

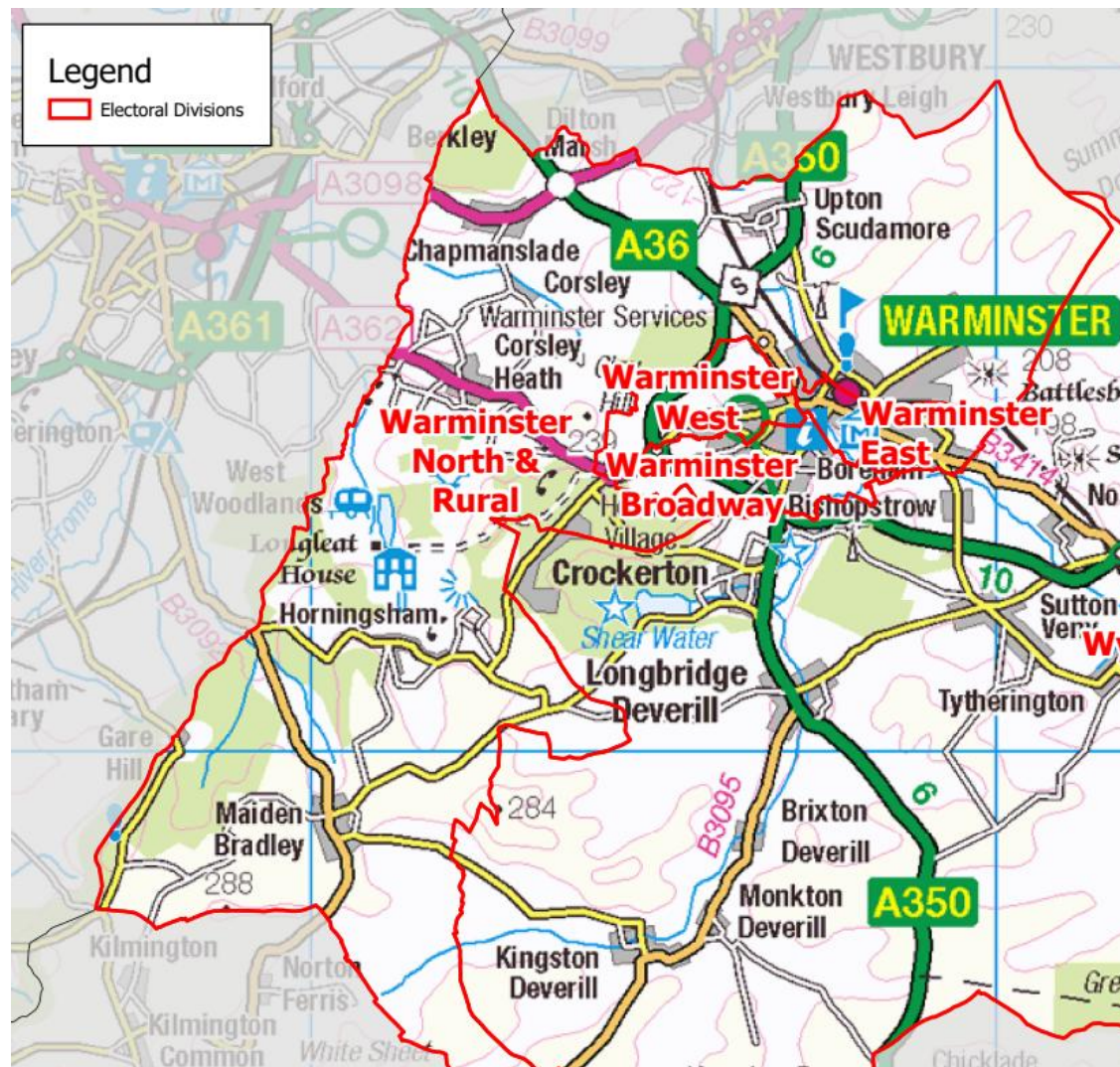


Warminster North + Rural

Community Preparedness and Resilience Pilot - Focus Group

Mon 29th September 2025

Warminster Civic Centre





ATTENDANCE:

- Elected Councillor - Warminster Town and Rural
- Wiltshire County Council Local Resilience Forum (LRF)
- Town and Parish Councillors, Clerks and Volunteers
- Wiltshire CC Flood Resilience Officer
- Wiltshire CC Highway Operations
- Environment Agency
- Local Police Force
- Fire and Rescue
- Warminster Community Radio
- National Coordinator Protect and Prepare, and National Counter Terrorism Security Office (NaCTSO)
- Counter Terrorism Security Advisor Manager for Wiltshire and Dorset
- MOD
- RE:ACT Disaster Response



Wiltshire & Swindon Prepared

INTRODUCTIONS



Please fill in the attendance sheet.....



PROGRAMME:

- **Welcome**
- **Attendance**
- **Introductions**
- **Background**
- **Purpose of the Pilot Programme**
- **Potential Outputs**
- **Break**
- **Feedback and Discussion**
- **Next Steps**



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Background



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[Who We Are](#)

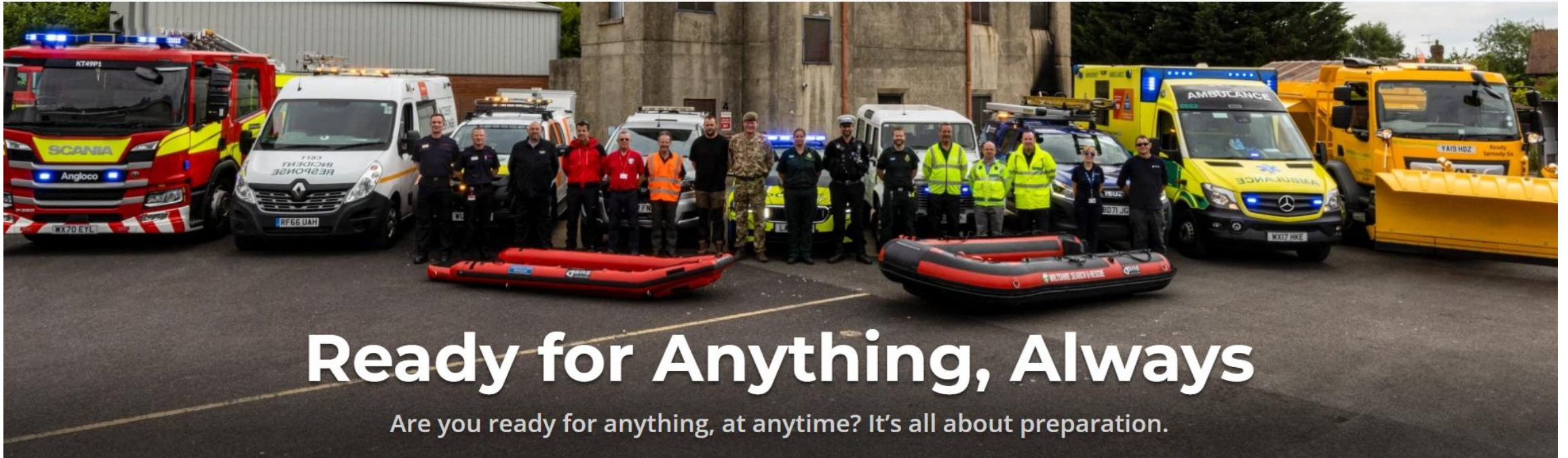
[News](#)

[Personal Resilience](#)

[Prepared Communities](#)

[Preparing Your Business](#)

[Hazards / Risks](#)





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The Problem



Accidental deaths have risen by over 40% in the past decade, claiming more than **20,000 lives** and millions of injuries annually. Accidents cost over **£6 billion** a year in lost productivity and an additional **£6 billion** in NHS treatment, putting an enormous and avoidable cost on public services.

Climate change poses numerous threats to the UK, causing damages to human welfare and the economy, through impacts on infrastructure, agriculture, ecosystems and health. Under current policies, the total cost of climate change damages to the UK are projected to increase from **1.1%** of GDP at present to **3.3%** by 2050 and **7.4%** by 2100.

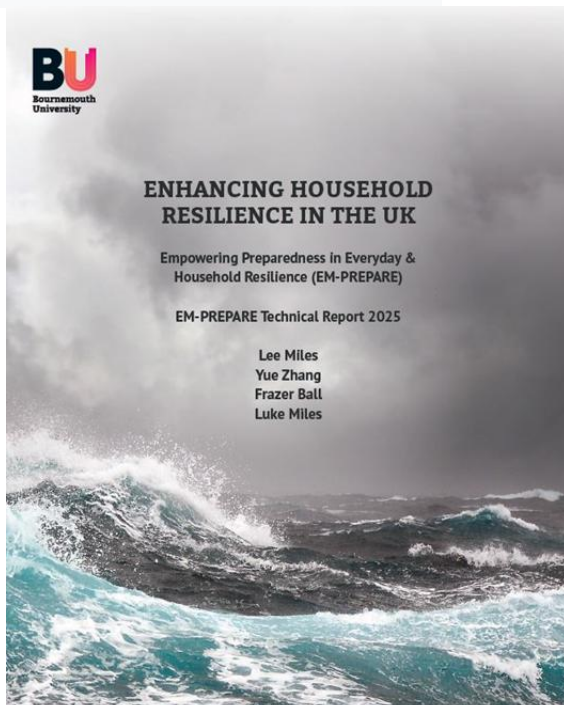
Societal Risks:

- Terrorism
- Natural and Environmental Hazards
- Cyber
- State Threats
- Accidents and Systems Failures
- Human, Animal and Plant Health
- Societal, Conflict + Instability

SDR 2025 highlights requirement to cope with sub-threshold attacks or major shocks, to maintain national life. Ukraine since 2022 shows what modern conflict can be like. National resilience to threats, below and above the threshold of an armed attack, can be achieved through a **collective effort** involving industry, finance, civil society, education, and communities.



Our Research



- Emerging focus on households and householders as part of 'whole of society' resilience in the UK.
- Significant proportion of households are concerned about their levels of preparedness and want to do more to enhance their own household resilience.
- Growing demand for accessible information and educational initiatives from householders seeking to upskill.
- Notable disposition for householders to look for incentives from wider stakeholders for investing in improved household resilience.
- Notable gaps/deficiencies/disconnects in existing levels of resilience knowledge and arrangements across many UK households.
- Growing geo-political threats, and concept of civil defence, mobilisation of population in times of crisis or war.



BritishRedCross

Every time it rains

British Red Cross
research on flooding in the UK



#EveryTimeItRains
@RedCrossPolicy

- Only around one in four (**27 per cent**) UK adults say that they have a good understanding of the **current flood risk** to their home and area. The proportion is similar (25 per cent) for those living in high social flood risk areas.
- One in seven people in the UK (**15 per cent**) don't have buildings or contents insurance, increasing to around one in five (**22 per cent**) of people living in high social flood risk areas.
- Around half (**53 per cent**) of those without insurance say that this is due to financial barriers (too expensive / rising cost of living / rising premiums).
- Only one in seven (**14 per cent**) UK adults know what to do to prepare for a flood. The proportion is similar (13 per cent) for those living in high social flood risk areas.
- Homeowners are more likely to know what to do to prepare for a flood than renters (16 per cent compared to 10 per cent, respectively).
- - Fewer than one in five (**19 per cent**) UK adults know where to access information about what to do before, during, and after a flood. That figure drops to around one in seven (15 per cent) of those living in high social flood risk areas

Case Study - Floods



Pilot Purpose: Resilience from the Ground Up

- Helping households, communities and small businesses stay safer, stronger, and better prepared.
 - ✓ Life-saving information
 - ✓ Emergency supplies – discounted or free
 - ✓ Potential savings on insurance premiums
- By working together, reduce harm, ease pressure on local and emergency services, and build resilience from the ground up.
- What we learn here could shape a nationwide programme to keep communities across the country safer.
- According to ONS there are approximately 28.4 million households in the UK in 2023. 7 Million are uninsured.
- There are approximately 12200 civil parishes in the UK as of 2023, serving as the lowest tier of local government.
- As of the start of 2024, there were approximately 5.45 million small businesses in the UK (defined as having 0-49 employees), which accounted for about 99.2% of all UK businesses.



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The Solution:

A unique, up to date and comprehensive portal, providing a centralised and accredited knowledge base of information, measures and training to deal with the full range of community and household hazards.

Accessible

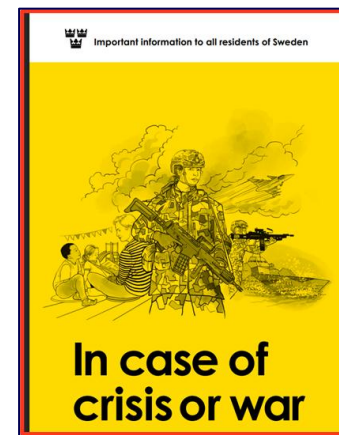
All in One Place

WHO IS IT FOR?

- Individuals and communities.
- Volunteers, Cadets
- Vulnerable groups
- Schools
- Small Businesses



- <https://www.communitiesprepared.org.uk/>
- [Local Resilience Forum](#)
- [The Ambulance Service](#)
- [The Association of Insurance and Risk Managers in Industry and Commerce](#)
- [Bournemouth University Disaster Management Centre](#)
- [British Red Cross](#)
- [HM Coastguard](#)
- [The Environment Agency](#)
- [The Fire Brigade](#)
- [The Met Office](#)
- [Mountain Rescue](#)
- [NHS](#)
- [The National Preparedness Commission](#)
- [The Police](#)
- [The Resilience Academy](#)
- [The Royal National Lifeboats Institute](#)
- [The Royal Society for the Prevention of Accidents](#)
- <https://www.ourwatch.org.uk/>
- <https://prepare.campaign.gov.uk/>



BUILDING A SAFER FUTURE

The Priority Services Register (PSR) is a free UK wide service which provides extra advice and support, including when there's an interruption to your **electricity, gas or water** supply.

Enter your postcode below to find your electricity and/or gas distributor

Postcode

Submit



NFCC
National Fire
Chiefs Council



Safelincs
Fire & Safety Solutions

Welcome to the online home fire safety check

This easy-to-follow home fire safety check has been developed through a partnership between the National Fire Chiefs Council (NFCC), Fire Kills and Safelincs. It will take you through your home one room at a time and the simple questions will help you spot fire risks as you go around your home.

The tool will offer tips and advice on the steps you can take to reduce those risks. At the end, you will receive a personalised fire safety action plan to help keep you and your household safe from fire.



Fit smoke alarms



Plan your escape
route



Get out, stay out and
call 999



British Heart
Foundation

Skills to help save a life:
practise an interactive skill

Recognise a cardiac
arrest and call for help
(5 mins)



Perform CPR
(5 mins)



Use a defibrillator
(5 mins)



All skills
(15 mins)



HM Government

CONTEST

The United Kingdom's
Strategy for Countering
Terrorism
2023



Pilot - Potential Outputs - At a Glance

Within 9 months

Threat assessment: based on location, demographics, and digital footprint.

Household Preparedness Guides: Tailored checklists for hazards.

Parish level Emergency Plans: parish level emergency plans (community response teams, communication trees, supplies, exercises, locations).

Web, App and Radio based smart Alerts: national/local alerts into household-specific, actionable guidance.

Offline Mode: Core guides, maps, and instructions accessible without connectivity.

Community Resource Sharing: Communities matched with supplies/resources during crises

Volunteer & Skills Registry: connect people with expertise (police, fire, ambulance, env agency, met agency, logistics, response volunteers) to community needs.

Community Drill training : Gamified "what if" scenarios

Outcome 1 : Households gain practical confidence and begin embedding resilience into daily life.

Outcome 2: Communities evolve from passive recipients of aid to active resilience networks.



Pilot - Potential Outputs - Detail (1)

Household Preparedness	Community Preparedness	Linking National Strategy with Local Action
<ul style="list-style-type: none">• Practical guidance for every home: Clear, jargon-free advice on how households can prepare for emergencies.• Customised resources: Templates for household emergency plans, grab-bag checklists, and decision-making guides aligned with the UK National Security & Resilience Strategy 2025• Accessible digital platform: The www.SafehousePro.co.uk website will act as the main entry point, offering layered information—simple for those who want essentials, and more detailed for those seeking depth.• Signposting to suppliers: Direct links to vetted national suppliers of emergency equipment (e.g. water filters, first-aid kits, backup lighting), highlighting trusted local providers to keep value within the Wiltshire economy.	<ul style="list-style-type: none">• Neighbourhood-level support: Encouraging residents to identify local safe places, vulnerable neighbours, and trusted contact chains to enhance resilience at the street and parish level.• Partnerships with local authorities & emergency services: Working alongside Wiltshire Council, the Local Resilience Forum (LRF), and emergency services to ensure SafehousePro complements—not duplicates—official response plans.• Workshops & focus groups: Facilitated sessions to capture lived experience, test materials, and ensure the approach feels relevant and accessible.• Strengthening voluntary capacity: Connecting with Wiltshire’s existing community groups, parish councils, and voluntary responders to embed preparedness across communities.	<ul style="list-style-type: none">• Alignment with UK plans: Translating the UK Strategic Defence Review (SDR 2025) and National Security & Resilience Strategy into tangible household actions.• Bringing national suppliers local: Introducing broader preparedness tools (insurance signposting, NHS Ready campaigns, flood and weather early-warning apps) to Wiltshire residents through one hub.• Evidence for scalability: Demonstrating how SafehousePro can bridge the gap between national emergency frameworks and the lived reality of households in market towns like Warminster.

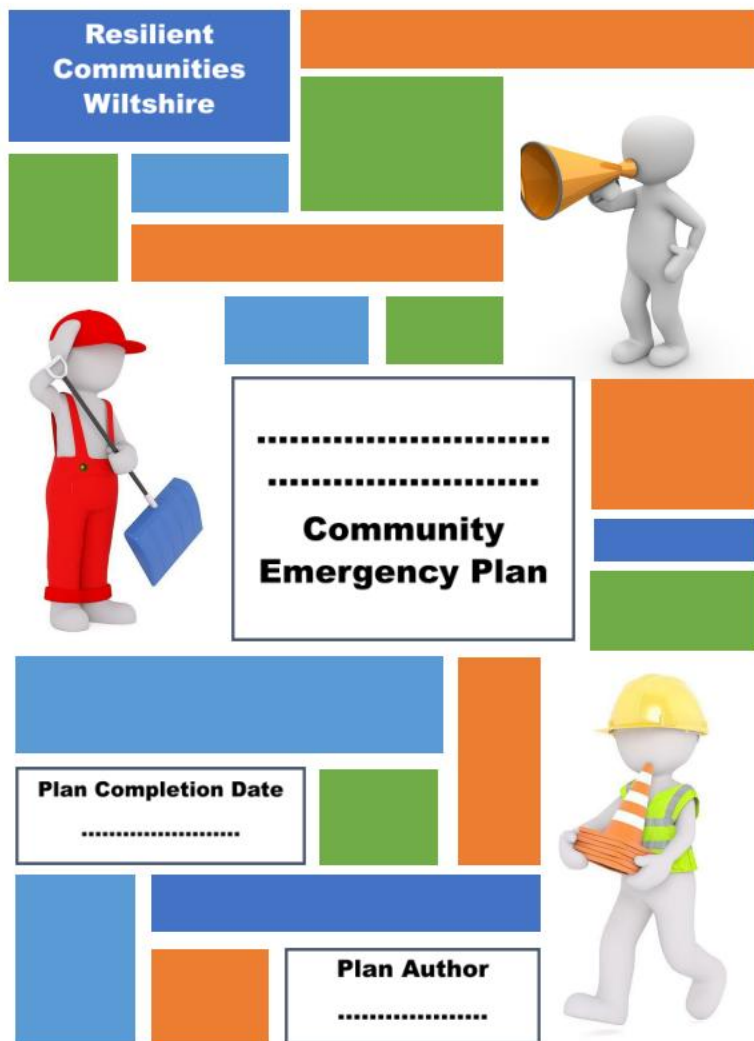


Pilot - Potential Outputs – Detail (2)

Innovation & Added Value	Outcomes for our Communities
<p>Bottom-up methodology: SafehousePro starts with the citizen, not the institution. Warminster residents will shape the platform through feedback loops, ensuring it is desirable, useable, and culturally grounded.</p> <p>Practical resilience: Not just awareness but tools—people will leave the pilot with a personalised household plan, knowledge of trusted suppliers, and clear steps to take in common Wiltshire risk scenarios (e.g. flooding, fuel shortages, extreme weather, cyber outages).</p> <p>Digital + Analogue approach: Combining the SafehousePro website with hard-copy, community radio and community sessions ensures inclusivity, reaching those less digitally confident.</p>	<p>Greater confidence in what to do before, during, and after emergencies.</p> <p>Reduced burden on emergency services through improved household readiness.</p> <p>Community cohesion strengthened by shared plans and dialogue.</p> <p>Economic benefit via local suppliers and preparedness spending retained in Wiltshire.</p> <p>Evidence base to scale SafehousePro nationally, with Warminster as a flagship pilot.</p>



Resilient Communities Wiltshire



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SafehousePro UK Preparedness Handbook

Helping Households and Communities Stay Safe, Ready and Resilient

1.

Why Preparedness Matters

Emergencies don't just happen somewhere else. In the UK, we face risks such as:

- Severe weather – floods, storms, heatwaves, snow.
- Loss of utilities – power cuts, water supply issues, fuel shortages.
- Public health events – flu, pandemics, contamination.
- Transport & industrial accidents – rail, road, chemical spills.
- Security threats – terrorism, cyber-attacks, organised crime.

Being prepared means being less vulnerable, bouncing back faster, and helping your neighbours do the same.

2.

Core Resilience Principles

- Preparedness – plan before, not after.
- Adaptability – change plans when circumstances change.
- Community First – resilience works best when shared.
- Wellbeing – mental and physical health are key to coping.
- Learning – review what worked and improve.

3.

Household Preparedness Checklist



Every household should be able to cope for at least 72 hours without outside help.

Essentials to Store

- Drinking water (2–3 litres per person per day).
- Non-perishable food.
- First aid kit, prescriptions, spare glasses.
- Torch, batteries, power bank.
- Radio (wind-up or battery).
- Warm clothes, blankets.
- Important documents (copies, waterproofed).
- Cash (small notes/coins).
- Supplies for babies, pets, or vulnerable family members.

4.

Situational Awareness & Safety

- Stay alert to changes around you – weather, local news, official alerts.
- Sign up for UK emergency alerts and local authority warnings.
- Know your local risks – flood zones, evacuation points, community hubs.
- Have a family plan – who calls who, where to meet, safe routes.

5.

Managing Stress in Emergencies

- Recognise the signs: anxiety, fatigue, confusion.
- Control your breathing – in through nose, out through mouth.
- Break tasks into small, manageable steps.
- Support children and elderly by explaining calmly.
- Stay connected – talk to neighbours, share tasks.

6.

First Aid Basics (D.R.C.A.B.)

- Danger – check it's safe.
- Response – is the person awake?



- Catastrophic bleeding – stop severe bleeding first.
- Airway – open it.
- Breathing – give rescue breaths / CPR if needed.

👉 Consider a basic first aid course – your skills may save a life.

7.

Fire, Flood & Security

- Fire – test alarms weekly, have escape routes, practice drills.
- Flood – keep sandbags/flood boards if in a risk zone, move valuables upstairs.
- Security – lock doors/windows, don't overshare travel plans on social media.

8.

Digital & Information Security

- Use strong, unique passwords.
- Enable 2-step verification.
- Keep devices updated.
- Don't click suspicious links or share personal data unnecessarily.
- Verify information before sharing – misinformation spreads quickly in crises.

9.

Community Preparedness

- Join or start a community resilience group.
- Know your neighbours – especially the elderly or isolated.
- Share resources and skills (tools, generators, childcare, transport).
- Connect with local emergency planning groups and volunteer organisations.

10.

After the Emergency

- Check on others – neighbours, friends, family.
- Look after yourself – stress is normal; seek help if it lingers.
- Record what happened – helps improve [future plans](#).
- Learn & share – what worked, what didn't.

11.

Useful Contacts

- 999 – life-threatening emergencies.
- 111 – non-emergency medical help.
- 105 – electricity power cuts.
- ~~0345~~ 0345 988 1188.
- Local council emergency planning team.
- SafehousePro UK website: [placeholder for link].



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DIGITAL PLATFORMS

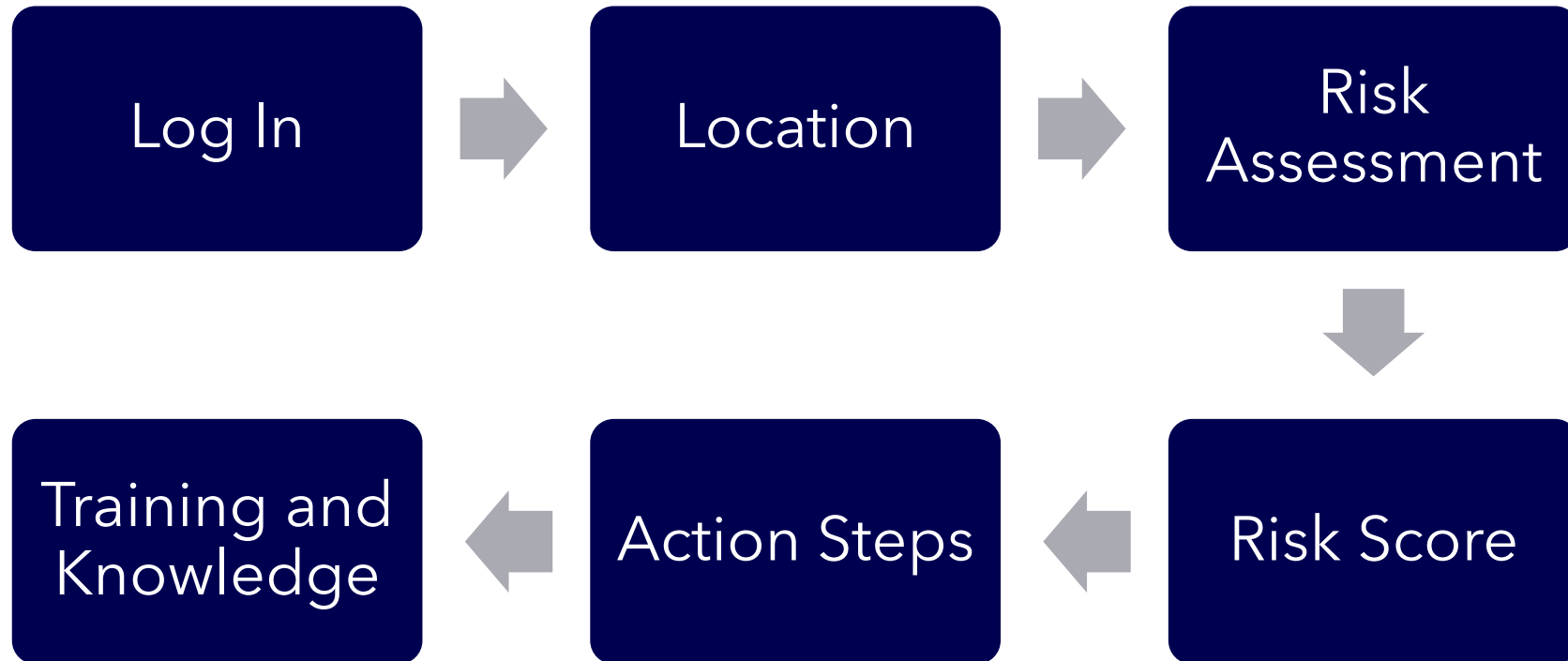


APP PROCESS FLOW

- Log in
- Location (your parish)
- Answer some questions – risk assessment
- Dashboards: risk score – combination of inputs from your answers, plus external risk and hazard information
- Action steps - preparation
 - Conduct some training – knowledge base
 - Check lists
 - Get some supplies




APP PROCESS FLOW






RISK ASSESSMENT


**SafehousePro**
Proactive Household
Safety

MAIN NAVIGATION

- Dashboard
- Supply Tracker
- Risk Assessment**
- Emergency Contacts
- Action Plans
- Knowledge Hub

QUICK INFO

 **UK Emergency**
Dial **999** for police, fire,
ambulance
Non-emergency: **101** (police),
111 (NHS)

 **Household**
Building resilience together

Household Risk Assessment

Understand your specific risks to better prepare for emergencies.

Assessment Questionnaire

Household Size

1

Location Type

suburban

Postcode Area (e.g., SW1A)

First part of postcode

Property Type

house

Local Flood Risk (check gov.uk)

low

Experienced power outages in the last 2 years?

☐

Are there vulnerable members in the household (elderly, disabled, infants)?

☐

Is anyone dependent on medical equipment or regular medication?

☐

Access to transport

good

Community Connections

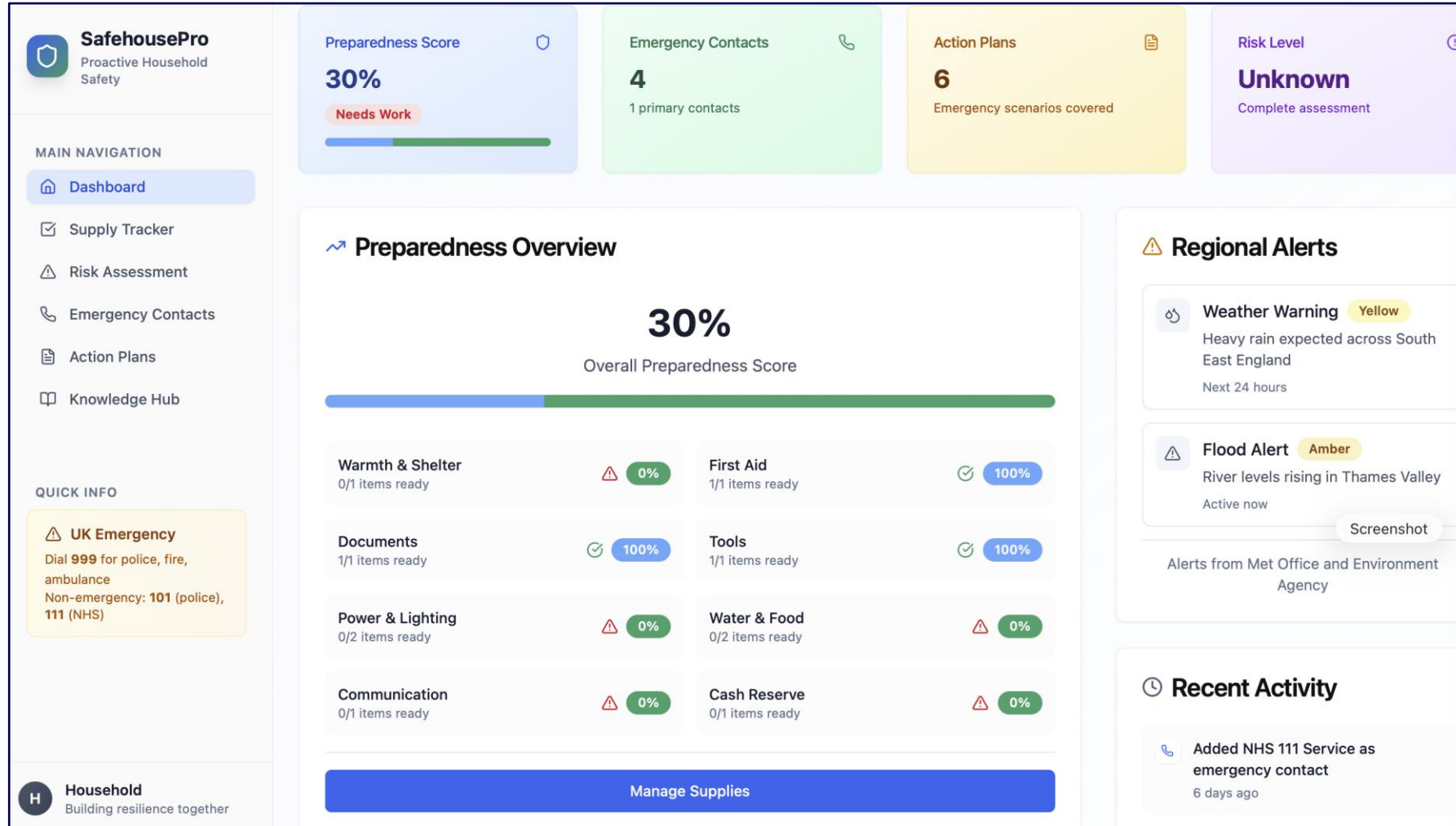
moderate

Screensh

BUILDING A SAFER FUTURE




RISK SCORE - PREPARENESS






ACTION STEPS - CHECK LISTS AND PLANS

**SafehousePro**
Proactive Household
Safety

MAIN NAVIGATION


- Dashboard
- Supply Tracker
- Risk Assessment
- Emergency Contacts
- Action Plans**
- Knowledge Hub

QUICK INFO

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Dial **999** for police, fire, ambulance


Non-emergency: **101** (police), **111** (NHS)

**Household**
Building resilience together



Emergency Action Plans


Create and manage your household's response to various scenarios.

[+ Create New Plan](#)



Power Outage Response Plan


Last Reviewed: 15th Dec 2024

[View Plan](#)  



Flood Emergency Plan


Last Reviewed: Never

[View Plan](#)  



Severe Winter Weather Plan


Last Reviewed: Never

[View Plan](#)  



Medical Emergency Action Plan


Last Reviewed: Never

[View Plan](#)  



Water Supply Disruption Plan

Last Reviewed: Never

[View Plan](#)  

Household Evacuation Plan


Last Reviewed: Never

[View Plan](#)  

Screenshot




ACTION STEPS - BUILD UP SUPPLIES


**SafehousePro**
Proactive Household
Safety

MAIN NAVIGATION

- Dashboard
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 **Household**
Building resilience together



Category Progress



Tools 100% 1 of 1 items ready	Cash Reserve 0% 0 of 1 items ready	Warmth & Shelter 0% 0 of 1 items ready
First Aid 100% 1 of 1 items ready	Documents 100% 1 of 1 items ready	Power & Lighting 0% 0 of 2 items ready
Water & Food 0% 0 of 2 items ready	Communication 0% 0 of 1 items ready	



Your Supplies

Search supplies... Screenshot

All Supplies Water & Food First Aid Power & Lighting Communication Tools Warmth & Shelter Sanitation Documents Cash Reserve


Portable Gas Stove
important 
Have: 1 Need: 1
- 1 +
With spare gas canisters

Cash Reserve (£20 notes)
important 
Have: 100 Need: 200
- 100 +
Keep in waterproof container

Warm Blankets
essential 
Have: 3 Need: 4
- 3 +
One per person plus one spare




ACTION STEPS - TRAINING

**SafehousePro**
Proactive Household Safety

MAIN NAVIGATION

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- Action Plans
- Knowledge Hub**

QUICK INFO

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H

Household
Building resilience together

Knowledge Hub

Learn essential skills to prepare for and respond to emergencies.

All Articles


Emergency Skills

First Aid

Home Safety


UK Risks

Communications

**Building Your 'Grab and Go' Bag**


A comprehensive guide to preparing an essential 'grab bag' for quick evacuations.

[Read More](#)

**Basic First Aid: The DRSABCD Action Plan**


Learn the fundamental DRSABCD action plan for responding to a medical emergency.

[Read More](#)

**Home Fire Safety Checklist**

Key steps to reduce the risk of fire in your home and prepare for a fire emergency.

[Read More](#)

**Understanding UK Flood Warnings**


Learn what the different flood alert and warning levels mean from the Environment Agency.

[Read More](#)

Screenshot




ACTION STEPS - EMERGENCY CONTACTS


**SafehousePro**
Proactive Household
Safety

MAIN NAVIGATION

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
**Household**
Building resilience together

Emergency Contacts



Your personal directory for critical situations.


All Contacts Primary Family Neighbours Official


**NHS 111 Service** Secondary
Official


 **111**

CAN HELP WITH:
Non-emergency medical advice.



 


**David Wilson** Secondary
Neighbour


 **07700900456**


 125 Oak Lane, AB1 2CD


CAN HELP WITH:
Has a generator, can check on the house.



**Jane Smith** Primary
Family


 **07700900123**


 jane.smith@example.com

 123 Oak Lane, AB1 2CD



CAN HELP WITH:
Can provide shelter, has first aid training.

 
Screenshot

**Gas Emergency Service** Backup
Service_provider

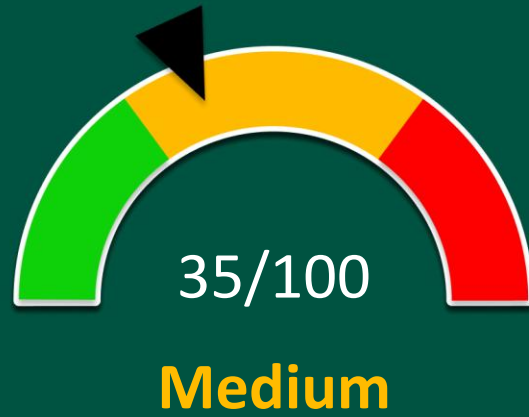
 **0800111999**

CAN HELP WITH:
To report a gas leak or carbon monoxide alarm.

RISK PROFILE

Bournemouth



Flooding



Current Flood Risk: **Low**

0/100



[More Info](#)
[Info](#)

Fire



Current Fire Risk: **Medium**

40/100



[More Info](#)

Weather



Current Fire Risk: **Medium**

60/100



[More Info](#)

Crime



Current Fire Risk: **Medium**

40/100



[More Info](#)



Community Resilience and Preparedness



Severe Weather Warning in Wiltshire

Find Guidance



Emergency Contacts
Contacts



Top 10 Actions



My Household Plan
Plan



My Grab-bags



What to do
(scenarios)



First Aid



Stay Informed



Local Recommendations



Household Emergency Plan Template

Emergency Numbers



Severe Weather Warning in Wiltshire



Emergency 999 >



Police Non -
Emergency 101



NHS Urgent Advice
111 >



Wessex Water 0345
600 4600 >



Power Cut Helpline
Helpline 105 >



Gas Emergency
0800 111 999 >



Wiltshire Council
0300 465 010 >



Floodline 0345 988
1188 >



Dorset & Wiltshire
FRS 01722 691 000 >



Samaritans 116 123 >



Domestic Abuse
0808 200 0247 >



My Numbers >

Emergency Contacts

Emergency



NHS



Police



Power Cut
Helpline



Gas Emergency



Floodline



Wessex Water



Wiltshire Council



Fire Service



Samaritans

SAMARITANS

Domestic Abuse
Helpline



Other...



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BREAK



FEEDBACK

- Elected Councillor - Warminster Town and Rural
- Wiltshire County Council Local Resilience Forum (LRF)
- Town and Parish Councillors, Clerks and Volunteers
- Wiltshire CC Flood Resilience Officer
- Wiltshire CC Highway Operations
- Environment Agency
- Local Police Force
- Fire and Rescue
- Warminster Community Radio
- National Coordinator Protect and Prepare, and National Counter Terrorism Security Office (NaCTSO)
- Counter Terrorism Security Advisor Manager for Wiltshire and Dorset
- MOD
- RE:ACT Disaster Response



NEXT STEPS

- | | |
|---|--------------|
| • Incorporate feedback, establish points of contact | 0 – 3 Months |
| • Community Engagement – Town, Parish and Agencies | 0 – 3 Months |
| • Develop workstreams: | |
| • Community Emergency Plans | 3 – 6 Months |
| • Household Preparedness Guides | 3 – 6 Months |
| • Digital Platform | 3 – 6 Months |
| • Focus Groups | 6 – 9 Months |
| • Develop + Refine | 9 Months - |



Wiltshire & Swindon Prepared



ANY FINAL QUESTIONS