



Mr Jeff Diamond

Email: xxxxxxxxxxxx@xxxxxxxxxxxxxxxxxxxxx.xxx.xx
Our ref: 2332265
Date: 11 March 2019

Dear Mr Diamond

Freedom of Information Act 2000

I can confirm that the information requested is held by Central Bedfordshire Council. I have detailed below the information that is being released to you.

Q1. Does your Council provide a specific response or telephone advice to emergency services or emergency planning colleagues for Environmental Health and/or Trading Standards related incidents that occur outside the hours of 0800-1800 Monday to Friday or at weekends and bank holidays?

A1 We have a duty first contact officer emergency telephone number which operates 24 hours a day every day, manned by CBC council officers. All emergency calls are taken by the officer on duty and then they are referred to the relevant service for response, this may be an environmental health officer or a trading standards officer depending on the type of incident reported, we may also be contacted for mutual aid by neighbouring authorities.

Q2. If so please elaborate on what types of incident (e.g. fires at commercial/industrial premises and release/deposition of Asbestos Containing Material, unlicensed storage/stockpiling of petrol) and the service provided (e.g. 1. telephone advice only 2. liaison with Emergency Services at scene/forward control point 3. next working day response 4. nothing).

A2. There are various types of incident responded to including those mentioned as well as food poisoning outbreaks, fatal accidents, loss of utilities, flooding, dumping of hazardous materials, etc. The service provided depends on the incident, if it is a major incident we will implement our major incident plan, undertake teleconferences or meetings with local resilience partners having appointed gold silver and bronze commanders. Where practicable incident liaison officers are sent to the scene to work with partners. Alternatively it may be an officer attending site on the day and preserving evidence or again depending on the type of incident telephone advice provided or a visit the next working day. There is no generalised type of response as stated this is dependent on the type of incident being reported.

Central Bedfordshire Council
Please reply to:

Access to Information
Community Services
Central Bedfordshire Council
Priory House, Monks Walk,
Chicksands, Shefford
Bedfordshire SG17 5TQ

Telephone: 0300 300 8301
Email: xxxxxxxxxxxx@xxxxxxxxxxxxxxxxxxxxx.xxx.xx

Information regarding emergency planning can be found here
<http://www.centralbedfordshire.gov.uk/council/emergency-planning/overview.aspx>

Please quote the reference number 2332265 in any future communications.

If you wish to request a review of this response, please contact us either by email
(xxxxxxxxxxxx@xxxxxxxxxxxxxxxxxxxxxxx.xx.xx) in writing to the reply address detailed below.

Access to Information
Community Services
Central Bedfordshire Council,
Priory House, Monks Walk
Chicksands, SG17 5TQ

If you are still dissatisfied with the Council's response after the internal review you have a right of appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF.
Telephone: 01625 545 700

Further information on the Freedom of Information Act 2000 is available through the Information Commissioner's Office website at: www.ico.org.uk/

I will now close your request as of this date.

Yours sincerely

Joanne Mulliner
Freedom of Information Officer