



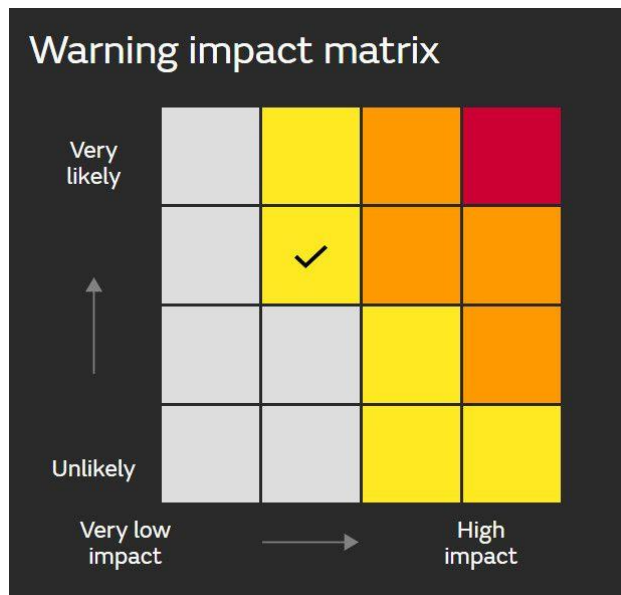
# **SEVERE WEATHER POLICY**

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# Severe Weather Warning Guide



(Source: Met Office  
UK. URL: [Weather warnings guide - Met Office](#))

## Yellow Warning

Yellow warnings can be issued for a range of weather situations. Many are issued when it is likely that the weather will cause some low-level impacts, including some disruption to travel in a few places. Many people may be able to continue with their daily routine, but there will be some that will be directly impacted and so it is important to assess if you could be affected. Other yellow warnings are issued when the weather could bring much more severe impacts to the majority of people but the certainty of those impacts occurring is much lower. It is important to read the content of yellow warnings to determine which weather situation is being covered by the yellow warning.

## Amber Warning

There is an increased likelihood of impacts from severe weather, which could potentially disrupt your plans. This means there is the possibility of travel delays, road and rail closures, power cuts and the potential risk to life and property. You should think about changing your plans and taking action to protect yourself and your property. You may want to consider the impact of the weather on your family and your community and whether there is anything you need to do ahead of the severe weather to minimise the impact.

## Red Warning

Dangerous weather is expected and, if you haven't already done so, you should act now to keep yourself and others safe from the impact of the severe weather. It is very likely that there will be a risk to life, with substantial disruption to travel, energy supplies and possibly widespread damage to property and infrastructure. You should avoid travelling, where possible, and follow the advice of the emergency services and local authorities.

## Our commitment

When a Met Office alert has been issued, conditions may be unsafe for travel for Cruse Scotland staff and volunteers. Icy conditions and poor visibility can lead to road traffic collisions and accidental falls which can cause injury and in some cases death.

Cruse Scotland is a nationwide service so although a warning may not affect your specific locality a decision may have been based on location of staff and volunteers required to fulfil the wider service

We are committed to ensuring the safety of all volunteers and members of staff by a clear guidance on what to do when a Met Office alert is issued. The duties set out in this document aim to ensure that alerts are communicated in a timely manner, ensuring no one is travelling when it is unsafe to do so, and that staff and volunteers are provided with safe and viable alternatives.

## Duties

In the instance of a Met Office alert, Area Managers / Coordinators have a duty to advise affected volunteers with an appropriate, viable and safe alternative. This may include:

- encouraging affected volunteers to stay at home and inform them that their clients will be contacted to postpone any in-person sessions for that day or on the day a weather alert is issued.
- reassure volunteer that their safety is paramount and advise them against putting themselves at risk to honour a client's in-person session.
- asking volunteers to offer their appointment via Call Handling / Attend Anywhere where possible.

As well as contacting affected volunteers, Area Managers / Coordinators have a duty to contact the clients on behalf of the affected volunteers. This may include:

- contacting affected clients to postpone any in-person sessions for that day or on the day a weather alert is issued.
- Arrange alternative arrangements (i.e. Call Handling / Attend Anywhere) if offered by the volunteer.
- In the event an affected volunteer cannot be reached, cancelling the session and getting back in touch when they can clarify alternative arrangements.

In the instance of a Met Office alert, the CEO and/or Director of Client Services has a duty to:

- Inform staff members who may be travelling between offices of the Met Office alert
- ensure there is clear delegated authority and an agreed process for making timely decisions and communicating these
- never reward or incentivise staff or volunteers who travel despite the Met Office Alert.

## Changes sheet

Date	Change Details	Author
21.11.2024	Version 1.0	Doreen Miller Ed Strutt
25.07.2025	Reformatted document to 2025 house style	Ed Strutt