



Record of Proceedings

Consultation: Warminster Town and Rural Community Resilience and Preparedness Pilot

Date: 29 September 2025

Time: 1200 - 1400

Location: Warminster Civic Centre, the Cley Room

Attendees:

Elected Councillor - Warminster Town and Rural	Bill Parks
Wiltshire County Council Local Resilience Forum (LRF)	Chris Manuel
Warminster Town	Tom Dommett – Town Clerk
Horningsham Parish	Liz Glover – Chair Stephanie Storrar - Clerk
Corsley Parish	Alice Helliard – Parish Councillor Clare Firman-Ford - Parish Councillor Neil Carpenter – Parish Councillor Martin Travers – Parish Councillor
Chapmanslade Parish	Phil Holihead - Chair
Upton Scudamore Parish	Lesley Welch – Chair
Wiltshire CC Flood Resilience Officer	Renate Malton
Wiltshire Police (Major Incident Planning)	Joe Sadowski
Avon and Somerset Police – Protect and Prepare lead for SW	Matt Armstrong
Avon and Somerset Police (Counter Terrorism Security Advisor)	Mark Abbott
National Police Protect and Prepare Coordinator	Helen Williams
Dorset and Wiltshire Fire and Rescue Service	Joel Baines Hannah Pennington
Warminster Community Radio	Heather Parks
REACT Disaster Response	Vicci Fabris
Safehouse Pro Ltd Director	Patrick Kelly
Safehouse Pro Ltd Director	Charles Jenkins
Safehouse Pro Ltd Director	Martin Travers
Apologies: Wiltshire County Council Highway Operations Officer Environment Agency MOD – UK Operations, Land Warfare Centre	

1. Background. A multi-agency consultation, co-led by Wiltshire's Local Resilience Forum (LRF) and Safehouse Pro Ltd, gathered parish and town councillors and clerks, Wiltshire LRF and Council members, national, regional and local police, fire and rescue, community radio and voluntary groups. Safehouse Pro introduced the pilot programme's aims as follows:

- Augment parish and Local Resilience Forum (LRF) work to develop preparedness and resilience.
- Deliver tailored threat assessments, preparedness guides (print/digital), parish emergency plans plan support, web/radio alerts, offline resources, community asset registers, volunteer/skills connections, and training.
- Launch a central preparedness portal aggregating authoritative sources (eg Met Office, EA, NFCC, British Red Cross, Contest/police, BHF, Priority Services Register).
- Provide parish-specific digital tools (logins, risk scoring, checklists, supplier discounts, emergency contact management).
- Support supply and insurer engagement with the potential for household equipment and premium reductions.

Post-pilot, an expansion is planned in Merseyside. International best practice (e.g., Sweden's "If Crisis or War Comes" booklet) will inform a co-designed preparedness booklet for every household.

2. Meeting Highlights. The meeting took the form of a presentation (deck is attached to this record) and a discussion. Highlights are below:

a. Introductions & Logistics

- Individual Introductions from all attendees (listed above).
- Noted absences and apologies.
- Fire safety briefing and logistics provided; refreshment break planned.

b. Pilot Scope & Purpose

- Warminster Town and Rural selected for its mixed urban/rural profile, representative threats and challenges, and existence of strong community frameworks.
- Proposed pilot follows a number of engagements between Safehouse Pro Ltd, Chris Manuel and Bill Parks.
- Programme is **bottom-up and community-led**.
- Complements, not replaces, parish/LRF emergency planning.
- Benefits: life-saving information, community cohesion and potential for discounted supplies and insurance.

c. Problem Statement

- Safehouse Pro's Research (see Tech report in presentation deck) highlights a number of rising risks: floods, fires, climate change, terrorism, cyber, state threats to name but a few.
- Knowledge gaps: most households lack awareness or plans; for example few understand flood risk.
- Fragmented information: need for a single trusted preparedness portal.

d. **Pilot Deliverables.** Within 9 months the pilot aims to deliver a combination of the following:

- Parish/household threat assessments.
- Preparedness guides (online/printed).
- Parish emergency plan support.
- Web app and radio alerts.
- Registers of community resources/skills.
- Training, supplier signposting, household guidance.
- Evidence base for scalability and insurance engagement.

e. **Alignment & Assurance.** The pilot will have a number of dependencies:

- Existing Wiltshire CC and Warminster North and Rural community emergency plans.
- Statutory context: Civil Contingencies Act 2004.
- Preparedness booklet co-produced with communities.

f. **Digital Platform Design**

- Parish-specific login (postcode).
- Preparedness risk scoring integrating external feeds.
- Action prompts, training, and supplier links (local and national).
- Emergency contact building, including vulnerable neighbours.
- Design shaped by community feedback.

g. **Expansion & Benchmarking**

- After Wiltshire pilot and wash-up, next pilot: Merseyside (urban).
- Lessons from international models (e.g., Sweden).
- Agencies consulted are supportive of information sharing.

3. **Extended Discussion Themes.** Following a break for refreshments, a number of themes were explored in Q=A:

- **Engaging Communities** – Multi-channel approach (digital, print, personal contact).
- **Testing and exercising plans** at a local level is key to making them work.
- **A toolkit** that allows parishes to run simple paper-based exercises would be useful.
- **A product called 'Act in a Box'** is available on the Protect UK website for self-delivering counter-terrorism awareness exercises (see below – references).
- **Funding** – No central/national funding; reliance on local councils and ad-hoc grants.
- **Tailoring** – Each parish faces unique risks; no “one-size-fits-all” approach.
- **Power Dependency** – Need for 72-hour self-sufficiency; official generator capacity very limited.
- **Communication Risks** – Urgent need for designated parish emergency contacts; Wi-Fi landline dependency poses major vulnerability.
- **The shift to Wi-Fi calling poses a significant communication risk** during power outages. Phone providers have a duty to support vulnerable customers. New phone technology (Sat based) may help. Alternative methods like community radio (WCR) on FM frequencies with backup power are crucial.
- **Upcoming legislation will also enforce stricter preparedness planning** for public venues. For example, Martin's Law will require premises with a capacity over 400 to have plans for terrorist activity, including evacuation and lockdown plans.

- **Parish Emergency Plans** – Risk registers essential; standard format recommended; turnover of councillors threatens continuity.
- **Public Engagement** – Generally low; incentives (insurance discounts) and creative campaigns required to motivate participation.
- **Testing** – Plans must be exercised regularly (e.g., community lunch without power).
- **Schools & Businesses** – Currently missing from plans; must be integrated.
- **Future Engagement** – Three-phase plan agreed: parish consultations by Jan 2026; work streams in Q1 2026; refinement during 2026.
- **Accessibility** – Presentation visuals/icons need review for compliance.
- **Utilizing MOD resources for local emergencies.** MOD not present, but senior Police representatives explained that access to MOD resources for local emergencies is a formal process through the MACA (Military Aid to the Civil Authorities) protocol. Normally this involves a 24-hour response time, all other civil resources must be exhausted first. It is not a quick or guaranteed solution for local incidents, so cannot be relied upon as a quick reaction force for local incidents. For incidents like flooding, there may be a 24-hour response time before assistance arrives. For a terrorist attack, a rapid authorization call can be made for immediate deployment. The military's role is generally to support or backfill, allowing police or fire services to be deployed elsewhere. Senior Police representatives also sign-posted audience to MOD Joint Resilience Liaison Officers (JRLOs) – invited but not able to attend.
- **Additional Risks** – Civil disobedience highlighted as a significant but under-acknowledged risk.

4. Action Items. The following were highlighted as action points:

- **Pilot Delivery (9 months):** Deliver assessments, guides, emergency plans alerts, registers, training. Gather evidence incl. insurance potential.
- **Digital Platform:** User-centred design; parish testing; risk scoring, prompts, supplier links.
- **Resilience Booklet:** Co-create “parish-tailored document, aligned with statutory requirements.
- **Supplier/Insurer Engagement:** Secure equipment discounts; explore insurance incentives.
- **Feedback:** Collect structured input throughout.
- **MOD JRLOs (Joint Resilience Liaison Officers)** to be invited for comment on MOD issues raised.
- **Merseyside Pilot:** Wash-up post-Wiltshire; apply lessons in urban setting.
- **Funding Forum:** Share ad-hoc funding opportunities via current forum.
- **Testing:** Parishes to exercise bespoke plans (e.g., Corsley soup lunch without power).
- **Communities should be tested on their response to major incidents**, such as an exploded bomb, which involves considerations like evacuation and supporting displaced people. Existing guidance on this is already available.
- **Future Engagement Plan:** Parish consultations (by Jan 2026); develop work streams (Q1 2026); refine during 2026; deliver presentations to parishes.
- **NOTE:**
 - lead for action points above is Safehouse Pro Ltd, with support of Town and Parish Councils.
 - There were no objections to Safehouse Pro’s proposal that this meeting’s attendance is now a forum for sharing information and developing the pilot.

5. **Unresolved/Critical Issues.** A number of critical issues were recorded for further development and examination:

- **Communication Failure During Power Outages** – Risk of complete collapse without fallback.
- **Sustainable Planning Framework** – No funding model; high parish turnover; lack of standardized toolkit.
- **72-Hour Self-Sufficiency Gap** – Communities unprepared for sustained incidents.
- **Low Public Engagement** – Particular difficulty reaching young families; risk of low plan adoption.
- **Specific local risks, like low-flying aircraft from RAF Lynham or RNAS Yeovilton** in at least two villages, need special consideration in emergency plans (e.g., for fire and ambulance response).

6. **Useful Resources.** The following useful resources were highlighted in the meeting:

- [Civil Contingencies Act 2004 & Local Resilience Forums](#)
- <https://wiltshireandswindonprepared.org.uk/>
- [The Priority Services Register](#)
- [Flood Warning Service](#)
- [UK Emergency Alerts](#)
- [National Risk Register](#)
- <https://www.protectuk.police.uk/actinabox>

7. **Summary.** Bill Parks thanked all those present for their attendance and contributions, and invited those present to join him in a group photograph (see below). Martin Travers (Director Safehouse Pro) committed to circulate a record of proceedings at the earliest opportunity.



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