



WANA
Witherley Atterton Neighbours Association
wana.org.uk
hello@wana.org.uk

WANA Steering Group Minutes
Wednesday 24th March 2026 DRAFT V2
Witherley Parish Room
7.00-8.00pm

Present: Kim Liggins, Chair (KL); Dayle Flude, Vice Chair (DF); Lynne Lainé, Secretary (LL); Roger Lainé, Treasurer (RL); Richard Wade, Planning subgroup Chair (RW); Tony Carter, Flood Warden (TC); Rod Bell (RB); Sarah Smith (SS).

Apologies: Jan Humble (JH); Mick Humble (MH); Keith Simpson (KS), Ian Rawson-Mackenzie (IRM). Jackie Albrighton (JA), David Hickie (DH); Margaret Hickie (MH); Rob Flude (RF), Joy Simpson, Social Events subgroup Chair (JS); Pat Helyer (PH).

Meeting commenced at 19.00 hrs

	Item	Action
1.	Welcome and Apologies: KL welcomed all to the meeting and accepted apologies.	
2. 2.1	Draft Minutes Steering Group minutes of the 4 th February 2026 Agreed.	
3. 3.1 3.1.2 3.1.3	Matters Arising Steering Group Action Log items noted: Number of items closed. 27/11/2025 6.3 Amazon remains open, DF to follow up.	
4. 4.1	Correspondence Received	
5. 5.1	Issues Log Stile on Atterton Lane, reported in October 2025 by a resident has been adapted, however it remains high and difficult to negotiate-reported to LCC with a photograph to evidence the steps	
6 6.1 6.2 6.3	Treasurers Report WANA cash position as of 16 th March 2026 £5316.53 Grant Application - WANA REF 02d032026 £500 for the purchase of a microwave and a contribution to the Parish Room flooring work approved Late Grant Application WANA REF 03d032026 discussed, approved in principle . Information to be requested re position of the bench to ensure accessible to all Churchyard visitors. Funds to be released once the Diocese has granted permission and receipt available for the purchase.	Grant applicants to be notified of outcome

7. 7.1 7.2	CIO Application The application is now complete. Review submission in 6 months	Review submission decision September 2026
8. 8.1 8.2 8.3 8.4 8.5 8.6 8.7	WANA policies and statements: WANA Rules and Regulations- proposed amendments reviewed and Agreed WANA Structure- Name of Planning and Flooding subgroup changed to Environmental subgroup- Agreed WANA Code of Conduct- proposed amendments reviewed and Agreed WANA Safeguarding Policy- proposed amendments reviewed and Agreed WANA Sustainability Statement- proposed amendments reviewed and Agreed WANA Equal Opportunities Statement- proposed amendments reviewed and Agreed WANA Data protection Statement, ICO self-assessment undertaken, no requirement to register- proposed amendments reviewed and Agreed	Policies to be uploaded to WANA.org.uk
9. 9.1 9.2	WANA Objectives WANA Objectives 2025-2026 final position – Agreed WANA Objectives 2026/2027 Agreed . Review progress September 2026	
10. 10.1	Road Safety Consultation Draft discussed and following Agreed : ❖ Redraft with an open question format ❖ Distribution- with newsletter ❖ QR code to facilitate an online response ❖ Sites for drop off e.g. Football Club, blue Lion. Volunteers on each road	WANA Environmental subgroup to redraft and share with Steering Group for approval by What's App poll.
11. 11.1	Community Resilience Update received.	
12. 12.1	WANA report to the Annual Parish Meeting Report Agreed , date of meeting to be confirmed.	Report to be submitted when requested.
13. 13.1	Subgroup feedback: Social Events Subgroup: LL reported: Upcoming events: ➤ The rearranged Foraged Fruit evening is on the 18 th April 2026 ➤ Bluebell Walk at Merevale Hall on the 26 th April 2026- volunteers to marshal event requested. ➤ Afternoon Tea on the 9 th May 2026 ➤ Mental Health Awareness week 11-17 th May 2026 in partnership with WMPFT- Evening Walk a mile with a Smile, Family Fun afternoon Saturday 16 th May. ➤ Party in the Park on July 4 th 2026 with SPs ➤ Games Night September 19 th	

<p>13.2</p> <p>13.3</p>	<ul style="list-style-type: none"> ➤ 70's, 80's night 3rd October 2026 ➤ Christmas family Night 5th December 2026 <p>Environmental Subgroup:</p> <ul style="list-style-type: none"> ➤ Meeting re s106 planned with HBBC <p>Newsletter- suggestions for May 2026:</p> <ul style="list-style-type: none"> ➤ The upcoming Social events ➤ Traffic Consultation 	
<p>14.</p> <p>14.1</p> <p>14.2</p>	<p>Any Other Business:</p> <p>Conflict of Interest Policy discussed and suggested revisions to be made</p> <p>Walk leader training, HBBC Walk leader will train volunteers, provide first aid kit and insurance for led walks</p>	
<p>15.</p>	<p>Items for Next Meeting:</p> <ul style="list-style-type: none"> ➤ Policies as per the agreed schedule including the Conflict-of-Interest Policy 	
<p>16.</p>	<p>Date of Next meeting:</p> <p>29th April 2026 7-8.00pm, Witherley Parish Room</p>	

Meeting closed at 20.25 hrs with a thank you for attendance.

WANA Steering Group Action Log as 21st April 2026

Date	minute no.	Action	Lead	Open/Closed	Action update
24/03/2026	6	Grant applicants to be notified of outcome	LL	Closed	
24/03/2026	7	CIO application- review position in 6 months	RL	Sep-26	
24/03/2026	8	Reviewed and agreed policies to be uploaded to WANA.org.uk	DF	Closed	
24/03/2026	9.2	Annual Objectives 2026/7 Six month review	LL	Sep-26	
24/03/2026	10	Redraft Traffic Survey	RW	Closed	
24/03/2026	10	WHATs App poll for Traffic Survey approval by SG	RW	Closed	
24/03/2026	12	WANA report for Annual Parish meeting to be submitted when requested	LL	Open	
27/11/2025	6.3	Amazon Print to be explored as a printing option for WANA publications	DF	Closed	

WANA Correspondence log as at 22nd April 2026

Date	To	From	
23rd March 2026		PCC	Follow up from attendance at fundraising meeting
23rd March 2026		PCC	Grant application for Bench
23rd March 2026		Warm Spaces Officer	Invitation to Annual Conference
25th March 2026	Ediblelinks	Ediblelinks	Confirmation of next Witherley date
25th March 2026		Parish Room Committee	Thank you for grant award
26th March		Warm Spaces Officer	Acknowledgement of conference places
26th March 2026	HBBC Physical activity coordinator		Follow up of information received
27th March	Warm Spaces Officer		march return submission
28th March 2026		PCC	Confirmation of bench location
31st March 2026		Economic Crime Unit	Confirmation of attendance at company and games
2nd April 2026	Choose how you move		Resident complaint forwarded
2nd April 2026		Choose How you Move	Correspondence acknowledgment
8th April 2026	Economic Crime Unit		Thank you for attending Company and games
13th April 2026	Ediblelinks	Ediblelinks	May date confirmation
15th April 2026		HBBC Licensing	Contact response re Temporary event notice for May 9th 2026
16th April 2026		HBBC Physical activity coordinator	support re training
16th April 2026		HBBC Welfate Officer	Thank you for attending Company and games
17th April 2026		Warm Spaces Officer	Report
20th April 2026		HBBC Licensing	Temporary Event notice received
21st April 2026		Communities prepared	Online registration acknowledged
22nd April 2026	Choose How you Move		Request for update on complaint submitted 2nd April

WANA Issues log as at 22nd April 2026		
26th December 2025	Fly Tip- plasma screen Atterton Lane	Reported to HBBC STR777612786 Resolved
4th February 2026	Height and width of step up to Style, Atterton Lane	Reported
26th March 2026	Fox Connect Complaint	Complaint submitted to Choose How You Move
21st April 2026	Daffodil planting request	Query raised with LCC 830685248

Witherley Atterton Neighbours Association 21/04/2026

Profit & Loss	To date	12 mnth to 21/4/26
Income		
Company&Games grants	2,391.00	1,200.00
Sales	2,326.18	2,178.16
Ticket sales	8,558.59	4,723.94
Raffle ticket sales	2,357.19	1,045.19
Donation	3,827.81	1,069.07
Total Income	19,460.77	10,216.36
Expenses		
Room hire	-1,563.15	-803.15
Performer	-1,230.00	-550.00
General Expenses	-7,635.20	-5,087.73
Float	0.00	30.00
Company&Games	-686.36	-56.00
Grants	-2,323.72	-1,798.72
Total Expenses	-13,438.43	-8,265.60
TOTAL SURPLUS	6,022.34	1,950.76

WANA Warm Welcome Summary

October 2025 – 31 March 2026

1. Overview

WANA Company and Games meets weekly on Thursdays from 1.30–3.30 pm at Witherley Football Club. In October 2025, WANA successfully applied for and received a Warm Welcome grant of £1,200 from Hinckley & Bosworth Borough Council.

Weekly monitoring data was collected throughout the project and submitted monthly to the Warm Welcome Officer. A summary of attendance, activities and expenditure against the grant is provided below.

2. Expenditure against the grant

Item	Cost (£)
20 weeks room hire – Witherley United Football Club (WUFC)	200.00
Contribution to WUFC utilities costs	500.00
Weekly refreshment costs (milk and cakes)	223.40
Initial supplies (tea, coffee and spoons)	39.57
Sundries (UPVC tablecloth)	28.00
Christmas party, including free raffle hamper	57.31
Valentine’s afternoon tea	23.87
Easter themed afternoon tea and raffle	15.00
Quiz prizes	18.71
Bingo prizes (22/01/2026 & 26/02/2026)	27.48
Total spend	£1,133.34

All expenditure directly supported the delivery of weekly Warm Welcome sessions and aligned with the aims of the grant. The remaining £66 will be used to contribute to room hire costs for a further six weekly sessions.

3. Attendance

Over the 20-week period:

- **619 adults** attended (repeat visits)
- **20 children** attended (primarily during community and school-linked visits)

Attendance remained consistent throughout the project, demonstrating ongoing demand and value within the community.

4. Volunteers

Company and Games is supported entirely by WANA volunteers.

On average, each session was supported by three volunteers, with a total of 162 volunteer hours contributed over the reporting period.

Volunteer support enabled personalised engagement with attendees, particularly those requiring additional support.

5. Activities and outcomes

Regular activities include games such as Crib and Ludo, alongside informal socialising opportunities. The group has become an important weekly social event for Witherley residents, as well as regular attendees from Fenny Drayton and Atherstone who have links to the village.

The sessions have also evolved into a valuable supportive environment for people affected by dementia, offering a safe and welcoming space where partners and carers can take time to chat with others while their loved ones are engaged by volunteers and friends.

In response to attendee feedback, WANA volunteers introduced additional structured activities including bingo, quizzes and a well-attended sing-along afternoon.

6. Community and school involvement

- **Kindness Day (November):** Children from Witherley Primary School visited and distributed homemade apple crumble.
- **December:** The children returned to sing Christmas carols.
- **Christmas:** A festive party was held with a quiz, mince pies and sherry. Free raffle tickets were distributed throughout December, with a hamper draw at the Christmas party.
- **Valentine's Day:** A themed quiz and cream tea were enjoyed.
- **Easter:** An Easter-themed afternoon tea was held with a free Easter egg raffle. Children from Witherley Primary School also visited during their Easter bonnet parade. This was warmly received by attendees.

These intergenerational activities were highly appreciated and strengthened community connections.

7. External visitors

Through links with the Warm Welcome Officer and local partners, the group benefited from visits by:

- **WOW (Cadent-funded project):** Advice on water meters, the Priority Services Register and energy efficiency.
- **Economic Fraud Team:** Information on avoiding scams, plus distribution of RFID card wallets.
- **Welfare Support Officer**
- **Local police beat team,** who attended informally to engage with attendees and share local information.

These visits provided trusted, accessible information in a relaxed setting

8. Looking forward

Company and Games will continue to meet weekly. The remaining £66 from the Warm Welcome grant will be used to contribute to room hire costs for a further six weekly sessions.

Attendees have also expressed interest in future minibus outings. A questionnaire has been used to identify preferred destinations, assess interest and explore potential costs to inform future planning.



WANA



WITHERLEY & ATTERTON
NEIGHBOURS ASSOCIATION

Conflicts of Interest Version 2

1. Summary

This policy helps the Steering Group make fair decisions by making conflicts of interest easy to spot, declare and manage.

- Before meetings: check whether you have any actual, potential or perceived conflicts of interest.
- Declare conflicts: tell the Secretary as soon as possible (even if you are unsure).
- Manage conflicts: follow the agreed action (for example, leave the discussion and/or do not vote).
- Record keeping: declarations and actions are recorded in the minutes and Register of Interests.

2. Policy

2.0 Definitions

- Conflict of interest: anything that could influence, or could reasonably be perceived to influence, your impartiality.
- Financial interest: money or benefits in kind (for example, pay, contracts, grants, gifts or hospitality).
- Connected person/organisation: someone close to you, or an organisation you work for or can influence.

2.1 Purpose

This policy applies to Steering Group members and anyone taking part in Steering Group business. It explains how to declare and manage conflicts of interest.

2.2 Procedure

- Identify: consider whether you (or a connected person/organisation) could benefit from, be harmed by, or be linked to the outcome.
- Declare: declare the conflict to the Secretary as soon as you are aware of it (ideally before the meeting).
- Manage / recuse: follow what is agreed (for example, restricted access to papers, leaving the discussion, and/or abstaining from voting).

2.3 Illustrative Examples of Conflicts

· Money or benefit: you (or someone connected to you) could gain financially or receive gifts/hospitality.

· Other roles: your work or role in another organisation could create divided loyalties.

· Personal connections: a decision affects a close friend/family member or an organisation you influence.

2.4 Management of Conflicts

The Steering Group decides whether something is a conflict and what to do about it. If the conflict is significant, the usual approach is for the member not to take part in the discussion or decision on that item.

2.5 Recording and Register of Interests

Members must complete and keep the Register of Interests (Annex A) up to date, and tell the Secretary about changes. The Secretary keeps the Register and ensures declarations and actions are recorded in the minutes.

2.6 Advice and Compliance

If you're not sure, declare it and ask the Chair or Secretary for advice.

The Steering Group ensures this policy is followed. The policy is reviewed at least once a year.

2.7 Confidentiality and data handling

Declarations of interest will be handled sensitively and shared only on a need-to-know basis to manage the conflict (for example, the Chair, Secretary and Steering Group). The Register and related records will be stored securely. Information may be disclosed where required for governance transparency or by law.

3. Policy Review:

We are committed to reviewing our policy and good practice annually.

Document History

Agreed by the Steering Group 19th June 2025

This Version reviewed and agreed

WANA REGISTER OF INTEREST

Name	Role	Interest (s) declared	Signature	Date

CONFLICT OF INTEREST POLICY DRAFT V2

Scope of policy:

Applies to Witherley and Atterton Neighbours Association (WANA) Officers, Steering Group Members and Volunteers .

Policy Statement

WANA is a neighbourhood association and requires its Officers and volunteers to act in the best interests of WANA. They must not allow any personal interest of themselves (or persons connected with them) to influence any decisions which they may make as an Officer, Steering Group Member or Volunteer.

There are 2 common types of conflict of interest: financial conflicts and loyalty conflicts.

Financial Conflicts

Examples of financial conflicts of interest include:

- Paying an Officer for performing their role.
- Paying an Officer (or a closely connected company or family member of an Officer) for supplying goods or services to the neighbour association.
- An Officer, Steering Group Member or Volunteer (or a closely connected company or family member of an Officer, Steering Group Member or Volunteer) entering into a property contract or other contract or other arrangement with the neighbour association.
- An Officer, Steering Group Member or Volunteer (or a closely connected company or family member of an Officer, Steering Group Member or Volunteer) buying, borrowing or leasing goods or property from WANA.

Loyalty Conflicts

These conflicts are not about money or other Officer, Steering Group Member or Volunteer benefits. They happen when, for other reasons, an Officer, Steering Group Member or Volunteer may not be able to make decisions that are best for the neighbour association.

Loyalty conflicts can arise if the neighbour association's decision involves a person or organisation linked to an Officer, Steering Group Member or Volunteer. For example:

- another neighbour association or organisation which an Officer, Steering Group Member or Volunteer is involved may benefit from or be adversely affected by a decision of WANA.
- another neighbour association or organisation with which an Officer, Steering Group Member or Volunteer is involved has competing interests to WANA.
- relatives or friends of an Officer, Steering Group Member or Volunteer may benefit from or be adversely affected by use of the playing field or a decision of WANA.

There can be a conflict because an Officer, Steering Group Member or Volunteer's responsibility (or loyalty) to another organisation or person could compete with their responsibility to WANA.

Any conflict of interest must be identified and dealt with properly.

Conflicts of interest are handled using the following steps:

1. IDENTIFY conflicts of interest

- it is the individual responsibility of WANA Officers, Steering Group Members or Volunteers to declare any conflicts of interest – relating to themselves, their business interests and family/connected parties

2. RECORD conflicts of interest

- Annual Declaration of Conflicts of Interest by completion of a Register of Interests to be signed at or within 30 days of the AGM: mandatory for an Officer and Steering Group Member.
- Review of Register of Interests at each Trust meeting, to record any conflicts of interest and related party transactions and gifts of a value over £100.

3. PREVENT the conflict of interest from affecting decision-making

An Officer, Steering Group Member or Volunteers to :-

- make decisions only in the best interests of the neighbour association.
- consider the issue of the conflict of interest so that any potential effect on decision-making is eliminated.
- a conflicted Officer, Steering Group Member or Volunteer should not be party to discussions regarding the matter in question and may not take part in the decision or vote on the matter;
- Except for payment of reasonable expenses or refund of sums incurred) where a decision or procurement involves a potential benefit to an individual an Officer, Steering Group Member or Volunteer (or a connected party of that individual) the benefit must be properly authorised by advance approval of an Officer.
- WANA resources must not be used to further private interests.

4. A record of the following shall be kept (by way of meeting minutes or otherwise):-

- what the conflict was
- who or what it affected
- when it was declared
- how the conflict was managed

Key definitions:

Conflict of interest: a conflict of interest is any situation in which an Officer, Steering Group Member or Volunteer's personal interests or loyalties could, or could be seen to, prevent them from making a decision only in the best interests of the neighbour association.

Related party transaction: refers to a deal or arrangement made between two parties who are joined by a business relationship or common interest. If in doubt about whether a person or business is a related party, seek advice from an Officer, Steering Group Member or Volunteer lead for Conflicts of Interest.

An Officer, Steering Group Member or Volunteer lead for Conflicts of interest:

Name: Lynne Lainé

email: secretary@wana.org.uk

Policy Review:

We are committed to reviewing our policy and good practice annually.

Document History

Agreed by the Steering Group 19th June 2025

WANA REGISTER OF INTEREST

Name	Role	Interest (s) declared	Signature	Date



WANA



WITHERLEY & ATTERTON
NEIGHBOURS ASSOCIATION

WANA Cash and Bank Handling Statement v7

1. As far as possible, do not pay expenses on your own account, ask the Treasurer to pay by bank transfer or from the cash on hand, particularly for those expenses in excess of ten pounds.
2. For specific events an Event Manager will be nominated and allocated an expense budget for the event: other participants in the event will then check with the Event Manager before committing to any expenditure for the event.
3. An Invoice or Payment Receipt is required for all expense transactions: the receipt should clearly state that the expense is being incurred by 'WANA'. When a purchase is made via an online order 'WANA' can be entered as the Company Name on the order.
4. Expenses paid for in cash can be refunded by the Treasurer on production of the Invoice or Payment Receipt stating the goods and the cash payment total. Refunds of such cash payments will be made in cash, to minimise banking costs.
5. Expenses paid for from the purchaser's bank or credit card account will be refunded on production of a completed WANA Expenses Claim form, accompanied by an Invoice or Payment Receipt for each payment made, and the purchaser's bank details: the Expense Claim is necessary in this case because the purchaser is an intermediary between WANA and the supplier when they pay from their own account. Expenses paid for in cash can also be claimed by this method. Expenses claims will be refunded by the Treasurer by payment to the purchaser's bank account, within a week where possible.
6. WANA uses a simple accounting package linked to the Bank account, which allows us to record, analyse and report on all bank and cash transactions.
7. A simple Cash Receipt book records all cash payments and receipts and will reconcile to the cash on hand at all times. Cash on hand should not exceed £300.
8. The bank account cannot be overdrawn.
9. The accounting package can record known future transactions, so if any commitments to future expense or income of amounts over £100 are made please inform the Treasurer immediately so that the cash flow forecasting can be kept up to date.

10. We maintain a list of authorised signatories for the Bank account. Payments require authorisation by two signatories, so we will maintain at least two and not more than four signatories.

Policy Review:

We are committed to reviewing our policy and good practice annually.

Document History

Agreed by the Steering Group March 2024

Reviewed and agreed by the Steering Group April 2024

Reviewed and agreed by the Steering Group October 2024

Reviewed and agreed by the Steering Group 18th March 2025

Reviewed and agreed by the Steering Group



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WANA Expenses Claim Form

Date	Items	Purchase reason	Supplier	Invoice/Receipt Number	Payment method	Cost
TOTAL						

Purchased By	Claim Date	Claimant's Bank Account Name	Claimant's Sort Code	Claimant's Account Number
Processed By	Refund Date			

WANA Cash and Bank Handling Statement v6

1. As far as possible, do not pay expenses on your own account, ask the Treasurer to pay by bank transfer or from the cash on hand, particularly for those expenses in excess of ten pounds.
2. A Receipt is required for all expense transactions: the receipt should clearly state that the expense is being incurred by 'WANA' not by an individual. When a purchase is made via an online order 'WANA' can be entered as the Company Name on the order.
3. For specific events an Event Manager will be nominated and allocated an expense budget for the event: other participants in the event will then check with the Event Manager before committing to any expenditure for the event.
4. The expense refund will be made once the Invoice or Payment Receipt stating the goods and the payment total is produced. Refunds will be made in cash as standard, to minimise banking costs.
5. A simple Cash Receipt book records all cash payments and receipts and will reconcile to the cash on hand at all times.
6. The bank account can never be overdrawn. We use a simple accounting package linked to the Bank account, which allows us to analyse and report on all bank and cash transactions.
7. The accounting package records known future transactions, so if any commitments to future expense or income are made please inform the Treasurer immediately so that the cash flow forecasting can be kept up to date.
8. We maintain a list of authorised signatories for the Bank account. Payments require authorisation by two signatories, so we will maintain at least two and not more than four signatories.

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Reviewed and agreed by the Steering Group April 2024

Reviewed and agreed by the Steering Group October 2024

Reviewed and agreed by the Steering Group 18th March 2025



WANA



WITHERLEY & ATTERTON
NEIGHBOURS ASSOCIATION

Complaints Policy and Procedure

1. Introduction

Witherley & Atterton Neighbours Association (WANA) recognises the importance of operating a complaints system that is effective, fair and accessible to all.

WANA regards complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy on complaints is:

- To provide a complaints procedure that is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at WANA knows what to do if a complaint is received
 - To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

2. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether ultimately found to be justified or not, about any aspect of WANA's work. Complaints may come from any person or organisation that has had dealings with or has a legitimate interest in WANA.

3. Confidentiality

All information provided in connection with a complaint will be handled sensitively. Information will only be shared with those who need to know and in line with relevant data protection requirements.

4. Submitting Complaints

Complaints are best made in writing with supporting evidence so that the details are recorded in the complainant's own words and we can more easily review the facts and supporting evidence. Written complaints should be sent to the Complaints Manager. Ordinarily we will deal with non-written complaints only where the complainant has legitimate reasons that prevent them from submitting a written complaint. Once we have received the complaint in writing, we will contact the complainant to provide details of the complaints procedure. In some cases we may want to clarify with the individual that he/she has made a complaint rather than provided feedback.

5. Handling and Resolving Complaints

We expect that complainants will engage with our procedure as set out below. A complaint sent to the Chair or a specific WANA member will usually be dealt with through the same process as any other complaint.

5.1 Handling Complaints: Stage One

- In many cases a complaint is best resolved by the person responsible for the issue being complained about. If that person has received the complaint, they may be able to resolve it swiftly and should do so if possible and appropriate.
- If we cannot resolve a complaint in this way, the Complaints Manager will contact the complainant within **five working days** to advise how we intend to proceed. The Complaints Manager will record the complaint in the complaints log, acknowledge it and coordinate with the appropriate person at WANA to investigate it and to take appropriate action. The acknowledgement to the complainant will say who is dealing with the complaint and when the complainant can expect a reply. A copy of the complaints procedure should be enclosed with the acknowledgement.
- If the complaint relates to a specific person, that person should be informed and given a fair opportunity to respond.
- If the complaint relates to a WANA member or a matter of governance, the Complaints Manager will refer it to the Secretary to investigate it: the Secretary will then involve other WANA Steering Group members and or statutory bodies as appropriate.
- Ideally complainants should receive a **definitive reply within 28 working days**. If this is not possible, a progress report will be sent to the complainant with an indication of when a full reply will be given.
- Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

5.2 Handling Complaints: Stage Two

- If the complainant feels that the problem has not been satisfactorily resolved at Stage One, he/she can request that the complaint is reviewed by the Chair of WANA. An escalation of a complaint should be based on the facts and not simply that the complainant did not get the outcome he/she wanted. Ordinarily new evidence will be considered only if it was unavailable when the initial complaint was made or investigated. A request for a review must be made within three months of the complainant receiving the initial response.
- A Stage Two complaint will be acknowledged within five working days of receiving it. The acknowledgement will say who will deal with the case and when the complainant can expect a reply.
- If the complaint relates to a specific person, they should be informed that the complaint has reached Stage Two and given a further opportunity to respond.
- The person who dealt with the original complaint at Stage One will be kept informed of what is happening.
- Ideally complainants should receive a definitive reply within five weeks. If this is not possible, a progress report should be sent with an indication of when a full reply will be given.

- Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

6. Variation of the Complaints Procedure

The Complaints Manager may vary the procedure in cases where the specific circumstances justify this. For example, a variation of the procedure may be necessary to avoid a conflict of interest in a particular case.

7. Equal Opportunities and Complaints

WANA will make reasonable adjustments for complaints where appropriate under the Equality Act 2010. We will keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a complainant has disclosed. Any agreed reasonable adjustments will be kept under review.

8. Complaints outside of the scope of the policy

We are committed to handling all complaints directly relating to WANAs work. Some incidents fall outside of the policy which include, but are not limited to:

- Complaints that are being dealt with through a legal process
- Complaints that are more than 12 months old

9. Vexatious complainants

We define unreasonably persistent and vexatious complainants as those complainants who, because of the frequency or nature of their contacts with WANA, hinder our work. If we believe we have exhausted the options in handling their complaints, the Complaints Manager may terminate our response.

10. Monitoring and Learning from Complaints

The Complaints Manager reviews, records and reports complaints to the WANA Steering Group by the Complaints Manager to identify any trends, that may indicate a need for further action.

11. Ownership of Policy and Frequency of Review

The Chair, supported by the Complaints Manager has overall responsibility for this policy and its implementation.

This policy will be reviewed annually.

Contact details:

Complaints Manager: Name: Lynne Lainé email: secretart@wana.org.uk

Document History:

Developed and approved April 2025

Reviewed and agreed by the Steering Group

Secretary
WANA

16 April 2026

www.pressedforgood.co.uk

Dear Lynne

**Launching Pressed for Good:
a new social enterprise raising funds for good causes and community groups**

I wanted to write to you as Secretary of WANA to let you know about the launch of Pressed for Good, a new social enterprise created to turn surplus local fruit into positive social impact, and delicious juices, ciders and condiments.

Pressed for Good is a Community Interest Company founded by Rachel and Tracy Mosedale who are rescuing fruit that would otherwise go to waste—from home gardens, local landowners, and commercial growers. We want to reduce food waste and make something brilliant by transforming donations into drinks and jams.

Our story began because we wanted to put the fruit from our six apple, pear and plum trees, plus a very rampant raspberry bush in our garden to good use instead of going into our green bin. Loads of neighbours started turning up with their own homegrown fruit and so the pressing began! In 2025 we produced 80 bottles of gorgeous fruity full bodied cider for our own personal use at a target of 4% abv.

It gave us the taste of the good life, so over the winter we've set up Pressed for Good as a social enterprise giving our time and resource to create a Community Interest Group that aims to raise funds for good causes. Our constitution also aims to offer a social benefit for people looking for fellowship and activities to assist with mental wellbeing, and for those finding it difficult to develop employment opportunities, a chance to contribute to business activities and gain valuable work experience.

Making cider properly is a complicated business! We've had to build a dedicated commercial kitchen at our home, get approval from HMRC as an alcohol producer and by the local council, but with all compliances now in place, we're ready to start building a buzz as the Summer approaches and fruit begins to grow!

We hope to properly launch in June to build a buzz within our community so as fruit begins to be produced in the Summer and Autumn our local community will think about sending fruit to us.

We are hoping to set up collection points for donations to be passed on to us, plus from July through to November, we will be inviting Community groups to join us at a Pressing Days at our newly created Commercial Production Room at our home in Grendon. We can also visit groups at community facilities as long as there is access to water. If community groups wish to join us for a Pressing Day, we'll schedule a date and then you'll just need to get the word out to your supporters to gather fruit – principally apples, pears, but we've made delicious cider also featuring raspberry, plum, pumpkin and even carrot so far!

At the Pressing Day, each group will be able to enjoy the fun of a hands on pressing experience for a couple of hours. You'll then leave your juices in our tender loving care to ferment, filter, clarify, filter and bottle. We'll return the finished bottles to the good cause within 12- 16 weeks, which we will then sell on your behalf through our alcohol licence.

All bottles must be sold at £5, with £3.50 given to the community group, and £1.50 retained by Pressed for Good to cover bottling and running costs. The potential number of bottles that could be produced in a Pressing Day will very much depend on the volume of fruit collected by the Community group, but by way of an example, from our two apple trees at home we collected around 2,000 apples and produced around 80 bottles of finished product and £280 for the good cause.

Proceeds of bottles produced from batches made from donations left at Collection Points will be given to Ediblelinks.

In the future, we hope with the addition of a pasteurising machine we will also be able to offer non-alcoholic juices and condiments, but for now we are starting with ciders!

How can WANA get involved?

As a community group, WANA is exactly the sort of good cause Pressed for Good wants to partner with, but we will only have ten limited days in our first season, so we wanted to reach out to you first as a good cause already known to us.

We invite you to:

- Join us at our launch day at Home Farm in June (date to be confirmed shortly)
- Discuss with your group and get back in touch if you'd like to schedule a Pressing Day
- Encourage your supporters to save up their fruit
- Signpost your supporters to a Collection Point which will be in St Peters Church from July

Many thanks for your interest, and we appreciate that WANA is involved in many activities, so if it's difficult for you to get involved in 2026 we understand and simply thank you for taking time to hear about our big plans.

We hope at some point we get to share our Pressed for Good produce with you and celebrate less food waste, more funds for good causes and a tasty tippie with friends!

Cheers for now!

Founders, Pressed for Good

[About us | Leicestershire Resilience Forum](#)



WANA
Witherley Atterton Neighbours Association

wana.org.uk

hello@wana.org.uk

WANA steering group dates 2026

Annual General Meeting 2027

All monthly meetings commence 19.00hrs

AGM time to be confirmed

Wednesday	4 th February
Tuesday	24 th March
Wednesday	29 th April
Tuesday	19 th May
Wednesday	17 th June
Tuesday	21 st July
Wednesday	19 th August
Tuesday	22 nd September
Wednesday	21 st October
Tuesday	24 th November
Wednesday	16 th December
AGM Saturday	16 th January 2027 Time to be confirmed
Wednesday	3 rd February 2027

Leicester, Leicestershire and Rutland
Local Resilience Forum

The Community Risk Register

Created by the Leicester, Leicestershire and Rutland
Local Resilience Forum Risk Assessment Working Group.

August 2025



Introduction from Callum Faint, Chief Fire & Rescue Officer

The Community Risk Register is a vital tool for identifying, assessing, and managing risks that could impact the safety, well-being, and resilience of our community. It serves as a comprehensive record of potential hazards, vulnerabilities, and the measures in place to mitigate them. By systematically documenting these risks, we aim to enhance our preparedness, facilitate effective response strategies, and foster a culture of proactive risk management.

The register was developed through collaboration with emergency services, local authorities, local health agencies, central government agencies and many others. This collective effort ensures that the register reflects a wide range of perspectives and expertise, making it a robust and reliable resource on which to base our planning and preparation.

To improve our efficiency and effectiveness in planning for all risks, our risk management process aligns all assessed risks into seven key areas. This structured approach ensures that we can systematically address each category, prioritise resources, and develop targeted strategies for mitigation. The seven key areas are:

1. Major transport incidents
2. Cyber attacks
3. Disease outbreaks
4. Flooding
5. Loss of utilities
6. Severe Weather
7. Terrorism

Regular updates and reviews are conducted to keep the register current and relevant, adapting to new challenges and changes within the community.

Ultimately, the community risk register is more than just a document; it is a commitment to safeguarding our community and ensuring that we are equipped to handle any emergency that may arise. By working together, we can build a safer, more resilient Leicester, Leicestershire and Rutland.

**Callum Faint,
Chief Fire & Rescue Officer**



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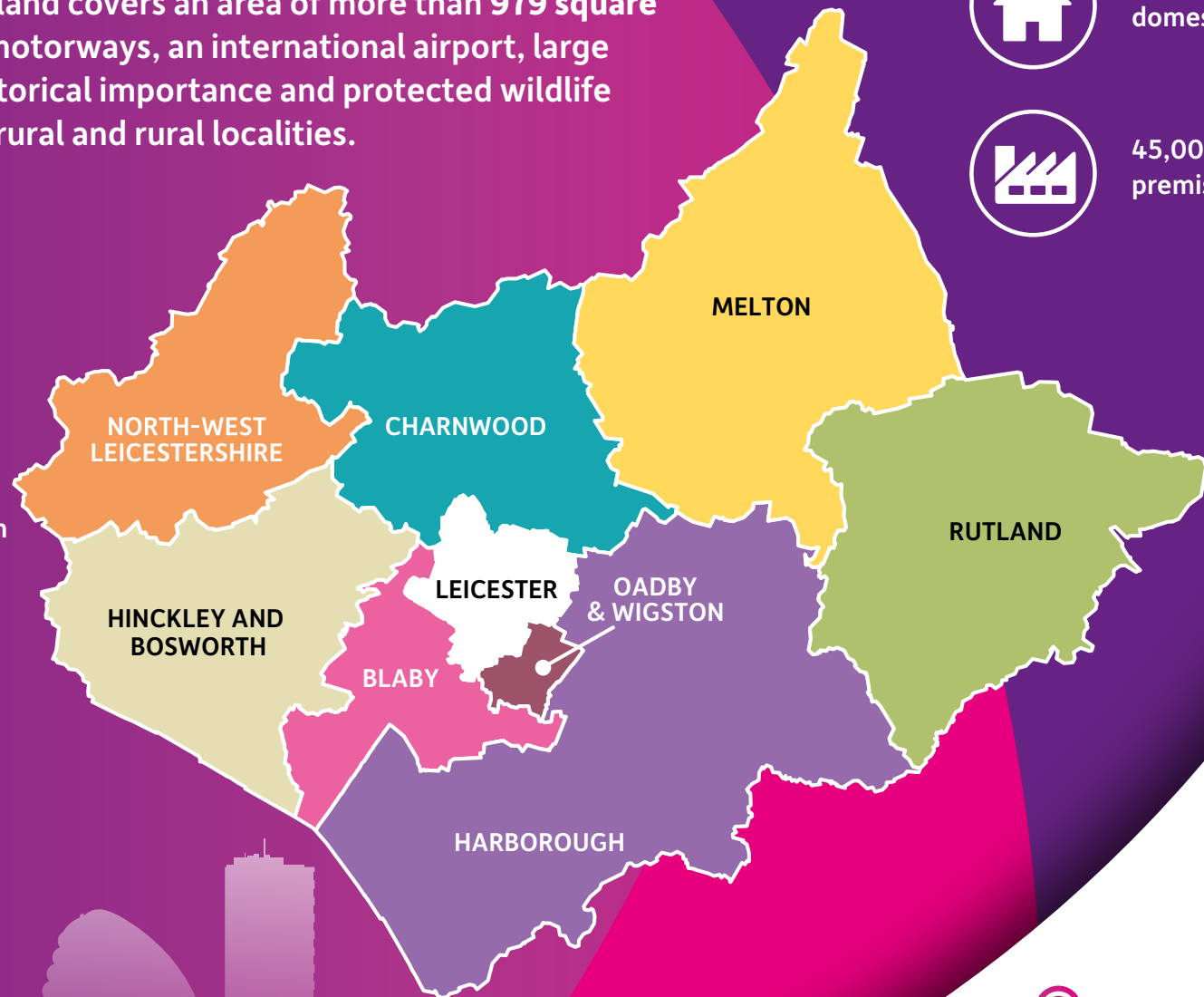
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Leicester, Leicestershire and Rutland profile

Leicester, Leicestershire and Rutland covers an area of more than **979 square miles**. It has a network of major motorways, an international airport, large scale businesses, buildings of historical importance and protected wildlife sites. It has a mix of urban, semi-rural and rural localities.

The population is growing and ageing. At present it stands at just over 1.1 million people living in over 430,000 domestic properties. There are over 45,000 business premises.

Leicester, Leicestershire and Rutland is diverse and multicultural, with varying degrees of affluence and social deprivation. About 25% of the population are from minority ethnic communities, with Leicester City having the highest proportion of Black, Asian and mixed-race communities at 55%.



Population of just over 1.1 million which is growing and ageing.



More than 430,000 domestic properties.



45,000 business premises.

LRF overview

The Leicester, Leicestershire and Rutland Local Resilience Forum (LRF) is a partnership of all the organisations that work together to help safeguard the lives, property and wellbeing of residents, communities and businesses. By doing this, it assists in reducing the impact from any emergencies or major incidents that may occur. It includes the emergency services, health services, Environment Agency, voluntary agencies, utility companies, transport providers and the ten local authorities.

Under the Civil Contingencies Act 2004, LRFs have a statutory duty to produce a Community Risk Register (CRR) to enable the community to be better prepared to cope during an emergency and to recover more quickly.

The purpose of the LRF is to plan and prepare for emergencies, to deliver an effective and efficient response to an emergency, to support and enable communities to prepare for and to become more resilient to emergencies.

LLR overview of Risk Assessment process

Every Resilience Forum has a Community Risk Register (CRR) which describes risks for the community and assesses how likely they are to lead to an emergency and the potential impact they would have. The register is created through a risk assessment, and the information is used by the LRF to plan and prepare for emergencies that may occur.

The potential for national emergencies is determined by Government in its [National Risk Register](#). The LLR Resilience Forum refers to this to consider national issues alongside the local risk context and identify the risks within Leicester, Leicestershire and Rutland. These risks can come from lots of factors – from natural events such as weather, human diseases, animal diseases and accidents, to deliberate acts such as terrorism. This risk assessment can help identify new issues or highlight situations where risk may be changing.

Each identified risk is then analysed and given a rating according to how likely the risk is to lead to an emergency, and its potential impact on criteria such as safety and security, health, economy, environment and society.

The LRF uses the likelihood and impact to determine whether to include it in the Community Risk Register and continues to regularly monitor the risks. This is to check whether they are still relevant and that there are no newly emerging issues to consider.

Major transport incidents

Leicester, Leicestershire and Rutland is home to significant road, rail and air transport routes. Our emergency services and others are prepared ahead of any major accidents.

Road Network:

Over 250,000 vehicles use our major roads every day – including over 100,000 on the M1. This and other key roads play a vital part in our local and national economy.

Breaking down on a major road can be stressful and safety must come first.

Here are some tips:

- **Move to safety** – try to move your vehicle to the hard shoulder or an emergency refuge area, out of the flow of traffic.
- **Turn on hazard warning lights** – and use a hazard warning triangle placed no less than 20m away from the rear of your vehicle.
- **Exit safely** – if you can, exit from the passenger side and stand well away from the road, preferably behind a barrier.
- **Don't attempt repairs** – never attempt to fix your car on a busy road.
- **Call for help** – call your breakdown provider or the emergency services. If you don't have a mobile phone, walk to an emergency phone.

It is also good to have an emergency kit in your car that includes hi-vis jackets, a warning triangle and a first aid kit. During winter keep a blanket and warm coat in your car, in summer carry drinking water.



Over 250,000 vehicles use our major roads every day
Over 100,000 on the M1



Rail Network:

Several busy rail services run from stations across our area. Our emergency services regularly engage with rail service providers and others to plan and prepare for any emergencies.

It's unlikely but if there's an incident:

- **Remain in the carriage** – if safe to do so, remain where you are and follow instructions
- **Move to safety** – if instructed by a member of train staff, move to safety either within another carriage or outside and away from the tracks. Be aware of other trains on nearby tracks and take care when leaving a carriage.
- **Call for help** – speak to the train crew, call the British Transport Police on **61016** or call **999**. Using apps such as Google Maps and What3Words will help the emergency services locate the incident.

Air Transport Network:

East Midlands Airport serves around four million passengers and 50,000 to 60,000 aircraft movements a year. Our emergency services regularly liaise with the airport authorities to plan, train and exercise for major incidents.

It's unlikely but if you're involved in an incident:

- **Familiarise yourself with the safety information provided by the flight provider.**
- **Take note of the aircrew safety presentation.**
- **Follow instruction** – The flight crew will provide instructions in the event of an emergency.

Further advice and information

[One Network](#) – real-time information of traffic disruptions

[National Rail](#) – information for National Rail passenger services in England, Scotland and Wales

[National Highways](#) - information about road safety



Over 4 million passengers
a year served by East Midlands Airport

Over 50,000
aircraft movements



Cyber attack

The range of malicious activity and cyber dangers continues to expand, presenting a significant risk to individuals, businesses and communities.

Cyber security is everyone's responsibility. It is vital that all individuals and organisations embrace and embed cyber security in their online practices.

How you could be affected

A cyber attack could result in:

- disruption to daily life
- financial loss
- stolen sensitive / personal information
- damage to personal / business reputation

Be prepared

- **Be cautious when sharing personal information** - always verify the credentials of organisations or people first before giving your personal details (name, address, bank details, email address or phone number)
- **Protect your devices** - make sure your computer and phone have up to date anti-virus software and a firewall installed
- **Spot the signs of scams** - many fraudulent activities begin with phishing. Visit the [National Cyber Security Centre](#) for advice and guidance on spotting and reporting scam emails, texts, websites and calls
- **Sign up for alerts** - visit [Action Fraud Alert](#) and register to receive free, direct, accurate information about scams and fraud in your area

During the incident

- **Report a cybercrime** - if you think you've been a victim of an online scam or fraud, you should report it to:

- [Action Fraud](#) or call 0300 123 2040
- [Leicestershire Police](#) or call 101
- [Crimestoppers](#) or call 0800 555 111

After the incident

- **Back up your data** - make your data recoverable in the event that your IT equipment is compromised. Ensure backups are regularly maintained on a separate device or in the cloud
- **Remain vigilant against phishing scams** - always question emails, texts or calls that you didn't expect. Scams usually put pressure to act urgently and want to trick you into providing personal information, downloading infected attachments or clicking malicious links
- **Keep maintaining updates** - your devices will usually inform you that your system needs to be updated, but you can also manually check whether a new version is available

Further advice and information

[National Cyber Security Centre](#) - how to stay secure online
[Action Fraud](#) - fraud and cyber crime statistics



Protect your devices - make sure your computer and phone have up to date anti-virus software and a firewall installed



Disease outbreak



Ensure you have the vaccinations you're eligible for (flu, COVID etc.)

Infectious diseases can cause significant health issues due to the large number of people that could be affected in a short space of time, including those with the possibility of severe symptoms.

Scenarios could range from significant outbreaks which spread slowly and can be more easily contained (e.g. in a hospital, care home or school) or a pandemic, such as Covid-19, which could cause large numbers of fatalities and put the population at risk.

How you could be affected

A pandemic occurs when a new virus / strain emerges and could:

- infect people rapidly
- spread from person to person
- cause illness in a high proportion of the people infected
- spread widely because most people will have little or no immunity to the new virus / strain
- cause significant numbers of deaths
- cause disruption to all sectors of society (schools, healthcare and businesses)

Be prepared

- Ensure you have the vaccinations you're eligible for (flu, COVID etc.)
- Keep a stock of over-the-counter medications for cold and flu
- Call 111 if you suspect you have been infected

- Practice good hygiene such as frequent cleaning and [hand washing](#)
- Think about who can support you if you are too ill to leave your home (pharmacy delivery service, online food shopping etc.)
- Plan for childcare provisions if your children's school had to close

During the incident

- If you are not already immunised, try and get an appointment
- Follow instructions from local health services / UKHSA
- If you are infected, limit movement to help stop the spread
- Keep your environment clean
- If you are able, offer support to neighbours / family
- Think about if you can work from home to avoid spread of disease

After the incident

- Maintain immunisations after the outbreak
- Ease back into normal activities and exercise, it may take time for your body to recover
- Continue to wear a face mask if you fall into a vulnerable group
- Continue to observe good hygiene
- Consider using the NHS app to order prescription medication and put in place pharmacy delivery
- Consider flexible and working from home options if available

NHS website

NHS 111 – [Get help for your symptoms](#) (24/7 NHS non-emergency service)(link is external)

NHS 111 – [British Sign Language](#) (BSL) Service

Individuals with hearing loss can also call 18001 111 on a text phone.



Flooding

Flooding is a priority risk in Leicester, Leicestershire and Rutland, highlighting the need to plan and prepare.

There are two types of flooding risk to be aware of:

1. **River (fluvial) flooding** - rising river levels causes water to spill out of channels
2. **Surface water (pluvial) flooding** - surface water caused by the sudden heavy downpours that are now more prevalent in our changing climate

Leicester City is currently one of the top 10 flood risk areas in the country, due to the combination of fluvial and pluvial flood risk.

How you could be affected

A flooding incident could:

- cause significant damage to property, businesses and the economy
- affect daily life if residents need to be evacuated
- impact mental health
- cause injury and death
- disrupt power supplies and transport networks
- impact the environment causing pollution, harm to livestock, wildlife and habitats

Be prepared

- **Know your flood risk** - [check the long term flood risk in your area](#) or call the Environment Agency's Floodline on 0345 988 1188
- **Stay informed** - [sign up for free flood alerts and warnings](#)
- **Prepare an emergency pack** - stock up on essentials and keep them within reach
- **Learn about flood products and services** - visit the [Blue Pages](#) for information to help reduce the risk of flooding to your home or business
- **Create flood plans for your household, business and community** - visit the [Flood Hub](#) if your home or business is located in a flood risk area



Prepare an emergency pack - stock up on essentials and keep them within reach



Flooding

During the incident

- **Ensure you and your family are safe** - if there is an immediate risk to life or you are trapped by flood water, call 999
- **Stay away from the water** - move people, pets and valuables to a higher level in your property
- **Move furniture and switch off electrical equipment** - raise any furniture that you cannot move upstairs off the floor
- **Turn off gas, electricity, and water supplies** - do not touch any electrical appliances or cables when standing in flood water
- **Avoid non-essential travel** - if you must travel, do not drive through flood water
- **Check on the elderly and vulnerable** - make sure family members and neighbours are safe
- **Follow instructions** - the emergency services and local authorities will guide you in the case of a flood incident

After the incident

- **Report the flooding incident** - if you are affected by flooding, report it to your Lead Local Flood Authority (LLFA)
- **Contact your insurer** - take photos or videos and make a list of everything that has been damaged
- **Dispose of flood damaged items** - don't dispose of items until the loss adjustor has seen it. Check with your insurer before contacting the council that provides your normal domestic waste collection.

- **Avoid contact with flood water** - wear protective clothing and footwear when cleaning up as water could be contaminated
- **Seek assistance** - visit the [Flood Hub](#) for further advice about recovering from a flood

Further advice and information

[National Flood Forum](#) - a charity helping, supporting and representing people at risk of flooding

[Association of British Insurers](#) - helping households who are struggling to obtain flood cover

[Flooding and Health](#) - advice for the public on flood recovery and mental health impacts

Lead Local Flood Authorities responsible for developing, maintaining and applying a strategy for local flood risk management:

[Leicester City Council](#)
[Leicestershire County Council](#)
[Rutland County Council](#)



Loss of utilities

Gas, electricity and water are a fundamental part of our life which we all rely upon. Although our national and local infrastructure is robust, these essential services can be lost because of contamination, deliberate attack or industrial action.

The two key risks are:

- localised or temporary loss of electrical, gas, or water (including sewerage) services
- widespread electrical power outage

How you could be affected

A loss of utilities incident could:

- bring disruption to domestic and business supplies and could also affect:
- telecommunications
- banking services (ATMs and card payments)
- fuel stations
- other utilities supplies

impact a wider range of facilities, including:

- traffic control
- mobile and internet (regardless of whether a local power supply is available)
- the emergency and health services ability to respond and maintain services

Gas / Electricity

Be prepared

- Vulnerable customers in need of extra support can register with their provider as a priority customer
- It is useful to have an [emergency kit](#) with essential supplies

During the incident:

- Report power loss by calling Freephone 105
- If you smell gas, you should immediately call the National Gas Emergency Service on 0800 111 999
- Use a battery or wind-up torch where possible - candles shouldn't be used during a gas leak
- Ensure your family and neighbours are well
- Keep fridge and freezers closed, so that your supplies stay cold for longer
- Do not use generators or outdoor heaters inside as they can produce carbon monoxide
- Where possible, remain home and tune in on radio – only BBC Radio 2 (88-91 FM) and Radio 4 (92-95 FM) will remain functional in FM mode (not DAB radio)
- Emergency services may not be able to respond in the normal manner during a power loss incident – visit emergency services, health or council locations for assistance



Our national and local infrastructure is robust, these essential services can be lost because of contamination, deliberate attack or industrial action



After the incident:

- Visit elderly or vulnerable neighbours to check they are well
- You may need to reprogramme your devices
- There may be a graduated or sporadic return to normal, so prioritise your personal recovery and listen for updates

[National Grid](#) - power cuts

[Cadent Gas](#) - gas supply problems

Water / Sewage

Be prepared

- Report an issue and/or follow advice from your water company:
- [Severn Trent](#) or call 0800 783 4444
- [Anglian Water](#) or call 03457 145 145
- Vulnerable customers in need of extra support can register with their water company as a priority customer
- Keep a supply of bottled water

During the incident:

- Visit the website of your water supplier for information and updates
- Follow the instructions of the emergency services and your local authority

After the incident:

- Follow the advice from your water supplier on next steps and getting your supply back to normal

Internet / Banking

Be prepared

- Make sure you have several means of contact (internet, telephone and mobile phone)
- Keep some cash to hand in the case of not being able to withdraw money from ATMs

During the incident:

- Ensure your family and neighbours are well

After the incident:

- Make sure you can access your funds and contact your bank if you experience any problems
- Check your connectivity and contact your personal mobile, telephone or broadband providers if you uncover any issues

Fuel

Be prepared

- Maintain your vehicle's engine, tyre pressure and follow fuel-saving driving habits
- Stay informed by following national and local guidance on fuel supply disruptions
- Businesses can develop a plan to minimise fuel shortage disruptions by reducing services, allowing working from home and prioritising essential journeys

During the incident:

- Avoid non-essential travel
- Do not panic buy fuel you do not need
- Do not use inappropriate storage containers
- Consider car sharing, walking or cycling
- Check on vulnerable neighbours
- Check which stations you can use and how much fuel you can purchase

After the incident:

- Return to normal supply might differ depending on location - restocking in rural locations might take longer than urban areas



Severe weather

Severe and adverse weather are common due to the UK's oceanic climate and occasional continental and arctic influences, so it is good to be prepared and plan ahead to stay safe.

Severe weather includes:

- storms and gales
- low temperatures
- heavy rain or snow
- heatwaves
- droughts

How you could be affected

Severe weather can take a variety of forms and at times can cause significant problems and disruption to normal life. Over the coming years, we are likely to see rising temperatures and sea levels and an increase in the frequency and severity of extreme weather events in the UK.

Storm and gale impacts include:

- danger to life from windswept objects including falling trees and structural failures
- damage to property
- damage to electricity and telephone lines
- travel disruption
- disruption to food production
- health risks due to low temperatures
- power and water failures
- school and public building closures

Heatwave impacts include:

- risk to life
- an increase in hospital admissions and GP consultations due to sunburn, heat exhaustion, respiratory problems or other illnesses
- an increase in vehicle breakdowns due to overheating engines
- a deterioration of road surfaces as tarmac begins to melt

Extreme cold weather impacts include:

- risk to life
- casualties
- health impacts such as hypothermia, frostbite and increased risk of heart attacks and strokes
- disruption to gas, electricity and water
- transport disruption
- dangerous driving conditions
- communities being cut off and inaccessible



Severe weather can take a variety of forms and at times can cause significant problems and disruption to normal life



Severe weather

Be prepared

- **Stay informed** - call the 24/7 Met Office Weather Desk on 0370 900 0100 for more information prior to or during extreme weather
- **Prepare for extreme weather** - visit the [Met Office](#) and [WeatherReady](#) to find weather warnings, forecasts and general advice
- **Plan any journeys or activities** - check the latest weather forecast and temperature warnings and take emergency supplies in your vehicle
- **Stock up on essentials** - ensure you have enough drinking water, food and medicine to avoid having to go out

During the incident

- **Avoid non-essential travel** - if you must travel, allow extra time
- **Stay safe** - remain indoors as much as possible
- **Follow instructions** - the emergency services will guide you in the case of a severe weather incident
- **Tell somebody about your journey** - if you must travel, make sure you inform somebody about where you are going and your estimated time of arrival and have a fully charged mobile phone with you

After the incident

- **Storms and gales** - do not touch any damaged electrical or telephone cables and report them to the emergency services or your utility supplier
- **Heatwave** - if you experience any heat-related illness, even after the heatwave has passed, seek medical attention
- **Extreme cold weather** - check for any damages to your property and be aware of the risk of flooding after the snow melts

Further advice and information

- [The Met Office](#) - stay safe in a storm
- [NHS Heatwave](#) - how to cope in hot weather



Terrorism

Everyone can help to keep Leicester, Leicestershire and Rutland safe and prevent terrorism by reporting anything suspicious that might potentially put the public in danger.

We need your help to stop terrorists being able to plan, prepare and carry out attacks, groom or recruit people or encourage others to carry out attacks. You may have seen or heard something that could be a vital piece of information that will help to stop a terrorist attack.

How you could be affected

Terrorist attacks have a devastating impact that could cause:

- physical harm / loss of life
- psychological trauma / social instability
- property damage / economic disruption
- increased security measures affecting daily life

Be prepared

While the chances of being caught up in a terrorist incident remain rare, it is important to be prepared and know how to protect yourself if the need arises.

- **Be alert** - if you see something that doesn't look or feel right, you should report it:
- **Report an emergency** – dial 999
- **Report a non-emergency** – call Leicestershire Police on 101
- **Contact the anti-terrorist hotline** – call 0800 789 321 or visit [Action Counters Terrorism](#)
- **Contact Crimestoppers** – call 0800 555 111
- **Access training** - the Home Office provides [e-learning on how to support people susceptible to radicalisation](#)

During the incident

If you witness a terrorist attack, it is important to stay safe.

- **Run to a place of safety** – this is a better option than to surrender or negotiate
- **Hide** – turn your phone to silent and turn off vibration, barricade yourself if you can
- **Tell the police** – call 999 when it is safe to do so

After the incident

- **Describe what you have witnessed** – provide any information that you have regarding the incident to the police
- **Seek assistance** – visit [Victims of Terrorism](#) for help and support

Further advice and information

[Leicestershire Police](#) - staying safe from terrorism
[ProtectUK](#) - security advice and guidance
[ProtectUK e-learning](#) - free online courses on counter terrorism and security
[ACT Early](#) - prevent radicalisation and extremism
[Counter Terrorism Policing](#) - safety advice for individuals, communities and businesses
[MI5 Security Service](#) - terrorism threat levels
[CitizenAID](#) - educational materials to stay safe and give effective treatment before emergency services arrive
[Violence Reduction Network](#) - statistics for our region



- Run to a place of safety
- Hide
- Tell the Police



The below risks have also been assessed but have been found to have a **low to medium** impact on the residents of LLR.

Natural and Environmental Hazards
Earthquake
Coastal flooding
Wildfire
Storms
Low temperatures and snow
Drought
Poor air quality
Surface water flooding

Accidents and Systems Failures
Water infrastructure failure or loss of drinking water
Radiation exposure from transported, stolen or lost goods
Rail accident
Major Fire
Reservoir/dam collapse
Major Adult Social Care Provider Failure
Simultaneous loss of all fixed and mobile forms of communication
Accidental fire or explosion at an onshore major hazard (COMAH) site
Accidental fire or explosion at an onshore fuel pipeline
Accidental fire or explosion at an onshore major accident hazard pipeline
Accident involving high consequence dangerous goods
Food supply contamination
Regional failure of the electricity network
Failure of gas supply infrastructure
Malicious drone incident

Human, Animal and Plant Disease
Major outbreak of plant pest - Xylella fastidiosa
Major outbreak of plant pest - Agrilus planipennis
Major outbreak of African horse sickness
Major outbreak of foot and mouth disease
Major outbreak of highly pathogenic avian influenza
Major outbreak of African swine fever

Societal
Industrial action - prison staff
Reception and integration of British Nationals arriving from overseas
Industrial action – firefighters
Industrial action - public transport
Industrial action - fuel supply

Cyber Attack
Government data breach (citizen data)
Health and social care system
Transport sector
Government critical systems loss (public)
Government data breach (sensitive information)
UK retail bank
Gas infrastructure
Home Office managed critical information system
Fuel supply infrastructure
Government critical systems loss (government)

Household emergency plan & emergency supplies

Over the years we have seen many emergency situations across Leicester, Leicestershire and Rutland. These include gas explosions, severe weather and flooding.

We encourage residents to be prepared for such emergency situations in the future and develop your own Household Emergency Plan.

What is a Household Emergency Plan

A Household Emergency Plan helps you keep important information in one place. This includes:

- What to do during an emergency
- Who to contact
- Supplies you need to have
- Household [Emergency Plan template](#)

Emergency kit

In case you become trapped in your home and unable to get to shops, or experience long power outages or no water, it's important to keep an emergency stock of essential supplies to see you through.

Incidents such as power outage or food shortage can happen at any time, so to be prepared for any unexpected situation you should ensure your emergency supplies match your needs and are enough for at least a few days.

Emergency supplies you should have to hand:

- bottled water
- non-perishable food (like tinned meat, fruits and vegetables)
- baby supplies (if needed)
- pet food (if needed)
- bin bags
- battery or wind-up radio
- battery or wind-up torch
- spare batteries
- portable power bank
- prescription medications
- first aid kit
- hygiene supplies (like hand sanitiser, wet wipes and toilet paper)
- cash

Further advice and information

[The Government Prepare Campaign](#) - advice for disabled persons and carers, alerts and warnings, transport disruption and delay risks in your local area and how to sign up to a Priority Services Register if you are eligible.

Fire prevention and safety

The emergency services are trained to cope with a wide range of emergency situations, but there is a lot that you can do to help them and yourself:

- Fit one smoke alarm per floor of your home and check it weekly (introduce Test it Tuesday!).
- Make an action plan so that everyone in your household knows how to escape in the event of a fire.
- Take care when cooking with hot oil - use a temperature-controlled deep fat fryer.
- Never leave lit candles unattended.
- Ensure cigarettes are stubbed out and disposed of carefully.
- Never smoke in bed.
- Keep matches and lighters out of reach of children.
- Have your chimney swept regularly.
- Take extra care in the kitchen - cooking accidents account for 59% of fires in the home.
- Take care when you're tired or when you've been drinking - half of all deaths in domestic fires happen between 10pm and 8am.

If you are unlucky enough to have a fire at home, don't tackle the fire yourself, however small it is.

Telephone: 0116 210 5555 **Email:** info@leics-fire.gov.uk
Emergency SMS (Deaf and hard of hearing): 07860 063686

@ LeicsFireandRescue



If there is a fire, get out, stay out and call 999

For more safety and advice information from Leicestershire Fire and Rescue Service visit:

<https://leics-fire.gov.uk/>

For home and business fire safety advice from Leicestershire Fire & Rescue Service visit:

<https://leics-fire.gov.uk/business-safety>



National Emergency Alerts

Emergency Alerts is a UK government service that will warn you if there's a danger to life nearby. In an emergency, your mobile phone or tablet will receive an alert with advice about how to stay safe. The government does not need to know your phone number or location to send you an alert.

Reasons you might get an alert

You may get alerts about:

- severe flooding
- fires
- extreme weather

Emergency alerts will only be sent by:

- the emergency services
- government departments, agencies and public bodies that deal with emergencies

What happens when you get an emergency alert

Your mobile phone or tablet may:

- make a loud siren-like sound, even if it's set on silent
- vibrate
- read out the alert

The sound and vibration will last for about 10 seconds.

An alert will include a phone number or a link to the GOV.UK website for more information.

You'll get alerts based on your current location - not where you live or work. You do not need to turn on location services to receive alerts.

What you need to do

When you get an alert, stop what you're doing and follow the instructions in the alert.

If you're driving or riding when you get an alert

- Do not read or respond to an emergency alert while driving or riding.
- Find somewhere safe and legal to stop before reading the message. If there's nowhere safe and legal to stop, and nobody else is in the vehicle to read the alert, you can listen to news on live radio to find out about the emergency.
- It's illegal to use a hand-held device while driving or riding.

If you cannot receive emergency alerts

If you do not have a [compatible device](#), you'll still be informed about an emergency. The emergency services have other ways to warn you when there is a threat to life.

Emergency alerts will not replace local news, radio, television or social media.



How to prepare your business

If you manage a business in Leicester, Leicestershire and Rutland, it is important that you are aware of the local risks that could disrupt your service delivery.

An incident such as flooding or a cyber attack could happen at any time. It is crucial that you assess how you can be prepared for and respond to any unexpected situation.

How your business could be affected

Without careful planning, many businesses would find it difficult to manage the impacts of a disruptive event. Carrying out a risk assessment and planning for the worst-case scenario will help your business respond to and recover from an emergency with minimal impact. This forms the basis of a Business Continuity Plan.

Preparing for emergencies

We encourage businesses to create a Business Continuity Plan. It can help to strengthen resilience, while ensuring service delivery during a disruptive event, by identifying the elements that are important to your organisation, such as:

- information
- stock
- premises
- staff
- equipment
- utilities
- cash flow

[Business Continuity Plan Template](#)

Be prepared

- Find out about the local risks that could affect your business
- Consider options to lower the risk
- Create, review and maintain a Business Continuity Plan
- Test your Business Continuity Plan

During the incident

- If there is immediate danger, call 999
- Follow your Business Continuity Plan
- Stay updated on local incidents by following emergency services on social media

After the incident

- Reflect on the incident, review and update your Business Continuity Plan

Further advice and information

[The Cyber Resilience Centre for the East Midlands](#) - collaboration between police, business and academia. Supporting and protecting micro, small and medium-sized businesses against online crime

[The Business Continuity Institute](#) - empowering organisations to advocate for business continuity and resilience. Providing education, training, membership, thought leadership and events to help drive impactful change.

