

1st April 2026

NALC Thumbnail Case Study: Haydon Wick Parish Council: Emergency Response & Community Resilience

Introduction

As part of NALC's response to the Lords National Resilience Committee Inquiry into National Preparedness and Resilience, Haydon Wick Parish Council hereby submits the following case study to be included in the Annex to their response.

Case Study

Haydon Wick Parish Council, in Swindon has repeatedly demonstrated its vital role in community emergency response through real incidents affecting residents across the parish.

During a **burst water main on Thames Avenue (December 2019)**, the Parish Council opened its offices overnight on Christmas Eve as a warm refuge, supporting residents with information, refreshments and phone charging while coordinating with Fire Services, Thames Water and Swindon Borough Council. This helped maintain calm during a high-risk holiday-period incident.

A more severe event occurred during **Haydon Court flooding (November 2020)**, when a burst main flooded sheltered housing, displacing vulnerable residents. While Swindon Borough Council led the incident command, the Parish Council operated as a multi-agency incident hub, providing refuge, food, clothing donations and ongoing support while partners rehoused residents and restored services.

Following **River Ray pollution at Mouldon Hill (August 2022)**, the Parish Council coordinated with statutory agencies and environmental groups, maintaining public communication and pressing for accountability. This sustained engagement contributed to long-term wastewater infrastructure investment by Thames Water.

Further incidents—including **Thyme Close flooding (2024)**, **area-wide power cuts (2024–25)**, recurring **water outages**, **Storm Henk (2024)** and a **Groundwell Industrial Estate explosion (2025)**—have shown the Parish Council's ability to coordinate rapidly, support residents, and remain ready to activate a refuge hub when required.

Collectively, these incidents demonstrate that Haydon Wick Parish Council provides trusted local leadership, welfare support, effective communication and learning after emergencies. Formalising this proven role through a designated Emergency and Community Resilience Hub would strengthen response capability, protect vulnerable residents, and enhance local resilience.