident Response Toolkit: [www.gov.scot/publications/cyber-resilience-incident-management/](http://www.gov.scot/publications/cyber-resilience-incident-management/)
- The National Cyber Security Centre: [www.ncsc.gov.uk](http://www.ncsc.gov.uk)
- NCSC Exercise in a Box: [www.ncsc.gov.uk/information/exercise-in-a-box](http://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/](http://www.gov.scot/publications/cyber-resilience-incident-management/)

More preparedness information can be found on page 21.

# Preparedness

There are simple and effective actions that can be taken to build better personal, business and community resilience 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 your business. There are many types of emergency situations that could disrupt your daily life. This could include not being able to travel or having difficulty contacting family members. Some initial steps you can take:

- Identify the risks that might affect you, your home or businesses 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 23.
- 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.

The UK Government has an Emergency Alerts service. This will send an alert to your phone or tablet should there be danger nearby. There is no need to register for these alerts as they will be sent automatically through mobile phone masts close to the incident. You can find out more, here: [www.gov.uk/alerts](http://www.gov.uk/alerts)

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 92-95 FM and 810 MW

## For more information, plan templates and checklists:

- Ready Scotland: [www.ready.scot](http://www.ready.scot)





# 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.ready.scot](http://www.ready.scot)
- Cyber Scotland [www.cyberscotland.com](http://www.cyberscotland.com)

## Weather

- Met Office [www.metoffice.gov.uk](http://www.metoffice.gov.uk)

## Police

- Police Scotland [www.scotland.police.uk](http://www.scotland.police.uk)

## Health

- NHS Inform [www.nhsinform.scot](http://www.nhsinform.scot)

## Environment

- Scottish Environment Protection Agency (SEPA) [www.sepa.org.uk](http://www.sepa.org.uk)

## Utilities – Gas

- Scottish Gas Networks [www.sgn.co.uk](http://www.sgn.co.uk)

## Utilities – Electricity

- Scottish Power Energy Networks [www.spenergynetworks.co.uk](http://www.spenergynetworks.co.uk)
- Scottish and Southern Energy Power Distribution [www.ssepd.co.uk](http://www.ssepd.co.uk)

## Utilities – Water

- Scottish Water [www.scottishwater.co.uk](http://www.scottishwater.co.uk)

## Telecommunications

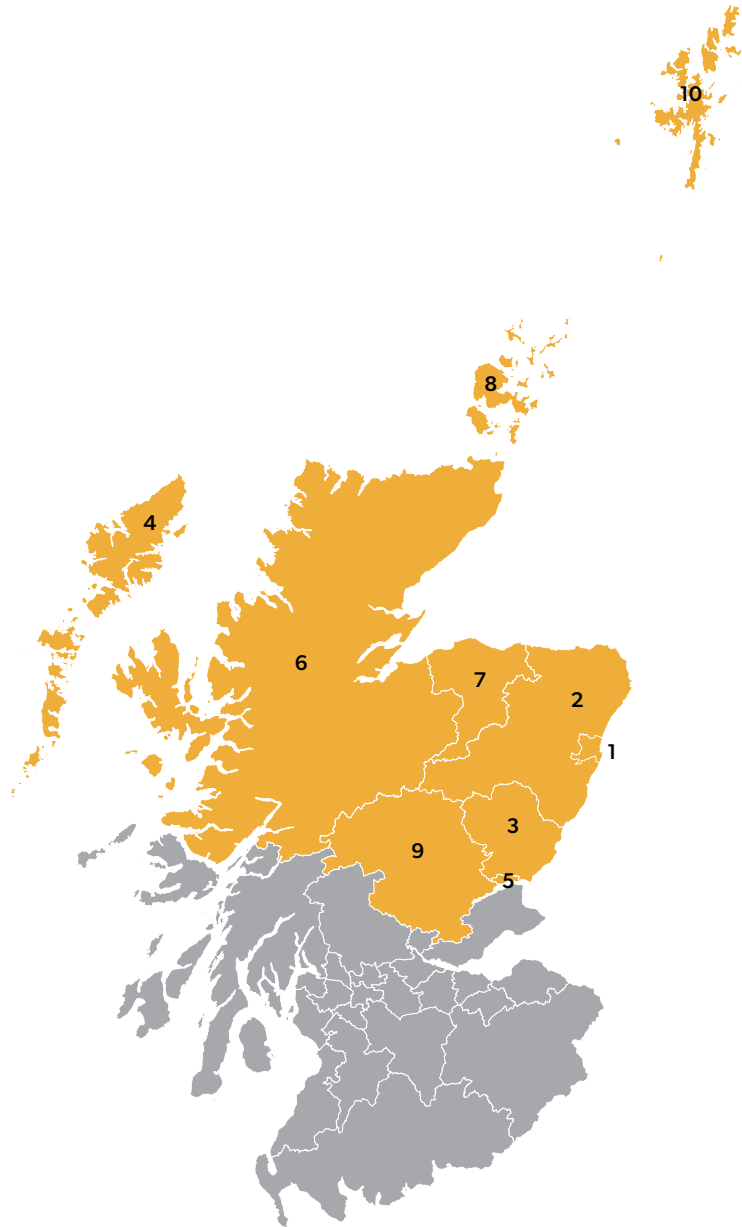
- British Telecom [www.bt.com](http://www.bt.com)

## Transportation

- Traffic Scotland [trafficscotland.org](http://trafficscotland.org)
- Travel Line Scotland [www.travelinescotland.com](http://www.travelinescotland.com)

# Local Authorities

1. Aberdeen City Council  
[www.aberdeencity.gov.uk](http://www.aberdeencity.gov.uk)
2. Aberdeenshire Council  
[www.aberdeenshire.gov.uk](http://www.aberdeenshire.gov.uk)
3. Angus Council  
[www.angus.gov.uk](http://www.angus.gov.uk)
4. Comhairle Eilean nan Siar  
[www.cne-siar.gov.uk](http://www.cne-siar.gov.uk)
5. Dundee City Council  
[www.dundee.gov.uk](http://www.dundee.gov.uk)
6. Highland Council  
[www.highland.gov.uk](http://www.highland.gov.uk)
7. Moray Council  
[www.moray.gov.uk](http://www.moray.gov.uk)
8. Orkney Islands Council  
[www.orkney.gov.uk](http://www.orkney.gov.uk)
9. Perth and Kinross Council  
[www.pkc.gov.uk](http://www.pkc.gov.uk)
10. Shetland Islands Council  
[www.shetland.gov.uk](http://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

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**North of Scotland**  
**RRP**  
Regional Resilience Partnership

North Community Risk Register – Version 1 – 14 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](http://www.firescotland.gov.uk/your-safety/community-risk-register.aspx)