

**Resilient
Communities
Wiltshire**



**Community
Emergency Plan
2025**

Plan Adoption Date:

**Haydon Wick Parish
Council**



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Data Control, Privacy Notice & GDPR

Due to complexities surrounding these areas and the storing of personal data, Local Authorities cannot provide the wording for this section. Each town and parish will be responsible for developing their own wording / policy to add to this section.

Most Town and Parish councils should already have their own cover for this wording that could be applied to this document. A link to information Commissioners Office below may assist.

<https://ico.org.uk/for-organisations/sme-web-hub/how-to-write-a-privacy-notice-and-what-goes-in-it/>

Key Contacts

Community Emergency Volunteer Coordinator			
Name		Contact Number	Mob: Home:
Notes			

Community Emergency Volunteer (Deputy)			
Name		Contact Number	Mob: Home:
Notes			

Community Emergency Volunteer (Deputy)			
Name		Contact Number	Mob: Home:
Notes			

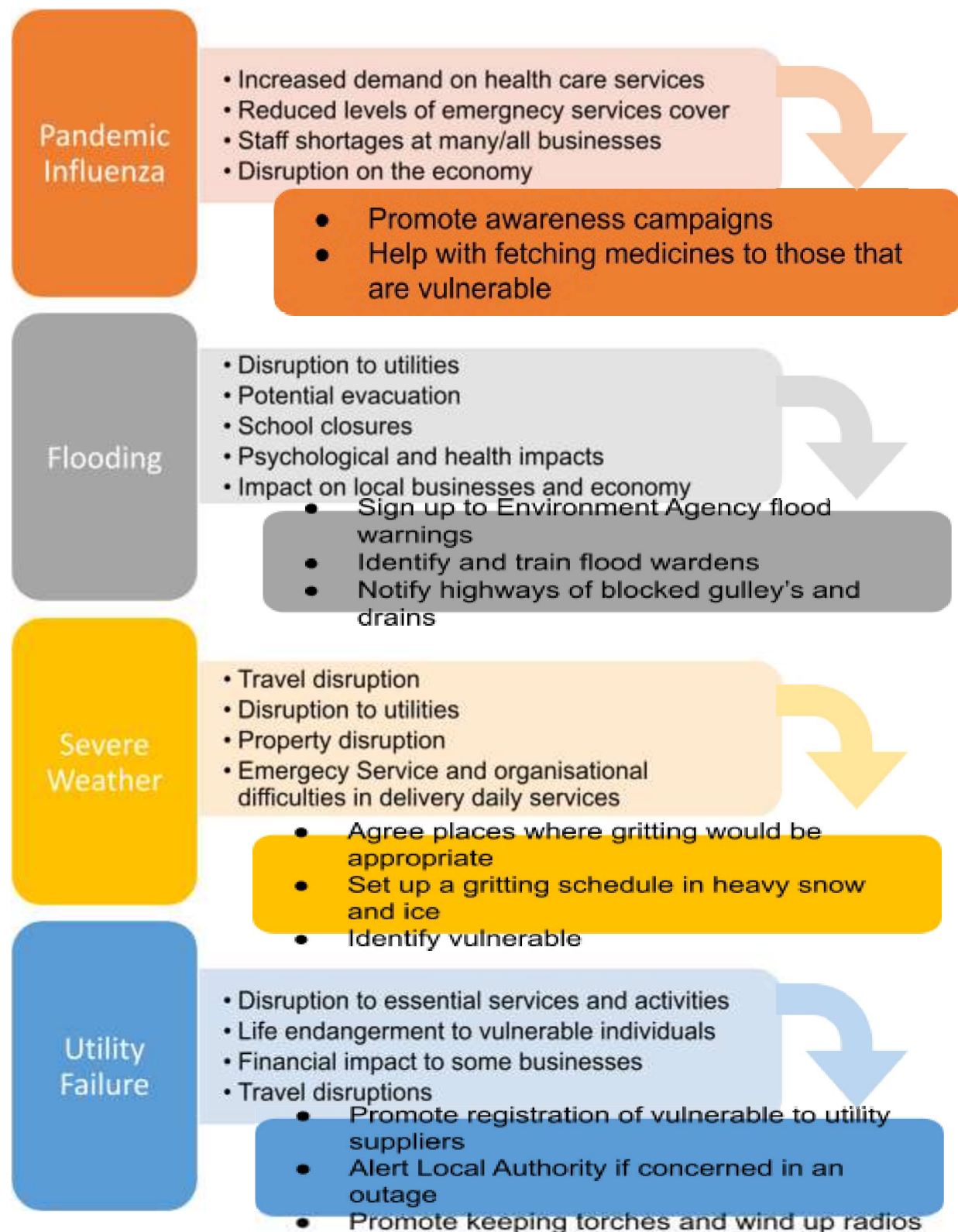
First Aider			
Name		Contact Number	Mob: Home:
Notes			

Place of Safety Key Holders			
Location			
Name		Contact Number	Mob: Home:
Name		Contact Number	Mob: Home:
Name		Contact Number	Mob: Home:
Notes			

1. Be Informed

1.1 What's an Emergency?

An Emergency, which can also be referred to as an incident, is anything that affects you, your family and your community. Below we have highlighted our highest risks in Wiltshire, some of the potential consequences and how the community can help



1.2 Why have an Emergency Plan?



1.3 Legalities

The question of insurance is something which always comes up within community resilience. What are we actually allowed to do? And are we insured to do so?

Health and Safety

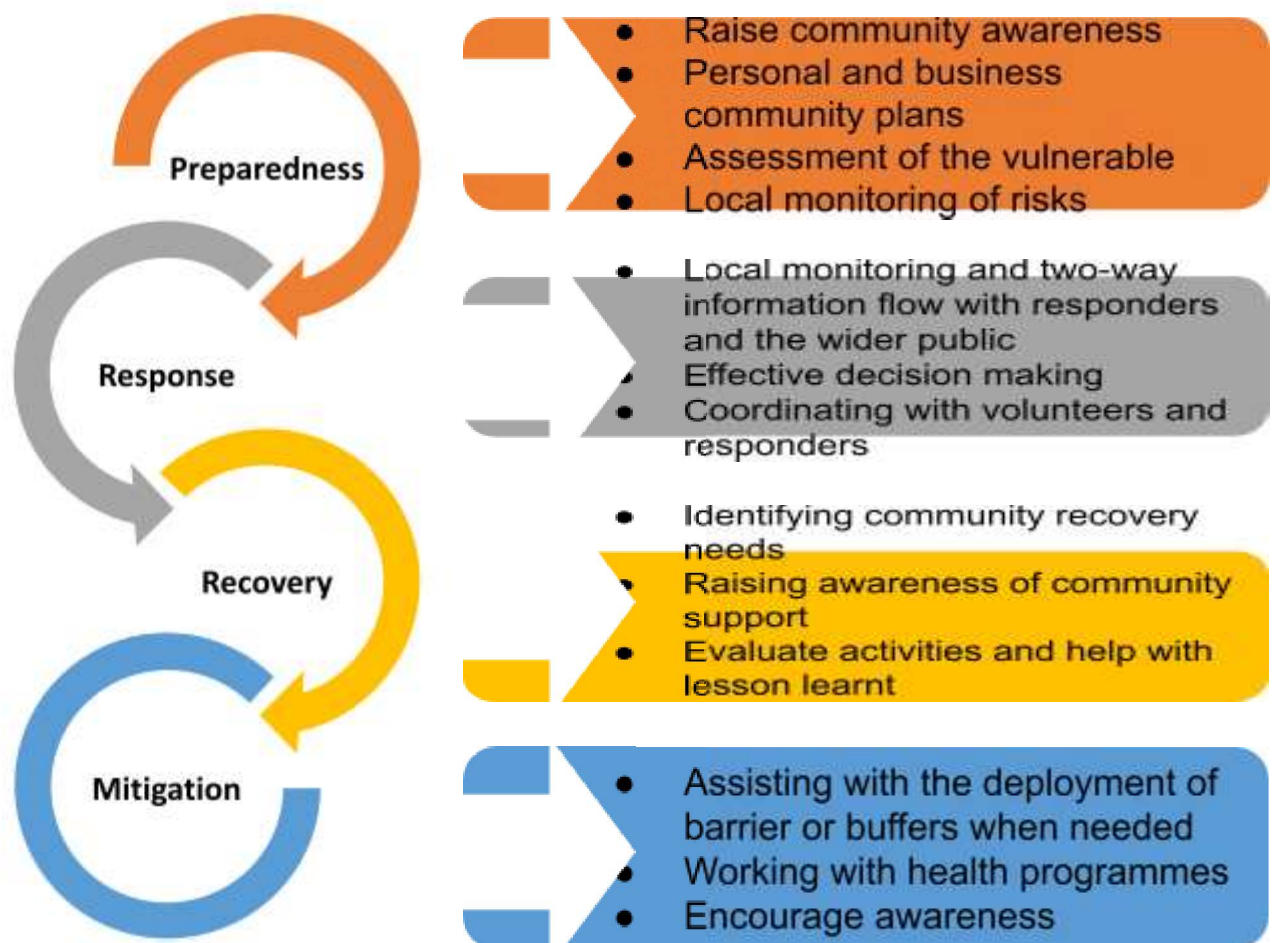
It is recognised that those named or recognised in this plan are not trained or resourced to carry out any functions of the emergency services. The response will be confined to supporting the welfare of the people in the community and helping them to maintain a normal community life. No-one is obliged to carry out any function and all duties are done solely on a voluntary basis.

Insurance

Wiltshire and Swindon Borough Councils do **not** cover volunteers with any insurance unless specifically tasked by the Emergency Planning Team to carry out a function in a set incident. However local parish councils may provide their own insurance, the details of which should be added below.

1.4 Community Role in an Emergency

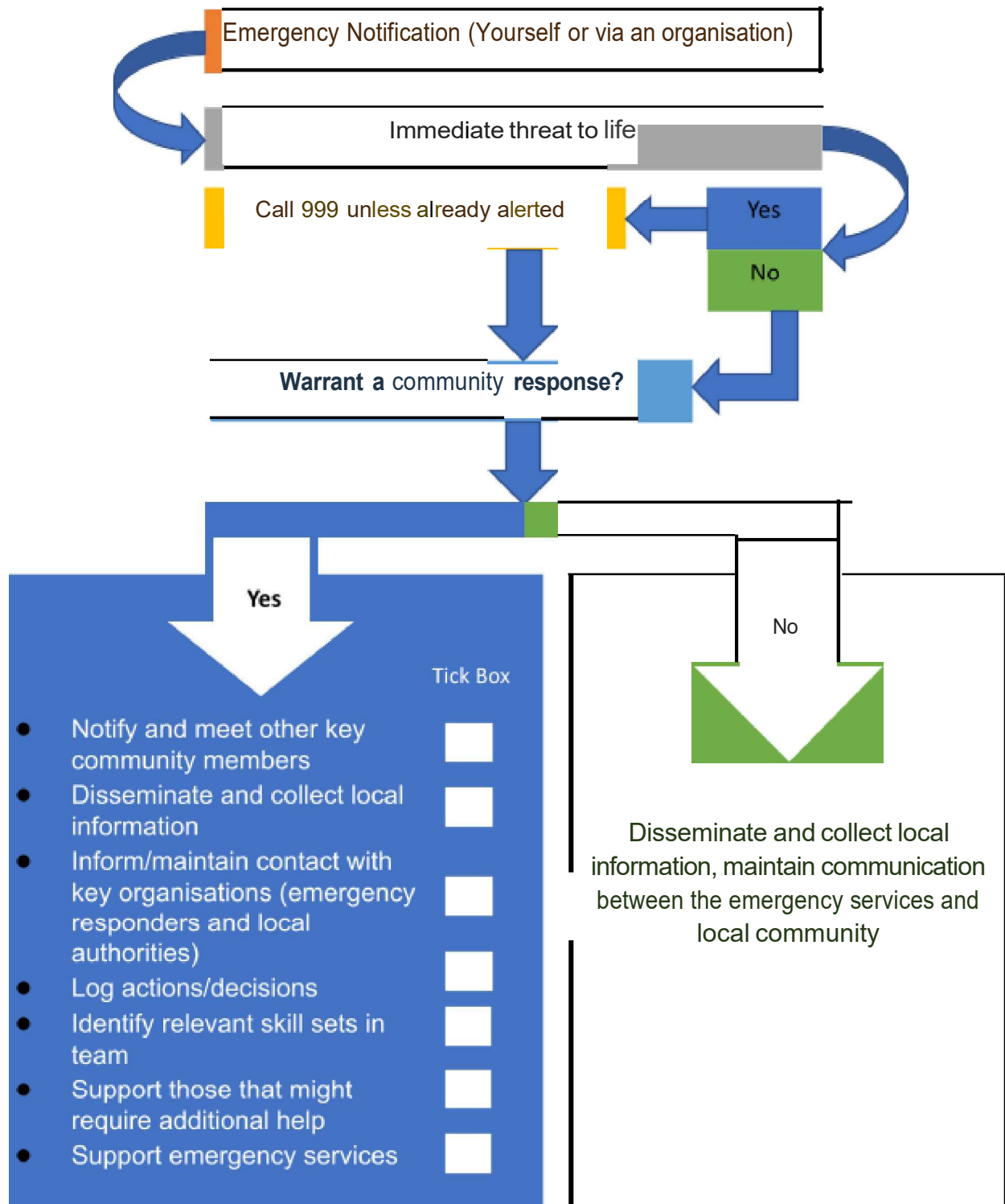
Communities have a role to play in all types of emergency and can be involved at every stage.



1.5 Activation

Activation of your volunteers may come from one of two different ways:





1.6 Local Emergency Responders

Who?	How to contact them?	What they do in an emergency?
Police	- Dial 999 in an emergency such as a crime in progress - Non-emergency Police reporting dial 101	- Responding to incidents - Often take command of an incident, if appropriate.
Fire	Dial 999 in an emergency	- Responding to incidents - Fire-fighting and fire prevention - Detection, identification, monitoring and management of hazardous materials and protecting the environment. - Will take command of an incident if fire-related.
Ambulance & NHS	- Dial 999 in an emergency - NHS non-emergency number: 111	- Responding to incidents - Identify & alert the receiving hospitals
Wiltshire Council	- In and out of hours use: 0300 456 0100, ask for the Emergency Planning Team or Emergency Planning On-Call - You may use emergencyplanning@wiltshire.gov.uk for non-emergency enquiries.	- Support the emergency services - Help the community recover - May take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system - Help facilitate road closures and diversions - Identify and set-up a safe place for community to stay after being evacuated - known as rest centre
Environment Agency	Incident hotline 0800 80 70 60 (24-hour service) - Floodline service 0345 988 1188	- Protect the environment and take reports of environmental pollution such as chemical or fuel spills, or many dead fish in rivers - Issue flood alerts and warnings to the public and implement flood defence where appropriate - Deal with emergency repairs and blockages on main rivers and own structures
Utility Providers	- Gas (National Grid) 0800 111 999 - Power Cut - call 105 - Wessex Water: 0345 600 4600 - Thames Water 0800 3169800 - British Telecoms 0800 1217667	- Support statutory responders - Ensure continuity of supply - Provide alternative means of supply during an emergency if there is a threat to life

In some cases, the emergency services and local authorities will have to prioritise those greatest in need and therefore may not be able to reach you immediately. Communities can play a vital role in helping the emergency responders by reducing the impacts of an emergency by producing community plans, followed by regular training and exercising of it.

2. Get Involved

2.1 Scope

Introduction

An emergency/major incident is any event or circumstance (happening with or without warning) that causes or threatens death or injury, disruption to the community, or damage to property or to the environment on such a scale that the effect cannot be dealt with by the emergency services, local authorities and other organisations as part of their normal day-to-day activities.

Although there is no statutory responsibility for communities to plan for, respond to, or recover from emergencies, it is good practice to identify hazards and make simple plans on how they could respond to them.

Aim

To increase resilience within the local community through developing a robust coordinated approach that compliments the plans of responding to agencies.

Objectives

- Identify the risks to the community and relevant response actions
- Identify vulnerable people / groups in the community
- Identify resources in the community available to assist during an emergency
- Provide key contact details for the Community Response Team, Key Community Resources, the Emergency Services and Local Authorities

By pursuing these objectives systematically, the community emergency plan creates a framework that enhances local resilience, supports vulnerable residents, makes efficient use of available resources, and establishes clear communication channels that enable coordinated action when it matters most. The plan acknowledges that while we cannot prevent all emergencies, we can significantly reduce their impact through preparation, cooperation, and community solidarity.

Please see below the map for the Boundary of Haydon Wick Parish.

2.2 Preparation and Triggers

Incident	Preparation	Trigger	Action
Flood	River flooding affecting properties	<i>Local weather</i> <i>Blocked drainage gullies</i>	Monitor Environment Agency warnings; identifying flood-prone properties; pre-position sandbags; establish evacuation routes, liaise with Swindon Borough Council (SBC)
	Flash flooding from surface water	As above	Monitor drains/gullies pre-winter and clear debris/ report to SBC; identify low-lying areas; maintain flood wardens + prepare flood boxes
	Contaminated water/sewage overflow	<i>Thames Water updates</i>	Stock bottled water; advise on water safety; coordinate with water company to provide hygiene supplies
	Power outages during flood	<i>Energy supplier updates</i>	Residents with powered medical equipment; maintain generator at identified rest centre; stockpile torches/batteries
	Loss of road access/community isolation	<i>SBC Highways updates</i>	Map and communicate alternative routes

Snow	• Refer to snow and ice policy • Grit bins and grit map available locally • Convenience stores, underpasses, office driveway, car park and the grounds maintenance facility major walk through areas • HWPC fleet to have de-ice and scrapers inclusive of the community bus • Monitor Thames Avenue hill for stuck vehicles and redirect where necessary	Local weather predicts freezing temperature	• Check weather forecast regularly and activate when temperatures dip less than -3 degrees • Refill HWPC bins with grit when it gets to 25kg level (one bag) • Contact SBC to refill any local bins low in grit • Check for SBC Highways updates on gritting and national news/ apps • HWPC communications with available support
	• Vulnerable persons isolated		• Maintain vulnerable persons register; assign daily welfare checkers
	• Power outages		• Priority given to residents dependent on power for medical equipment; open up office where possible and use generators
	• Frozen/burst pipes		• Advise residents on pipe protection; maintain plumber contact list; keep parish offices accessible
	• Food/medication shortages		• Encourage 3-day household stockpiles; consider an established volunteer shopping/prescription collection service
	• Communication breakdown		• Multiple contact methods (phone/text/door knock); designate meeting points; use local radio for updates

Loss of Utilities	Electrical Power	Severe weather (storms, ice, wind)	- Most vulnerable: elderly, medically dependent, low-income - Encourage water pumping, communication, heating/cooling, food storage, traffic control - Hospital operations, refrigeration, water treatment - Sanitation, hygiene, fire suppression, hospital operations - Public health crisis, boil water orders, bottled water shortage
	Cyberattack	All dependent systems compromised	- HWPC business continuity plan (see appendix) - Follow government advice - Share appropriate messaging - Back up all files
	Water supply – Contamination, Drought, Pipeline damage		
	Natural Gas – Pipeline damage, earthquake, emergency shut off		- Heating loss (winter), cooking capability - No heating/cooking, backup generator failure - Emergency coordination, public information
	Telecommunications	- Power outages to main supplier towers and power stations - Damage to infrastructure - Network congestion	- Follow supplier and government guidance - Follow business continuity plan for HWPC

Pandemic Flu	Health care services	- Hospital overwhelmed - Care home outbreaks, staff shortages, vulnerable residents at risk	Follow NHS and government guidance
	Education	School closures	Follow government guidance
	Emergency service	Reduced capacity	Follow NHS and government guidance
	Council services	Essential services only	- See business continuity plan appendix - Mutual aid agreements with neighboring parishes - Emergency stockpile of PPE supplies and testing kits - Incident trained management - Staff redeployment - Remote working - Partnership working - Flu jabs and key worker letters distributed - Communications – sign posting, dedicated page, real time updates on social media, direct contact for vulnerable persons, charity contact details shared - Check SBC core functions and signposting methods

	Mental Health	Grief, isolation, anxiety, long term psychological impact	- Mental health charities available - Mental health first aiders for staff and councillors
Severe Weather Warnings	Earthquake		
	Hurricane/ Storm		
	Severe Heat Wave		
Terrorism			
National War Declared			
National Emergency			

2.3 Key Local Skills

Skill/Resource	Who?	Contact Details	When might not be available
Trained First Aider			
4x4 Owners			
Water/food supplies	<i>Trent Road Shops</i> <i>Juniper Stores</i> <i>Morrisons</i> <i>Shield & Dagger Pub</i> <i>Tawny Owl</i> <i>Fox & Hounds</i> <i>Toby Carvery</i> <i>Orbital Shops/ Restaurants</i> <i>Out of parish:</i> <i>Aldi</i> <i>Lidl</i> <i>Tesco Abbey Meads</i> <i>Blunsdon Arms</i>		
Medical Supplies	<i>Morrisons pharmacy</i> <i>Homeground pharmacy</i> <i>Home ground doctors' surgery</i> <i>Moredon surgery</i> <i>Moredon pharmacy</i>		

2.4 Places of Safety

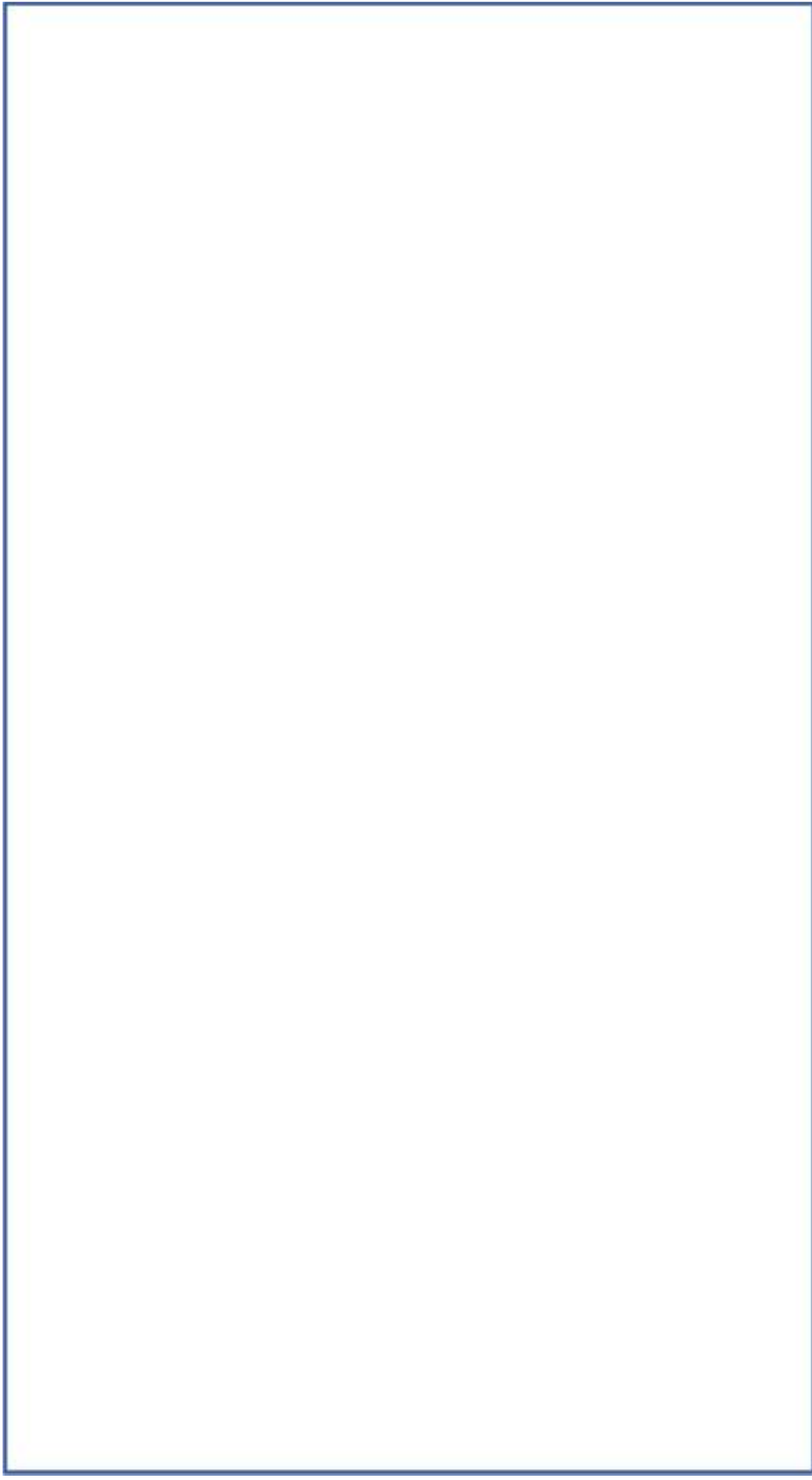
Wiltshire Council can support these places of safety when an official evacuation has begun. They also have a few pre-identified Rest Centres across the County.

Building	Location	Contact Details (Name, phone)	Capacity	Resources (kitchen, showers?)
Catherine Wayte Primary School	Elstree Way, Abbey Meads, Swindon SN25 4TA	01793 727405	200	• Shelter – limited during daytime / term time hours • Kitchen • Toilets • Evacuation space
Emmanuel Church	81 High St, Swindon SN25 1HU	01793 723862	200	• Shelter/ Spiritual Guidance • Toilets • Heating • Kitchen
Greenmeadow School	Greenmeadow Primary School, 15 Pen Cl, Greenmeadow, Swindon SN25 3LW	01793 521141	500	• Shelter – limited during daytime / term time hours • Toilets • Kitchen
Haydon Centre	Haydon Centre Thames Avenue Haydon Wick Wiltshire SN25 1QQ	01793 877323	1000	• Shelter • Crash Mats • Seating • Toilets • Kitchen Facilities • Break out spaces • Showers • Changing facilities
Haydonleigh Primary School	Haydon Ct Dr Swindon SN25 1JP	01793 700443	500	• Shelter – limited during day time / term time hours
Haydon Wick Parish Council Offices	Thames Avenue Haydon Wick Swindon SN25 1QQ	01793 722446	200	• Shelter • Seating • Heating/ Air Con • Electric • Kitchen Facilities

				• Toilets
Haydon Wick Parish Council Grounds Maintenance Facility	Goodearl Leisure Garden Site, Old Blunsdon Road, Haydon Wick	N/A	N/A	• Toilets • Kitchen • Shelter • Power tools
Haydon Wick Working Men's Club	10 Blunsdon Rd, Swindon SN25 1JD	01793 721028	200	• Shelter • Seating • Heating/ Air Con • Electric • Kitchen Facilities • Toilets
Morrisons	Thames Ave, Haydon Wick, Swindon, SN25 1JP	01793 726705	500	• Shelter • Seating • Heating/ Air Con • Electric • Kitchen Facilities • Toilets • Food • Pharmacy
Oakhurst Community Primary School	Pioneer Rd, Swindon SN25 2HY	01793 734754	500	• Shelter – limited during day time / term time hours
Orchid Vale School	Torun Way, Swindon SN25 1UG	01793 745006	500	• Shelter – limited during day time / term time hours
St Francis School	St. Francis C of E Primary School, 26 Aiken Rd, Swindon SN25 1UH	01793 727624	500	• Shelter – limited during day time / term time hours
St Johns Church	Corner of Thames Avenue & Westfield Way, Haydon Wick, Swindon, SN25 1QQ	01793 726000	500	• Shelter/ Spiritual Guidance • Toilets • Heating • Kitchen

2.5 Map of Local Risks

Below you can input a map of your local risks and resources. This could include places that suffer from flooding, known areas you want to grit, the location of your places of safety and anything you feel relevant. Remember not all risks are mappable. Many communities choose to use screen shots from Google to get these maps, but please choose the option best for your area.



2.6 Setting Up a Community Group

Many communities find the best way to start a resilient programme is to form a community group. Below is the starter for ten for how you could set one up. The roles and names of individuals can then be added to this plan.

Parish Council/ Community Group

- The Parish Council is often an appropriate lead for Community Resilience planning, this enables a good link with Wiltshire Council and ensures it also covers the whole community.
- However it is possible to have a community plan without the Parish Council involvement if that works better for your area.

Community Emergency Volunteer Coordinator

- Community groups work best with an overall coordinator or leader, this means that in an emergency you have a dedicated person to manage the volunteers and ensure everyone is staying safe and on task.
- You may need several coordinators as you can't guarantee that the main coordinator will be around when the incident happens

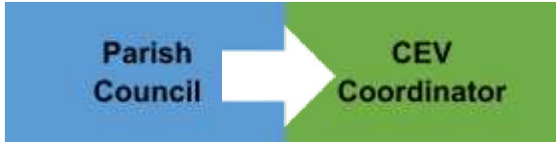
Deputy Coordinator

- Deputy coordinators are there to assist in large incidents and also cover if the main coordinators are not available

Community Volunteers

- Community Volunteers are the heartbeat of the group and can be available to help in a variety of incidents - like door knocking, spreading grit and helping the vulnerable.
- You may have as many volunteers as you feel necessary or who are available
- You might want some extra specific volunteers if your community suffers from specific events e.g. Flood Wardens - these could be considered in a separate Flood annex to this plan.

2.7 Action Cards

Community Emergency Volunteer (CEV) Coordinator/Deputy	
Activation	Key Responsibilities
 The diagram shows a blue box labeled 'Parish Council' with a white arrow pointing to a green box labeled 'CEV Coordinator'.	• Coordinate the community response • Ensure Health and safety is adhered too • Liaise with relevant emergency services/organisation/council • Ensure actions and decisions are logged or recorded
Actions	
1. Initiate community response on receipt of a request from the emergency services or in the case of small incidents that can be dealt with without the need for emergency services 2. Continually liaise with the emergency services/LRF members 3. Coordinate the organisation of the community volunteers 4. Keep an eye on Health and Safety of the volunteers 5. Record all decisions and actions of the community 6. Coordinate the requests for extra resources – in liaison with the council	

Community Volunteers	
Activation	Key Responsibilities
 The diagram shows a green box labeled 'CEV Coordinator' with a white arrow pointing to a yellow box labeled 'Deputy CEV/Community Volunteers'.	• Help with community tasks • Collect community information • Help disseminate information • Assist in incident response (sand bagging, flood monitoring etc)
Actions	
1. Only carry out tasks you are comfortable with or trained to do (entering running or deep water is not permitted unless you are specifically trained to the correct standards). 2. Follow the direction of the CEV Coordinator 3. Help collect information or disseminate to the local residents/community members 4. Help identify those vulnerable in certain incidents alongside potentially checking on them. 5. Monitor most at-risk areas (particularly seasonal risks) 6. Help with the clearing of paths in icy or snow conditions 7. Identify areas where gully or drain clearance needs to be done (report to Wiltshire Council via the app or website)	

2.8 Telephone Tree

Community Emergency Volunteer (CEV) Coordinator
Name Contact number



CEV Deputy	CEV Deputy
Name Contact number	Name Contact number



Volunteer	Volunteer	Volunteer	Volunteer
Name Contact number	Name Contact number	Name Contact number	Name Contact number



Volunteer	Volunteer	Volunteer	Volunteer	Volunteer	Volunteer	Volunteer	Volunteer
Name Contact number	Name Contact number	Name Contact number	Name Contact number	Name Contact number	Name Contact number	Name Contact number	Name Contact number

2.9 Contact Details

Name			
Job Role (<i>e.g Volunteer</i>)			
Telephone Number	Mobile	Home	Email
Address			Skills

Name			
Job Role (<i>e.g Volunteer</i>)			
Telephone Number	Mobile	Home	Email
Address			Skills

Name			
Job Role (<i>e.g Volunteer</i>)			
Telephone Number	Mobile	Home	Email
Address			Skills

Name			
Job Role (<i>e.g Volunteer</i>)			
Telephone Number	Mobile	Home	Email
Address			Skills

Name			
Job Role (<i>e.g Volunteer</i>)			
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Address			Skills

Name			
Job Role (<i>e.g Volunteer</i>)			
Telephone Number	Mobile	Home	Email
Address			Skills

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Job Role (<i>e.g Volunteer</i>)			
Telephone Number	Mobile	Home	Email
Address			Skills

Name			
Job Role (<i>e.g Volunteer</i>)			
Telephone Number	Mobile	Home	Email
Address			Skills

Name			
Job Role (<i>e.g Volunteer</i>)			
Telephone Number	Mobile	Home	Email
Address			Skills

Name			
Job Role (<i>e.g Volunteer</i>)			
Telephone Number	Mobile	Home	Email
Address			Skills

Name			
Job Role (<i>e.g Volunteer</i>)			
Telephone Number	Mobile	Home	Email
Address			Skills

Name			
Job Role (<i>e.g Volunteer</i>)			
Telephone Number	Mobile	Home	Email
Address			Skills

Appendix 1

Business Continuity Plan

When to implement the Business Continuity Plan?

An emergency/major incident is any event or circumstance (happening with or without warning) that causes or threatens death or injury, disruption to the community, or damage to property or to the environment on such a scale that the effect cannot be dealt with by the emergency services, local authorities and other organisations as part of their normal day-to-day activities.

Implementing an Emergency or Business Continuity Plan will be in cooperation with Swindon Borough Council, Emergency Services, Health Organisation, Water Company, Gas Doctors, Highways Agency, Environment Agency, Schools etc.

The Business Continuity Plan appends to the Council's current Emergency Plan.

1. Council Office

- 1.1 Working from home implemented by Chief Officer.
 - 1.1.1 Senior Officers, with the ability to work from home, take their laptops, banking fobs and papers home daily. Other team members work in all areas of the building and remain socially distanced.
 - 1.1.2 Senior Officers to regularly check their remote access works by accessing the Remote Desktop Gateway connection (Rialtas / Omega Finance Package) and VPN capabilities continue to work.
 - 1.1.3 Set up 3-monthly Disaster Recovery Tests of IT and Telecoms to ensure remote working practices are in place.
- 1.2 Close Office to the public and visitors
- 1.3 Adherence to Health and Safety Risk Assessment and deep clean of building before re-opening.

2. Council Meetings

- 2.1 Revert to weekly informal discussions to mirror current Council meeting calendar
- 2.2 Implement the Emergency Scheme of Delegation to make payments and progress council business.
- 2.3 Adherence to Health and Safety Risk Assessment and deep clean of building before re-opening.

3. Emergency Scheme of Delegation

- 3.1 Implementation of the Council's agreed Emergency Scheme of Delegation (Chief Officer, Chairman and Vice Chairman) meeting virtually or physically where possible, to agree decisions at the weekly virtual informal discussions, approve payment schedules etc.

4. Current Project Delivery

- 4.1 Risks of delays to current projects may impact the Council financially and reputationally.

5. Parks & Open Spaces

- 5.1 Core services to be delivered:
 - 5.1.1 bin emptying
 - 5.1.2 fly tipping
 - 5.1.3 abusive graffiti
 - 5.1.4 H&S hedge cutting
 - 5.1.5 limited grass
 - 5.1.6 vandalism
 - 5.1.7 closure of play parks, as directed by Government.
- 5.2 Bubbles of 2 operatives in a vehicle at one time with staggered shift times and rest breaks to avoid overcrowding. Rota as required, implemented by Deputy Clerk & Services Manager.
- 5.3 Volunteer litter picking programmes to be halted, as directed by the Chief Officer
- 5.4 Regular cleaning of Grounds Maintenance Facility and Restroom
- 5.5 Adherence to Health and Safety Risk Assessment

6. Community Transport

- 6.1 Adherence to Health and Safety Risk Assessment.
- 6.2 Stop service as implemented by Chief Officer

7. Venue Hire

- 7.1 Adherence to Health and Safety Risk Assessment.
- 7.2 Stop service as implemented by Chief Officer - cancellation charges will be waived, full refunds given or treat as a postponement

8. Youth Programme

- 8.1 Adherence to Health and Safety Risk Assessment.
- 8.2 Stop service as implemented by Chief Officer

9. Memory Café

- 9.1 Adherence to Health and Safety Risk Assessment.
- 9.2 Stop service as implemented by Chief Officer

10. Council Events (eg Remembrance, Christmas, Easter)

- 10.1 Contingency plan when arranging Live Events
- 10.2 Adherence to Health and Safety Risk Assessment.
- 10.3 Cancellation of live events as directed by Council or Chief Officer in an emergency

11. Community Response

- 11.1 Liaison with Swindon Borough Council, Swindon Voluntary Service & Voluntary Services in Swindon to assist with Borough-wide responses
- 11.2 Contact the Council's volunteer database