

Communication Arrangements

INTRODUCTION

1. This communication arrangement has been produced to clarify the key contacts and under what circumstances they should be contacted when severe weather and/or flooding alerts and warnings have been issued or during an emergency. Please be aware that the telephone numbers listed are for use during preparations for an emergency or during an emergency and should not be divulged to anyone beyond the community groups and agencies concerned.

EMERGENCY SITUATION

2. If a situation is considered to be life threatening or there is imminent danger to life or property call the Emergency Services on **999**.

ON RECEIPT OF WEATHER/FLOOD ALERTS/WARNINGS

3. If you are concerned about river levels or the effects of severe weather or any other incident that does not appear to be immediately life threatening call Police Scotland on **101**. Police Scotland will relay your concern to the relevant agency.

4. If you would like further specific information relating to a particular weather event call the relevant agency or visit their websites:

a. The Met Office: <http://www.metoffice.gov.uk/>

b. SEPA: <http://www.floodlinescotland.org.uk/>

01698 839039 Email flooding@sepa.org.uk

c. SSEN: **0800 300 999** or **105** <http://www.ssen.co.uk/>

PERTH AND KINROSS COUNCIL

5. If you would like advice from the Council:
- a. During an emergency, call the Emergency Response Duty Officer Pager which is monitored 24/7. **07623 514867**.
 - b. At any other time call Keith Colville on 01738 475827 or email KColville@pkc.gov.uk

PUBLIC INFORMATION

6. Emergency responders work together to ensure that the public are warned and kept informed during emergencies. Whilst they will use any and all media broadcast platforms available (TV, radio, websites and social media), Heartland FM is a community run radio station that has put a great deal of effort into its resilience arrangements. It is therefore more likely to be still broadcasting when all other means have failed.

Heartland FM will act as a means of mass communication for wherever a crisis arises. Heartland would expect to remain on air on **97.5 FM** and **online at www.heartlandfm.org** thanks to the technical specifications of the mast and the radio stations commitment to providing a resilient community service.

The station will continue to broadcast as normal or as best suits the emergency. A continual stream of news will be put out to the listeners and this will be the best verified information available. To enable everyone to hear the latest information there will be a summary as is known at two minutes past the hour and again at twenty minutes past and twenty minutes to the hour. This will allow those needing to conserve power to tune in as and when needed.

To provide updates from your area to Heartland FM call:

Call: 01796 474000 or 01796 474040 or Text: 07537 402348

Email: studio@heartlandfm.co.uk