Colintraive and Glendaruel Community Emergency Plan

Produced 2026

Colintraive and Glendaruel Resilience Group

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Using and maintaining this plan

This plan helps ColGlen organise safe neighbour checks, information, food, water and temporary community support during disruption. Emergency services lead emergency operations; the council coordinates its statutory support.

Control detail	Record
Version and status	Prepared November 2026
Plan owner	Colintraive and Glendaruel Community Council and Resilience Group
Named owner and deputies	Douglas Wilson
Deputies Colintraive	Ros McKenna, Graham Curran
Deputies Glendaruel	Sadie Dixon-Spain,Rob Groom
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Next review	Proposed: Nov 2027, and after any incident or exercise
Master copy and paper copies	CGCC, Resilience Group, Hall Chairs, Paper copies of Household Resilience action Plan available in each hall and on the CGCC website

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ColGlen Community Plan

Purpose and how to use this plan

In any emergency where life is at risk, call 999 first; this plan covers what the community does alongside and after the emergency services. It helps residents of Colintraive, Glendaruel, the Clachan, Stronafian, Ormidale and the surrounding Kilmodan area look after each other until normal services are restored.

The plan does not replace the emergency services, Argyll and Bute Council or utility companies. Volunteers act only where it is safe, never put themselves at risk, and hand over to responders when they arrive.

Community profile and local risks

The area's biggest weakness is isolation: a few roads, one short ferry and long distances to hospital mean the community may have to cope alone for hours or days.

Where we are. Colintraive sits on the Kyles of Bute, at the mainland end of the CalMac Colintraive–Rhubodach ferry to Bute. Glendaruel lies in the glen of the River Ruel, which flows into the head of Loch Riddon; the main settlement is the Clachan of Glendaruel, home to Kilmodan Church, Kilmodan Primary School and the Col-Glen shinty ground. Both villages share the Colintraive post town and one community council.

How we connect. The A886 runs the length of the area, north to Strachur and south to Colintraive. The A8003 branches west to Tighnabruaich, and the B836 links Loch Riddon to Dunoon through Glen Lean. Wider access depends on the A815 and A83, both closed repeatedly by landslips at the Rest and Be Thankful. The ferry is a turn-up-and-go service with a long operating day, usually every 30 minutes, but fog and gales cancel sailings.

Health care. The nearest hospital is Cowal Community Hospital in Dunoon (minor injuries). Full A&E means a long road or ferry journey. A public defibrillators are housed outside both village halls, Kilmodan Primary School and the Glendaruel Caravan Park. Doctors surgeries are in Tighnabruaich and Strachur villages.

Local risk summary

Risk	Why it matters here	Likelihood	Impact
Flooding and landslips	River Ruel and burns rise fast; A886 and B836 run along low ground and steep slopes	High	High

Risk	Why it matters here	Likelihood	Impact
Storms and high winds	Fallen trees block single roads and bring down power lines; recent storms (e.g. Storm Éowyn- Jan 2025,Storm Beola October 2026) did both	High	High
Prolonged power cut	Overhead lines through forestry; many homes rely on electric heating pumps and phones	High	High
Snow and ice	Hill sections of the A886 and B836 close; gritting reaches minor roads last	Medium	High
Isolation (roads and ferry closed)	Cuts off deliveries, carers, medical access and commuters	Medium	High
Loss of private water supply	Many properties are on private supplies that fail in drought, frost or power loss	Medium	Medium
Wildfire	Forestry and moorland around Stronafian and the glen in dry spring and summer	Low–Medium	High
Medical emergency in a remote spot	Ambulance response times are long; walkers, cyclists and visitors on the Cowal Way	Medium	High
Road or ferry traffic accident	Single-track and winding roads; tourist traffic in summer	Medium	Medium
Pandemic or disease	Older population; long trips to services	Low	High

Groups needing extra help: older people living alone, people on home oxygen or other powered medical equipment, people with mobility or sensory impairments, families with infants, the school (around 20 pupils plus staff), farms with livestock, and visitors staying in holiday lets, the hotels or campsites who do not know the area.

When to activate plan

If the Coordinator or deputies cannot be reached within 30 minutes, any area lead may activate the plan and keep trying them.

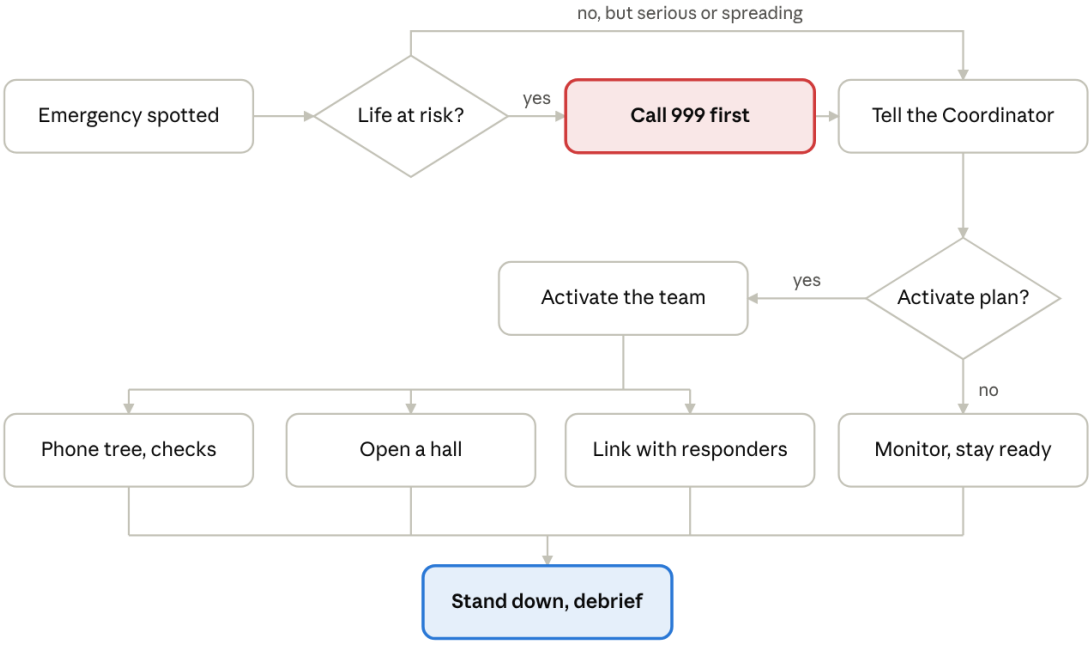
The plan is activated when any of these happen:

- The emergency services or Argyll and Bute Council ask for community help.
- A Met Office amber or red warning, or a SEPA flood warning, covers the area.
- Power, water or road access is lost, or expected to be lost, for more than 12 hours.
- Vulnerable residents need checking or people need shelter.

First 15 minutes for the Coordinator:

1. Confirm that 999 has been called if anyone is in danger.
2. Find out what has happened, where, who is affected and what responders are doing.
3. Start the incident log.
4. Call the deputy and the area leads; start the phone tree.
5. Decide whether to open a hall, and which one is safe to reach.
6. Tell the council (01546 605522, out of hours 07860 064682) that the plan is active, and give a contact number.
7. Send the first community message.

Call 999 first, then the Coordinator decides whether to activate



Activation Levels

Any resident may report a concern. The coordinator or deputies selects the level, records the reason and contacts the council or emergency services as appropriate. Do not delay a 999, 111 or 101 call.

Level	When to use it	Immediate community action
1 Alert	Credible warning or local disruption that could worsen.	Check warnings, contacts, equipment and hub availability; brief cluster leads.
2 Community Response	Several households need coordinated help, or disruption affects essential services.	Activate clusters, appoint leads, maintain a hand over lists; open a safe hub if needed.
3 Major Community Emergency	Serious or widespread harm, prolonged isolation, evacuation or needs beyond local capacity.	Call 999 for immediate danger; request council support; prioritise essential welfare and provide situation reports.

Level 3 is a community operating level. It does not declare a statutory major incident. Escalate on need at any time; do not wait for a fixed number of hours.

At activation

- Record time, location, source of information, hazards, affected households and immediate unmet needs.
- Name the incident coordinator and deputy. Set the next review time and the route for reports.
- Confirm a safe coordination location and which hubs, if any, can open. Inform Council Liaison Officers Belinda Ruthven (01436 658728) (07917 267445) or Susan Donnelly.
- If the coordinator and deputies cannot be reached, an available group member may coordinate safe urgent support temporarily, record this decision and hand over when contact resumes.

Review and stand down at return to normality

Review whenever risks or needs change and at the agreed briefing time. Stand down only when outstanding needs have named owners, hub users have safe onward arrangements and partners have been informed. Record the decisions at CGCC meeting.

Roles and responsibilities

A small Community Resilience Team (CRT) of 8–12 volunteers run the plan, with every key role covered by a named deputy. Volunteers must be over 18, act within their own skills and stop if conditions become unsafe.

Role	Main tasks
Emergency Coordinator (and deputy)	Decides to activate the plan; is the single point of contact for emergency services and the council; keeps the incident log; stands the team down
Area leads (Colintraive; Glendaruel)	Run the phone/door-knock tree in their area; check on vulnerable residents; report needs and road conditions to the Coordinator
Hall/rest centre managers	Open and run the village halls as places of safety; register everyone who arrives; organise heat, food, drinks and first aid
Communications lead	Sends messages on the community WhatsApp, Facebook and email lists; updates notice boards; relays official warnings accurately
Resources lead	Keeps the equipment list current; arranges generators, 4x4s, tractors, chainsaw operators (certified only) and supplies
First aiders	Give first aid within their training; use the defibrillator; never delay calling 999
Welfare volunteers	Deliver food, fuel and medicines; sit with distressed or isolated people

What the team does not do: fight fires, enter floodwater, clear live power lines, direct traffic on open roads, search at night or in bad weather without police direction, or handle anything outside their training.

Partner responsibilities: Police Scotland coordinates major incidents and missing person searches; the Scottish Fire and Rescue Service handles fire, flood rescue and hazardous materials; the Scottish Ambulance Service handles medical care; HM Coastguard covers the shore and water; Argyll and Bute Council handles roads, rest centres and care for vulnerable people; SSEN and Scottish Water restore power and mains water.

Be aware . **No reply is not proof of safety**. Try an agreed alternative; escalate concern promptly, using 999 or 112 for immediate danger. Do not force entry or put a checker at risk.

People who may need additional assistance

Ask people what supports works for them and encourage them to complete Household Plan in detail. Needs may arise from disability, illness, age, caring responsibilities, pregnancy, lack of transport, isolation or a temporary loss of normal support.

Agreed practical support

- Note persons preferred way of communication and help requested including if possible a trusted contact.
- Plan accessible transport and routes, mobility aids, assistance animals, carers and quiet space in the hubs.
- Identify time critical needs such as powered equipment, medicine storage or disrupted care visits. Refer clinical questions to person's care team, GP ot NHS 24 Use 999 for immediate danger.
- Check information reaches people who cannot use small print, online messages or spoken announcements.

Colintraive Hall hub sheet

Primary potential community hub. Use requires permission from the hall committee, a safe route and an opening safety check.

Site detail	Record
Location	Colintraive Hall
Source contact	Ros McKenna • 07799 218605 Chair Colintraive Hall
Access and authority	Keyholder, deputy, out-of-hours number and opening permission
Power arrangements	Colintraive Hall has a generator on site – Tested connection, output, operator, fuel and running time. Solar Panels Other equipment on site – power packs.
Capacity and use	
Accessible facilities	Accessible ramp, accessible toilet, parking and quiet space (Bowling Room)
Essential facilities	Safe heating, drinking water, toilets, kitchen and waste arrangements
Safety and equipment	Exits, fire checks, first aid kit, AED location
Operating team	Hall Committee and volunteers

Before opening and at each handover

Check building and route safety, permission, usable exits, safe power, toilets, water and volunteer availability. Record the services actually available and next review. Post a dated opening notice on Colintraive and Glendaruel Social Facebook Pages, Colintraive and Glendaruel Community Council website and a paper copy on halls and hotel notice boards. Register arrivals discreetly, identify unmet needs and keep emergency access clear.

If unsafe or essential services fail, stop admissions, inform the Coordinator (Douglas Wilson) or Deputy Coordinators and Argyll & Bute Resilience Officers (Belinda Ruthven or Susan Donnelly) and arrange safe onward support. Overnight shelter needs separate agreement with the council and hall committee; do not assume this building is suitable.

Glendaruel Hall hub sheet

Primary potential community hub. Use requires permission from the hall committee, a safe route and an opening safety check.

Site detail	Record
Location	Glendaruel Hall, PA22 3AA
Source contact	Sadie Dixon-Spain 07776 066886 Chair Glendaruel Hall
Access and authority	Sadie Dixon-Spain 07776 066886 Cathleen Russell 07764 948373 Kirsty McLuckie 07939 888748 Nadia Flay 07946 727175
Power arrangements	Source: solar panels and batteries provide limited outage power; hall generators and power packs. Working backup mode, supported circuits, output, run time and operators to be confirmed.
Capacity and use	Capacity 150
Accessible facilities	Accessible ramp, accessible toilet, parking and quiet space in back room
Essential facilities	Safe heating, drinking water, toilets, kitchen and waste arrangements all in place. Accessible outside tap available requires to be turned on from inside building.
Safety and equipment	Exits, fire checks, first aid kit, AED located on right hand side of front of building
Operating team	Hall Committee and volunteers

Before opening and at each handover

Check building and route safety, permission, usable exits, safe power, toilets, water and volunteer availability. Record the services actually available and next review. Post a dated opening notice on Colintraive and Glendaruel Social Facebook Pages, Colintraive and Glendaruel Community Council website and a paper copy on halls and hotel notice boards. Register arrivals discreetly, identify unmet needs and keep emergency access clear.

If unsafe or essential services fail, stop admissions, inform the Coordinator (Douglas Wilson) or Deputy Coordinators and Argyll & Bute Resilience Officers (Belinda Ruthven or Susan Donnelly) and arrange safe onward support. Overnight shelter needs separate agreement with the council and hall committee; do not assume this building is suitable.

Power and water disruption

The area has frequent winter power outages and a risk to water from Colintraive. Confirm affected supplies and private water systems with providers. Report power faults to 105; Scottish Water supply faults to 0800 0778 778.

Scenario	Community priorities
First 24 hours	Confirm extent and provider reference; check time-critical care needs immediately. Activate neighbour checks, conserve safe water and battery power, assess hub readiness and issue verified updates.
24 to 48 hours	Repeat welfare checks. Review drinking water, toilets, warmth, food, medicines and charging needs. Request provider and council support before stocks run low; arrange safe deliveries and volunteer relief.
48 to 72 hours	Plan sustainable water and food distribution, fuel replenishment and sanitation. Review people unable to stay safely at home; seek council-led accommodation or transport support.
72 hours and beyond	Agree a sustained support plan with agencies, including isolated homes, resupply, volunteer rotation, accommodation and recovery. Keep checking unmet needs even after some services return.

These are planning scenarios, not waiting periods. Escalate immediately if a person’s safety, drinking water, warmth or essential care is at risk.

Safe supplies and equipment

- Confirm generator connection and operation with a competent person. Never connect a portable generator through a household socket. Keep exhaust outdoors and away from openings; store fuel safely and cool equipment before refuelling.
- Do not assume solar panels or batteries work during a mains failure. Test approved backup mode and record the circuits and loads it can support.
- Follow water-provider instructions, including any boil-water or do-not-use notice. Do not assume boiling makes chemically contaminated water safe. Keep drinking water separate from other supplies.
- Agree collection points and delivery for people unable to collect water. Use safe containers; record stocks and unmet needs. Keep chilled food safe and seek food-safety advice if refrigeration fails.

Other local risks and safe responses

The first five risks below build on the source plan; wildfire, blocked routes and major incidents are added for local planning. Review location-specific hazards with the council and responders.

Risk	Practical community response and limits
Severe weather	Share official warnings; check isolated homes, warmth and care access. Confirm grit and sand provision with the council. Clear only small safe areas within ability; avoid exposed routes and falling-tree hazards.
Flooding and subsidence	Relay warnings and threatened locations. Keep clear of floodwater, unstable banks and damaged buildings. Request responder support; do not drive or walk through floodwater.
Loss of connectivity	Use agreed paper notices, battery radio and safe message relays. Record failed contacts. Never assume all households have internet or a working digital landline.
Pandemic or infectious disease	Follow current NHS and public-health advice. Arrange safe food and prescription deliveries, volunteer cover and school updates. Review whether gathering at a hub is appropriate.
Power and water failure	Use page 11. Identify combined losses of heating, water, communications and essential equipment early.
Wildfire	Call 999 or 112 and ask for Fire. Give the location, keep away from smoke and fire, follow evacuation advice and keep access clear. Volunteers must not fight wildfire.
Road blockage or landslip	Report exact location and trapped or isolated households. Use official closure information; never pass barriers, unstable slopes, fallen wires or trees. Do not attempt improvised clearance.
Major incident	For serious transport, coastal, fire or hazardous-material incidents, call 999 or 112. Keep people away, follow shelter or evacuation instructions and provide local knowledge only from a safe place.
Cyber Attack	Follow advice from central government.

Communications and moving to safety

One clear community update

The communications lead confirms information with official sources and the coordinator, then sends the same message through the agreed phone, text and online groups. Use plain language, a date and time, action required, confirmed hub status and the next update time. Correct errors quickly.

Message format: “ColGlen update (date and time).

Affected area:

Confirmed situation:

Please do:

Help/contact point:

Hub status:

Next update:

Source:

When phones or internet fail

- Use battery radio for official information. Post large-print updates at agreed safe notice points. Do not send people out into danger to deliver an update.
- Use paired message carriers only on assessed safe routes, with a return time. Radios may be used only if available, tested and operated within applicable requirements.
- For an urgent emergency call, try a working phone or another safe location if possible. Neither 999 nor 112 works without an available network. Do not promise coverage.

Offline points - Notice boards at halls and hotel

Radio channels BBC Radio Scotland, Dunoon Community Radio on 97.4 FM

Messages posted on ColGlen Social Pages website and ColGlen Community Council website http://colglencommunitycouncil.org.uk

Evacuation and shelter

Follow emergency-service instructions. If immediate danger forces you to leave, move to safety and call 999 or 111.

Volunteer safety and hub operation

All volunteers to so that their own risk. Every volunteer should immediately stop a task that feels unsafe. The coordinator must match tasks to competence, equipment, weather, route conditions and available support.

Before assigning a task

- Record the task, location, volunteer names, hazards, precautions, contact method and return time. Work in pairs where practical and arrange check-in and escalation if overdue.
- Check permission, insurance and competence for driving, food handling, equipment use and work on premises. Use licensed, insured drivers and suitable vehicles; four-wheel drive does not make a route safe.
- Allow breaks, food, rest and relief. Report injuries, near misses and safeguarding concerns.

Tasks outside the volunteer role

- No entry into floodwater, fire, smoke, unstable buildings or slopes; no rescue boating or search in hazardous areas.
- No work on electricity networks, fallen wires, live installations or improvised generator connections.
- No chainsaw work, tree clearance, traffic control or entry beyond road closures under this general plan. Specialist work needs separate authorisation and competent operators.
- No medical treatment beyond training, personal-care tasks beyond competence, forced entry or unsupervised responsibility for children. Refer to appropriate services.

Running a welcoming hub

Offer clear signage, seats, warmth where safe, drinking water and accessible information. Record attendance discreetly for welfare and evacuation purposes. Provide a quiet space and respect privacy. Do not photograph or publish names without an appropriate reason and permission.

Food leads: Check kitchen safety, clean water, handwashing, allergens and storage before community cooking. Accept donated food only where it can be handled safely. Arrange food delivery to those unable to attend.

Keep exits and emergency vehicle access clear. Confirm fire arrangements, maximum occupancy and who will assist people to leave. If hub conditions become unsafe, inform the coordinator and arrange safe closure or transfer.

Local skills and resources checklist

For every entry record owner, contact, location, quantity or capacity, access permission, operator and limitations.

Resources to confirm	Local inventory entry
People and skills	First aiders, trained responders, electricians, cooks and welfare volunteers. Encourage people to sign up to the Community Asset Register.
Power and lighting	Hall generators, tested battery backup, safe cables, torches, fuel stock and replenishment
Water and sanitation	Drinking water, containers, delivery capacity, toilets, hygiene and waste support
Food and warmth	Kitchens – Colintraive and Glendaruel Halls, Kilmodan School, Colintraive Hotel, Food stocks, dietary needs, blankets, safe heating and where necessary food distribution
Communications	Check radios, power banks, working phones, paper maps, noticeboards and printing.
Transport	Drivers, accessible vehicles, fuel, safe routes and ferry disruption arrangements
Medical and accessibility	First aid kits, AED locations/access, trained users, mobility aids and charging limits
Weather and practical help	Grit/sand locations, hand tools
Premises and supplies	Hub kits, keys, seating, cleaning supplies and safe storage

Record checks and shortages

Where possible monitor community meals, organise local transport and neighbour support.

Check grit/sand provision with Argyll and Bute Council.

Contacts for coordination and support

Organisation or role	Source telephone
Community Council – Douglas Wilson	07831 185537
CGDT Chair – Charles Dixon-Spain	07768 325031
ACHA	0800 0282755
Kyles Medical Centre	01700 811207
Strachur Medical Centre	01369 860224
Dunoon Community Hospital	01369 704341
Kilmodan Primary	01369 820280
Dunoon Grammar – Helen Campbell	01369 705010
Church	
Colintraive Hall — Ros McKenna	07799 218605
Glendaruel Hall — Sadie Dixon Spain	07776 066886
Advocacy service — organisation to confirm	01369 840250
Cowal Befrienders	01369 704985
CalMac	01700 502707
CalMac (weekends and out of hours)	07779 850643
Argyll & Bute Council	01546 605522
Argyll & Bute Council Roads Department (out of hours)	0800 373635
Argyll & Bute Council Resilience Officer Belinda Ruthven	01436 658728 07917 267445
Argyll & Bute Council Resilience Officer Susan Donnelly	01436 658729

National and Council Emergency contacts

Service	Current contact
Emergency services	999
Police non-urgent	101
NHS 24 urgent care	111
Power cut or electricity network hazard	105
Scottish Water	0800 0778 778
SEPA Floodline	0345 988 1188
Council general enquiries	01546 605522
Council social work — office hours	01546 605517
Social work — out of hours	01631 566491 or 01631 569712
Council roads — out of hours	0800 373 635
Trunk road defects — out of hours	0800 028 1414

Incident log and handover

Start a log at activation. Use local date and 24-hour time. Distinguish confirmed information from reports awaiting confirmation. Keep sensitive welfare details in the confidential record, referenced by an agreed identifier.

Incident and area: _____

Date and activation level: _____

Coordinator and log keeper: _____

Agencies contacted and reference numbers: _____

Time and Time	Information received or decision made	By whom	Action taken

Handover checklist

Outgoing / incoming coordinator and time: _____

Current hazards, hub status and outstanding urgent needs: _____

_____

Open actions, volunteer locations, resources and next update: _____

_____

Stand-down decision, time and continuing support owner: _____

_____

Retain the log securely. . Record spending and receipts separately. Review decisions and learning after the incident.

Household emergency checklist

- ☐ Torch, spare batteries and a battery or wind-up radio
- ☐ Power bank, charged
- ☐ 3 days of food that needs no cooking, and a way to heat water safely
- ☐ 3 days of bottled water (about 3 litres per person per day), more on a private supply
- ☐ 7 days of prescription medicines and copies of prescriptions
- ☐ First aid kit
- ☐ Warm clothes, blankets, waterproofs and boots
- ☐ Printed list of key phone numbers (Section 3)
- ☐ Copies of important documents and insurance details in a waterproof bag
- ☐ Pet and livestock food and plans
- ☐ Know how to turn off gas/oil, electricity and water
- ☐ Sign up for Floodline, Met Office, CalMac code 02 and community alerts
- ☐ Agree a meeting point and a contact outside the area with your family
- ☐ Know your neighbours, and who might need a knock on the door

Recovery, stand-down and keeping the plan current

The Coordinator stands the team down once the emergency services and council confirm the danger has passed and everyone on the vulnerable list has been contacted.

Stand-down: tell residents through all channels; close and clean the halls; return borrowed equipment; restock emergency boxes; pass the incident log to the community council.

Recovery: support clean-up, signpost residents to insurance, council grants, flood recovery and mental health support; check on people again a week later.

Debrief: within 4 weeks, hold a meeting open to all residents and partners: what worked, what did not, what to change. Update the plan.

Maintenance schedule

Task	How often	Owner
Review the whole plan and contact numbers	Every year (at the community council AGM)	Coordinator

Task	How often	Owner
Check emergency boxes, torches, batteries, first aid kits	Every 6 months	Resources lead
Refresh vulnerable persons list consents	Every year	Area leads
Test the phone tree	Every year, before winter	Communications lead
Tabletop exercise with council resilience team	Every 2 years	Coordinator
First aid / CPR refresher for volunteers	Every 3 years	CRT
Send updated copy to civilcontingencies@argyll-bute.gov.uk	After each review	Coordinator

Place of safety registration (copy and print)

Name	Address	Time in	Needs (medical, dietary, pets)	Time out / going to

Plan approval: adopted by Colintraive & Glendaruel Community Council on 9 November 2026

Official Sources

UK emergency numbers
NHS 24
SSEN
Scottish Water
SEPA
Council contacts
Council Emergency contacts
Ready Scotland
Fire safety