



Secure Country Living UK

Practical security and preparedness for rural England

Rural Community Welfare & Disruption Plan

A practical plan for villages and dispersed rural communities during power cuts, severe weather, flooding, communications loss and blocked access.

Community / area:		Review date:	
Plan coordinator / role:		Controlled copy reference:	

This pack is for neighbour-to-neighbour resilience when normal services are disrupted. It does not create an emergency service and should never put volunteers into floodwater, live electrical hazards, unsafe roads or confrontational situations.

PLAN FOR THE RURAL PROBLEMS FIRST

☐ ☐ ☐	Identify lanes, bridges, fords, steep sections and access points that regularly become blocked by snow, flooding, fallen trees or collisions.
☐ ☐ ☐	Know which parts of the community lose mobile coverage, broadband or mains power first and what alternative communication method is realistic.
☐ ☐ ☐	Record a community building or other agreed safe meeting point that could act as an information hub if it is available and safe to use.
☐ ☐ ☐	Know the location and access arrangements for public AEDs/defibrillators and whether their cabinets depend on power or phone signal.
☐ ☐ ☐	Encourage eligible residents to join utility Priority Services Registers directly rather than creating an unnecessary community database of medical information.
☐ ☐ ☐	Agree who will check official warnings, who will coordinate welfare contact, and who will update the local access/status board.
☐ ☐ ☐	Keep printed copies of essential numbers and this plan because cloud files, smart speakers, internet calling and mobile charging may fail together.

Keep welfare information proportionate

Do not publish lists identifying vulnerable residents. If people consent to welfare contact, keep only the minimum information needed, restrict access to it and review/delete it when it is no longer needed. Do not record diagnoses in this pack.



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Activation & Community Roles

Agree simple roles before a disruption so people are not improvising while roads, power or communications are failing.

ACTIVATION TRIGGERS

☐ ☐ ☐	Extended or widespread power cut affecting heating, water pumping, communications or community facilities.
☐ ☐ ☐	Severe weather warning with likely road isolation, snow/ice, storm damage or prolonged access difficulty.
☐ ☐ ☐	Flooding or surface water affecting known lanes, bridges, properties or access to essential services.
☐ ☐ ☐	Mobile/broadband outage that materially affects isolated households or the ability to summon help.
☐ ☐ ☐	Water-supply disruption, contamination notice or other infrastructure failure affecting multiple households.
☐ ☐ ☐	Emergency services, local authority or utility company requests the community to pass on verified information or use a designated facility.

ROLE CARD

Role	Primary responsibility	Named person / contact kept on controlled copy
Plan coordinator		
Welfare contact lead		
Information / warnings lead		
Access / route status lead		
Community building / hub lead		
Deputy / relief		

Emergency threshold

Immediate danger, serious injury, fire, life-threatening medical emergency or people trapped by a dangerous incident remain 999 matters. Community volunteers should not self-deploy into unsafe conditions.



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Welfare Contact & Support Plan

Use household references rather than public labels. Keep personal contact details on a controlled list, not on noticeboards or social-media posts.

Household ref	Consent recorded?	Preferred contact method	Practical support agreed	Last checked	Outcome / follow-up

- Examples of practical support: passing verified information, checking heating/power status, helping charge a phone, collecting essential supplies when routes are safe, or contacting family/official services.
- Do not ask volunteers to provide medical care beyond their competence, enter unsafe buildings, drive through floodwater, clear power lines or undertake welfare checks where there is known violence or another serious risk.
- If someone relies on electricity for essential equipment, encourage them to speak directly with their supplier/healthcare provider and register for relevant Priority Services support rather than relying on the community plan alone.

COMMUNITY RESOURCES - NON-SENSITIVE

Resource / location	Availability / limitation	Who can authorise use?



Disruption Status Board

A simple operational picture prevents rumours and duplicated effort. Record only verified information and the time it was checked.

ACCESS AND INFRASTRUCTURE STATUS				
Location / service	Status	Source / checked by	Time	Next check

PRIORITY ACTIONS			
Priority action	Owner / role	Due / review time	Status

Information discipline

Use official warnings and direct observations. Clearly label unverified reports. Do not publish photographs or messages that expose private addresses, welfare details, access codes or the absence of residents from their homes.



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Recovery, Stand-Down & Useful Numbers

Close the plan properly so temporary arrangements do not become permanent security or privacy problems.

STAND-DOWN CHECKLIST

☐	Confirm the immediate disruption has ended or responsibility has passed back to normal services before standing volunteers down.
☐	Tell households and volunteers that the community plan is no longer active and what information source to use next.
☐	Recover borrowed equipment, temporary keys, chargers, radios or building-access items and return community premises to normal security.
☐	Delete or securely destroy temporary personal information that is no longer needed; retain only what there is a clear reason to keep.
☐	Record blocked routes, communications failures and welfare gaps that should be fixed before the next event.
☐	Update this plan, emergency numbers and the community access map while lessons are still fresh.

NATIONAL NUMBERS / SERVICES

Service	Contact / purpose
Emergency services	999 / 112 - immediate danger
NHS urgent help	111 - urgent medical help when not life-threatening
Power cut / electricity network	105
Environment Agency Floodline	0345 988 1188
Environment Agency incident hotline	0800 80 70 60 - serious pollution/environmental incidents
Local authority / utility contacts	Record locally on the controlled copy

Guidance basis

Built with reference to GOV.UK Prepare guidance and ICO data-minimisation principles. ICO guidance is under review following recent data-law changes; community groups should keep any personal data use necessary, proportionate and controlled. Checked September 2026.

Action Register

Community Welfare & Disruption Plan

SECURITY INFORMATION: store completed copies securely and restrict access to people who need it.

Ref	Action required	Owner	Due	Closed
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

Use the Action column in the checklist for anything that needs correction, then record the detail here.