

Linda Dobson

From: Linda Dobson
Sent: 16 November 2011 08:47
To: Geoff Smith
Subject: FW: Will Cockerell
Attachments: Out of Hours Manual

Hi Geoff

Yes, we advised them that Will had left and that they should contact Ann. Please see attached email.

Linda

PA to Directors
Telephone: 01799 510 616

From: Geoff Smith
Sent: 15 November 2011 17:04
To: Linda Dobson
Subject: Will Cockerell

Hi Linda, has the update to the Out of Hours manual gone to the answering service yet as Will had a call from them last weekend? thanks. Geoff

Linda Dobson

From: Linda Dobson
Sent: 02 September 2011 11:23
To: mycalls@frog.co.uk
Subject: Out of Hours Manual
Attachments: Out of Hours manual 01.09.11.doc

Hi Terri

Our employee (Will Cockerell) has now retired therefore I have substituted his name in the Out of Hours Manual with that of Ann Lee-Moore. Her contact details are [REDACTED] or Mobile – [REDACTED].

The changes relate to the following sections:

Food Alert Warnings	page 22
Food Poisoning ...	page 23
Health & Safety at work	page 27
Noise	page 33
Public Health Nuisance	page 36
Water Supplies	page 51

Please see below a clean copy of the manual for your records.

<<Out of Hours manual 01.09.11.doc>>

Kind regards.

Linda

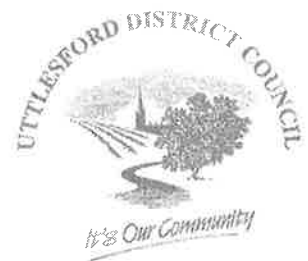
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Uttlesford District Council

Out of Hours Service Information

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Introduction

This publication contains instructions to be used when dealing with matters for which the Council is responsible, out of normal working hours. Every attempt has been made to make provision for all possible incidents, but enquiries may be received for services other than those listed. In these cases, it may be that another authority is responsible e.g. Essex County Council, Anglian Water Authority, etc. The caller should be referred to the appropriate out-of-office hour's service. Alternatively, an inquiry may be addressed to Uttlesford District Council on the next working day.

For each set of instructions, the Chief Officer responsible for the incident is clearly shown. In the unusual event of being unable to contact one of the Officers listed for the incident, or in other exceptional circumstances, the appropriate Chief Officer shown on page 14 of the instructions may be contacted.

John Mitchell
Chief Executive

April 2008

Procedure for Updating

(1) Duty Rotas

The following duty rotas will be issued to The Answering Service and the respective officers concerned, on a cyclic basis by the officer responsible.

(1) **Environmental Health Officers – Stansted Airport Duty Rota**

Issued annually

Officer responsible: Head of Environmental Health
(**Geoff Smith**)

(2) **Repair Officer Duty Rota**

Issued on a six-monthly basis.

Officer responsible: Building Services Manager
(**Russell Goodey**)

(3) **Sheltered Housing Officers Duty Rota**

Issued on a monthly basis.

Officer responsible: Housing Management Manager
(**Elizabeth Petrie**)

(4) **Homelessness Officer Duty Rota**

Issued on a six-monthly basis.

Officer responsible: Housing Options/Homelessness Manager
(**Judith Snares**)

(5) **Keyholders at Saffron Walden Council Offices**

Issued on a six-monthly basis

Officer responsible: Steward
(**Sally Johnson**)

(6) **Dangerous Structures**

Issued on quarterly basis

Officer responsible: Head of Building Surveying
(**Keith Osborne**)

(2) Updating

- (a) The manual will be subject to a complete review annually (in November).

Officer responsible: PA to Directors (**Linda Dobson**).

- (b) All participating officers must notify the PA to Directors of any significant changes and alterations to contacts or telephone numbers as and when they occur during the periods between reviews.
 - (c) The PA to Directors will issue from time to time updated instructions and the most recent issues for each section will be shown on the Contents page.
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Uttlesford District Council
Out-of-office Hours Service Information

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<i>[These are updated and supplied separately to The Answering Service]</i>		
Rota 1: Environmental Health Officers – Imported Food or Animal Products - Stansted Airport (six monthly)		
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Rota 6: Dangerous Structures (quarterly)		

Instructions

All matters should be referred to:-

The Answering Service

- (a) Direct line dedicated to Uttlesford District Council out-of-hours business only:-

Telephone: Cambridge: **01223 849755**

Note: this is the number relayed to our customers.

- (b) General office out-of-hours number:-

Telephone: Cambridge: **01223 257400**

Note: original number may still be used as a backup.

- (c) Correspondence to: -

The Answering Service
4 Station Road
Great Shelford
Cambridge
CB2 5NE

Accident/Major Incidents

Notes: The Council/Emergency Planning 'Department must be notified of occurrences such as:

1. Fluvial flooding surface runoff related flooding
2. Transport related incidents
3. Severe or prolonged gas/electricity/water failure
4. Chemical, Biological, Radiological or Nuclear (CBRN) disasters
5. Any major incident that may pose a threat to life or property

Action: Take name and telephone number of caller and full particulars of the occurrence (e.g. when; where; what etc) - advise caller that an Emergency Officer will be notified immediately.

1. In the event of flooding the council no longer supplies sandbags.

If you require sandbags in an emergency please contact your Parish Council for possible assistance. Makeshift sandbags can be made from black sacks, plastic bags or pillow cases filled with earth or sand and laid end to end. This will help to divert water.

If the flood is so severe that you are in immediate danger please call the emergency services.

2. Transport related incidents:-

The caller if involved/witness should be advised to call 999 for immediate assistance. Please take as many details regarding the incident as possible, (where, who, what, location, and if any structures are involved and as a result possibly dangerous if so refer to 'Dangerous structures/building control please inform Emergency planning Officer also.

3. Prolonged loss of gas/electric/water supply should be referred in the first instance to the relevant utility service, however if as a result of an incident/accident please inform the Emergency Planning Officer and request the caller notify 999 if not already done so.
4. CBRN would normally be notified by a member of the emergency services or via the Essex Duty officer, however if a caller reports unidentified gas, vapour or liquid from either an identified or unidentified source, please advise the Emergency Planning Officer and advise the caller to contact 999 immediately and where possible if incident is outside, go in and shut windows and doors and await assistance.

Uttlesford District Council

Out-of-office Hours Service Information

Notify: In descending order of priority:-

	<u>Officer</u>	<u>Office Number</u>	<u>Home tel. no.</u>	<u>Mobile</u>
(1)	Lisa Lipscombe	01799 510436		
(2)	Murray Hardy	01799 510598		
(3)	Martin Ford	01799 510395		
(4)	Lynn Rusling	01799 510467 01799 510620		
(5)	Roger Harborough	01799 510457	or	
(6)	Adrian Webb	01799 510421		
(7)	Stephen Joyce	01799 510628		
(8)	Michael Perry	01799 510416		
(9)	John Mitchell	01799 510400		

Date: 07/04

Bus Shelters

Note: The District Council is not responsible for the maintenance of any bus shelters.

Bus shelters are normally the responsibility of the respective Parish Councils.

Action: Advise caller to phone council on the next working day to collect appropriate Parish Clerk number.

Date: 10/01

Buildings of Architectural Interest/Historic Interest

Note: The Council may be notified of unauthorised demolition or other works to a "Listed Building" or a building in a Conservation Area.

Action: Take name, address, telephone number of caller, full details of the incident and advise caller that the Conservation Officer will be notified.

Notify: The Conservation Officer: - Barbara Bosworth [REDACTED]

Date: 10/10

Burials of Deceased Persons

Note: The Council may be required to make the funeral arrangements for a deceased person. Notification may be received from a relative, General Practitioner or the police. This will only be considered where the deceased either has no assets or no other person prepared to make the necessary arrangements. ***Not considered to be an emergency.***

Action: Take name, address, telephone number of caller, full details of incident and advise caller that an Officer will be notified on the next working day.

Inform: Environmental Health by email with details of the caller and their contact details on environmentalhealth@uttlesford.gov.uk with the subject line 'Uttlesford DC EHO Daily Report'

Car Parks – Council Owned

Locations

Saffron Walden

Catons Lane
Fairycroft Road / Waitrose
The Common
Swan Meadow
Rose and Crown

Thaxted

Margaret Street

Stansted

Lower Street
Crafton Green (not owned but UDC
responsible)

(a) Ticket and Change Machines (broken/defective)

Not considered to be an emergency.

Action: Advise caller to contact the Parking Partnership on the next working day. Telephone: 01799 510608 or 510662.

(b) Serious or Major Disrepair

Action: Take name, address, telephone number of caller, full details of the incident and advise that an officer will be notified.

Notify: Duty Repairs Officer

Date: 10/10

Caravans, Gypsies etc

Note: The Council may receive complaints of unauthorised caravans, including gypsies and other travellers.

Action: ***Not considered to be an emergency.*** Advise complainant to contact the Environmental Health Section on the next working day.

Should the complainant claim that violent behaviour or public disorder has resulted from the arrival of the travellers they should be advised to contact Essex Police.

Inform: Environmental Health by email with details of the caller and their contact details on environmentalhealth@uttlesford.gov.uk with the subject line 'Uttlesford DC EHO Daily Report'

Date: 10/10

Chief Officers' Telephone Numbers

Officer	Home Tel.	Mobile No.
Adrian Webb Director of Corporate Services	[REDACTED]	[REDACTED]
John Mitchell Chief Executive	[REDACTED]	[REDACTED]
Michael Perry Assistant Chief Executive - Legal	[REDACTED]	[REDACTED]
Roger Harborough Director of Public Services	[REDACTED]	[REDACTED]
Stephen Joyce Assistant Chief Executive – Finance	[REDACTED]	[REDACTED]

Collapsed, Dangerous and Fire Damaged Buildings, Explosions etc.

Note: Buildings, structures or enclosures in dangerous state likely to cause a hazard. See page 10 Accident/Major Incident.

(1) Privately Owned

Action: In the event of fire, injury, traffic or gas danger, dial 999 for appropriate emergency service or Gas Emergency number (0800) 111999.

Take name, address, telephone number of caller, full details of incident and advise caller that an officer will be informed.

Notify: See separate ***Dangerous Structures - Duty Rota 6*** for list of whom to notify.

and where the occupant may require temporary housing accommodation, see page 29 Homelessness.

(2) Council Housing and Council Owned Buildings

Action: Advise if safe to do so:-

- (a) Shut all doors and windows
- (b) Turn off gas, electricity and water
- (c) Evacuate building.

In the event of fire, injury, traffic or gas danger, dial 999 for appropriate emergency service or Gas Emergency Number 0800 111999.

Notify: Duty Repairs Officer

and for COUNCIL OWNED HOUSING where the occupant may require temporary housing accommodation, see 29 Homelessness.

Date: 11/09

Crop Spraying - Aerial Spraying of Pesticides

The Council may receive notification from commercial crop sprayers that they intend to carry out work over the District.

Action: Take the following information: name, address and telephone number of the contractor, location, time and date of intended action and the name of the pesticide to be used. ***Not considered to be an emergency.***

Inform: Environmental Health by email with details of the caller and their contact details on environmentalhealth@uttlesford.gov.uk with the subject line 'Uttlesford DC EHO Daily Report'

Date: 11/06

Drainage

(1) Highways Problems

Note: Normally associated with road gullies, etc.

Action: Advise complainant that Essex County Council is the responsible authority. See page 29 Highway Matters.

(2) Sewer and Drainage Blockages

(a) **Public Sewers** generally within the Highway.

Note: Advise complainant that the appropriate Water Authority is the responsible body.

Action: Advise caller to contact either of the following direct - according to locality - see page 18 Sewer blockages - what company.

Emergency Numbers:-

Anglian Water Services	08457 145145 (24 hour)
Thames Water Utilities	08459 200800 (24 hour)
Uttlesford District Council (Housing Repairs)	01799 510510 (out of hours)

...Drainage/2

Date: 01/10

(b) **Privately owned property**

Note: Private sewers normally within curtilages of the property.

Action: Advise that these are owner's responsibility. Suggest contact local builder or refer to specialist cleaning firm (Yellow Pages - "Drain and Pipe Cleaning").

(c) **Council owned dwellings (houses, flats, elderly persons accommodation etc)**

Note: Generally the Council will not attend if sink blocked but WC free or if it is only the sink that is blocked but the cistern works freely or if the cistern does not flush.

Action: (i) Advise tenant to pour waste water down WC and to report the defect to the Building Repairs Section on the next working day or report fault on answerphone 01799 510510.

OR (ii) Complete drainage breakdown. Advise tenant not to use the system if possible.

Action: Take name, address, telephone number of caller, full details of incident and advise caller that an officer will be notified.

Notify: Duty Repairs Officer (see Duty Rota 2)

(d) **Other Council owned buildings (except dwellings)**

Action: Advise occupier or complainant not to use the system if possible.

Action: Take name, address, telephone number of caller, full details of incident and advise caller that an officer will be notified.

Notify: Duty Repairs Officer (see Duty Rota 2).

...Drainage/3

Date: 10/07

(3) Cesspool/Septic Tank Emptying

Note: No emergency service operated by the Council.

Action: Advise complainant to contact a private contractor (Yellow Pages - "Waste Disposal") and that they will have to pay as no refund of cost will be made. Bookings for non-emergency emptying can be made on 01799 510510 during office hours.

Date: 11/06

Sewer blockages – which Water Company?

The following list should help you to identify which water company you should contact to deal with a blockage in a public sewer:

[A] = Anglian Water

[T] = Thames Water

If your parish is not listed there are no public sewers.

Ashdon [A]	Felsted [A]	[A/T]*
Barnston [A]	Hadstock [A]	Radwinter [A]
Berden [T]	Hallingburys [T]	Saffron Walden [A]
Birchanger [T]	Hatfield Broad Oak [T]	Sampford (Gt only) [A]
Broxted [A]	Hatfield Heath [T]	Sewards End [A]
Canfield (Lt only) [T]	Hempstead [A]	Stansted [T]
Chesterfords [A]	Hemham [A/T]*	Stebbing [A]
Chrishall [A]	High Easter [A]	Takeley [T]
Clavering [T]	High Roding [A/T]*	Thaxted [A]
Debden [A]	Langley [T]	Ugley Green [T]
Dunmow (Gt) [A]	Leaden Roding [T]	Wendens Ambo [A]
Dunmow (Lt) [A]	Littlebury [A]	Wendens Loft [A]
Eastons [A]	Manuden [T]	White Roding [T]
Elmdon [A]	Margaret Roding [T]	Wicken Bonhunt [A]
Elsenham [A/T]*	Newport [A]	Widdington [A]
Farnham [T]	Quendon/Rickling	Wimbish [A]

* Both water companies are responsible for some of the sewers in these parishes. Please check.

Drug Debris Collection

Discarded needles/syringes pose a significant risk to the public and Council contractors. There is obvious concern about the risk of HIV/AIDS infection from the needle stick injuries, however of even greater concern is the risk of infection from hepatitis B and C. The organisms that cause both these conditions can live for many weeks in the dried blood on discarded needles.

The Uttlesford District Council area currently is implementing a scheme for the reduction of the health risks posed by needles and syringes found in public places and domestic refuse.

Purpose of the proposed Needle/Syringe Safe Disposal Scheme

To reduce the health risks posed to both drug users and the general public, resultant from needles and syringes being found in public places and a reduction of the distress this causes.

The Scheme

The service provided by the Council is the first point of referral for reports of discarded needles/syringes in the District. Calls received by the Council's switchboard will be referred to extension 546. A local trained collector will be contacted, visit the site and collect the item(s). The Community Development Officer (Drugs) will dispose of the sharps box and issue a new kit to the local collector.

With hard to reach debris, the Community Development Officer (Drugs) would undertake the collection using specialist equipment.

Out of office hours, calls should be directed to:

Ron Pridham	(Mobile)
Danny Johnson	(Mobile)
Jonathan Andrews	(Mobile)
Chris Turner	(Mobile)



Date: 07/04

Electrical Problems

(1) Council Owned Houses and Buildings

Note: An emergency is a total electrical supply failure/dangerous fault or, on a weekend/Bank Holiday where there are no lights to a complete floor/stairs/toilet or kitchen. Other works to be reported to office during normal office hours.

Action: Advise occupier to check appliances and all fuses or miniature circuit breakers - Does the meter need feeding? If this fails or has failed, take name, address, telephone number of caller, full details of incident and advise caller that an officer will be notified.

Notify: Duty Repairs Officer.

(2) Privately Owned Property

Note: Not a Council responsibility.

Action: Advise caller to contact an electrical contractor or for a mains supply problem - EDF Energy.

EDF Energy (0800) 7838838

Date: 11/06

Electricity Power Cut Helpline

To report emergencies or power cuts in the East of England Electricity area –

Telephone **0800 7838 838** (24 hour power cut & emergency helpline).

Date: 10/01

Fire Alarm Installations

Note: For Council Elderly Persons accommodation and Council owned buildings only.

Action: If alarm is sounding continuously, and no fire condition exists (false alarm) advise caller (if officer in charge) to override on main control panel. Take, name, address, telephone number of caller, full details of incident and advise caller that an officer will be notified.

Notify: Duty Repairs Officer.

Date: 10/10

Food Complaints

Unfit or contaminated food

Note: Council will investigate complaints of unfit food or food in an unsatisfactory or unsound condition and of food containing foreign matter.

Action: Not considered to be an emergency. Advise complainant to place food in a clean plastic bag and store in the refrigerator and to contact the Environmental Health Section on 01799 510482 the next working day.

Inform: Environmental Health by email with details of the caller and their contact details on environmentalhealth@uttlesford.gov.uk with the subject line 'Uttlesford DC EHO Daily Report'.

Date: 09/11

Food Alert Warnings

Note: The Council may receive information from the Food Standards Agency or DEFRA (Department of Environment, Food and Rural Affairs) regarding National Food Alert Warnings.

Action: Take name, address, telephone number of caller, full details and advise caller that an officer will be notified.

Notify: First call: - Geoff Smith

If unavailable, try any of the following:

Tony Cobden
Caroline Burchall
Janet Caton
Ann Lee-Moore

Inform: Environmental Health by email with details of the caller and their contact details on environmentalhealth@uttlesford.gov.uk with the subject line 'Uttlesford DC EHO Daily Report'.

Date: 10/10

Food Hygiene Complaints

Note: Council enforces standards of hygiene. The Council may receive complaints from the public about a food premises or requests from businesses to inspect suspect food.

Action: Not considered to be an emergency. Take name, address, telephone number of caller, full details of incident and advise caller that an officer will be notified on the next working day. Advise caller to store any food/samples in a refrigerator or freezer and to contact the Environmental Health Section on 01799 510482 the next working day.

Inform: Environmental Health by email with details of the caller and their contact details on environmentalhealth@uttlesford.gov.uk with the subject line 'Uttlesford DC EHO Daily Report'.

Food Poisoning and Other Infectious Diseases

Note: Council is notified of cases of infectious diseases, including food poisoning and investigates in conjunction with the Consultant in Communicable Disease Control (CCDC) of the Health Protection Agency.

Action: If call from:

- (1) Member of public - advise to seek medical advice if appropriate from their GP. Request caller to record details of the food they have eaten in the past 48 hours, place of purchase, names/addresses/telephone numbers of all persons known to be affected. **Not considered to be an emergency.** Take name, address, telephone number of caller, full details of incident and advise caller that an officer will be notified on the next working day.
- (2) General Practitioners - advise to contact the Consultant in Communicable Disease Control - Tel. No. 0845 155 0069
or Out of Hours Tel. No. 01245 444417 and ask for the On Call Public Health Person for Essex HPA.

Out of hours means: before 9 a.m. and all day at weekends and bank holidays.

- (3) Consultant in Communicable Disease Control (CCDC) or on call Public Health Officer of the Health Protection Agency - Take name, address, telephone number of caller, full details of incident and advise caller that an officer will be notified.

Notify: Calls from a CCDC or Health Protection Agency

Geoff Smith



If he is unavailable try any of the following:

Tony Cobden
Caroline Burchall
Janet Caton
Ann Lee-Moore



Inform: Environmental Health by email with details of the caller and their contact details on environmentalhealth@uttlesford.gov.uk with the subject line 'Uttlesford DC EHO Daily Report'

Food: Imported Foods Controls at Stansted Airport

Imported Foods and Products of Animal Origin

Note: The Council is responsible for the health clearance of certain foods and products arriving at Stansted airport. Information of consignments arriving in the District is likely to be received from cargo handling agents, importers or HM Customs Officers.

Action: Take the name, address, telephone number of caller, full details and advise that an officer will be notified on the next working day. For further information advise the caller to refer to the 'Arrangements for the import of High Risk Food and Animal Products at Stansted Airport' (see Appendix I) copies of which have been supplied to all cargo handling agents based at the Airport.

Notify: In an emergency refer to the 'Arrangements for the import of High Risk Food and Animal Products at Stansted Airport' (see appendix I) and contact either John Arthurs or Geoff Smith at the numbers given.

Inform: Environmental Health by email with details of the caller and their contact details on environmentalhealth@uttlesford.gov.uk with the subject line 'Uttlesford DC EHO Daily Report'

Gas Escapes

(1) Council Owned Dwellings and Buildings Only

Action: Advise caller:-

Do not smoke, do not use naked flames, do not turn electric switches on or off. Turn off gas supply at meter. Open doors and windows to get rid of gas.

Take particulars and instruct caller to contact:-

Notify: British Gas direct immediately.

Emergency number: - **(0800) 111999**

and If a Council owned building, but not a house:-

For information advise: - Duty Repairs Officer.

(2) All Other Incidents

Action: Advise caller to contact British Gas direct immediately.

Emergency number: - **(0800) 111999**

(3) Supply Problems

Note: Calls may be received from British Gas concerning supply problems. These should be referred to the Duty Repairs Officer.

Date: 11/06

Gas Emergency Service

Smell gas?

Advise caller:

DON'T turn electric switches on or off
DON'T smoke
DON'T use naked flames

meter (unless the smell of gas and
meter are in the cellar)
DO open doors and windows to get rid
of the gas
DO call NOW

DO turn off the gas supply at the

Call Transco, the National Gas Emergency Service
Freephone anytime on **0800 111 999**

Date: 07/04

Glazing (damaged or broken)

Note: *Not normally considered to be an emergency.*

(1) Council Housing

Action: Advise tenant to use cardboard to seal the opening and to contact
office next working day or to report on (01799) 510510
(answerphone).

or,

If in communal area or poses threat to life or limb/security risks, take
name, address and telephone number and advise caller that an officer
will be informed.

Notify: Duty Repairs Officer (see Duty Rota 2).

(2) Other Council Property

Action: Take name, address and telephone number and advise caller that an
officer will be informed.

Notify: Duty Repairs Officer (see Duty Rota 2).

Health and Safety at Work

Note: Council enforces standards of safety in a variety of work related situations. The Health and Safety Executive, Police or a member of the public may contact the Council with information of relevance, e.g. details of **a serious accident or incident or a fatal accident** to a person in the course of their work or to a member of the public while attending a place of work e.g. shop, warehouse, leisure activity. Examples of 'serious' are loss of limb, unconsciousness, fall from a height, electrocution, explosion, member of public taken to hospital. Other less serious incidents or accidents may be reported the next working day.

Action: Call received from:

The Health and Safety Executive, Police or a member of the public
Take the name, address, telephone number of caller, full details of incident and advise caller that an officer will be notified.

Notify: First call:- Geoff Smith 

If he is unavailable, try any of the following:

Tony Cobden
Caroline Burchall
Janet Caton
Ann Lee-Moore



Inform: Environmental Health by email with details of the caller and their contact details on environmentalhealth@uttlesford.gov.uk with the subject line 'Uttlesford DC EHO Daily Report'

Heating Breakdown

Note: Council owned dwellings and buildings only.

Faults not breakdowns can be reported to the office on the next working day on (01799) 510510.

(1) Elderly Person's Accommodation in Sheltered Housing Complexes

Action: Take down details and advise tenant/Sheltered Housing Officer that an officer will be notified.

Notify: Duty Repairs Officer (see Duty Rota 2).

(2) All Other Dwellings

(a) Tenant is OAP, disabled, sick or very young children in property

Action: Take down details and advise tenant that an officer will contact them to discuss.

Notify: Duty Repairs Officer (see Duty Rota 2).

(b) Any other circumstances

Not considered an emergency - advise tenant to contact office next working day on (01799) 510510.

(3) All Council Owned Buildings (except houses)

Action: Take particulars and advise caller that an officer will be notified.

Notify: Duty Repairs Officer (see Duty Rota 2).

Date: 05/10

Highways Matters

All matters are the responsibility of Essex County Council.

Out-of-Hours: 0845 603 7631 or 0845 743 0430

Date: 03/11

Homelessness

Note: The Council may receive information that individuals or families are homeless.

Action: Take full details of name, **age**, address and telephone number and where they are and how many there are in the family. Advise caller to remain where they are and an appropriate person will contact them. **If the caller is under 16 years of age then do not contact the duty housing officer but take the details as above and then immediately call Social Services Emergency Services Duty Team on the number below or if you cannot contact them, then the Police.**

Notify: Duty Homeless Officer (See Duty Rota 4)

or

In the event of being unable to contact a Duty Homeless Officer, refer matter to:-

Social Services Emergency Services Duty Team
Telephone number: 0845 606 1212

Date: 10/02

Lamp Posts - Street Lighting

Note: Street lighting may be the responsibility of:-

- (1) Essex County Council
- (2) The Parish Council
- (3) Uttlesford District Council

Action: Unless dangerous, please ask caller to report the next working day to ECC Highways on 0845 603 7631 who will advise and take appropriate action.

Only if dangerous, a street light should be reported as follows, regardless of location:-

- (a) During normal working hours:
ECC Highways - 0845 603 7631
- (b) After hours:
Local Police - who will assess the situation and take appropriate action.

For other Highway Matters - see page 29.

Date: 10/01

Land Drainage

Note: Council does not operate any emergency service for land drainage, river, stream or ditch problems which are normally the responsibility of the riparian owners (the owners of the land that abuts the watercourse).

Action: Advise caller that advice may be obtained from the Engineering Section on the next working day on 01799 510521. For flooding issues see Flood Procedures.

Lift breakdown

Note: The Council has lifts in some elderly persons Sheltered Schemes, in some Council houses with disabled occupants and in some of its buildings, e.g. Sports Centre, Offices, etc.

(1) Elderly Person Flats Within Sheltered Housing Complexes

Note: Emergency arrangements exist with the duty Sheltered Housing Officers (See Duty Rota 3).

Action: (a) **Someone trapped in lift.**
Advise informant to contact Sheltered Housing Officer (See Duty Rota 3) to exercise release procedure or failing this call Fire Brigade.

(b) **Other problems.**
Not considered an emergency - advise informant to contact office next working day or report fault on answerphone (01799) 510510.

(2) Other Dwellings

Action: Take down particulars and advise tenant that an officer will contact them to discuss.

Notify: Duty Repairs Officer.

(3) Other Council Owned Buildings

Note: Existing emergency arrangements rest with staff on site.

Action: Take down particulars and advise caller that an officer will contact them to discuss.

Notify: Duty Repairs Officer.

Date: 11/09

Lost Keys/Tenant Locked Out

Council Owned Property Only

Advise: Tenant there will be a charge if a contractor is called out. The cost of "forced entry" could be in the order of £70-£80 (plus VAT) plus the cost of any repairs according to the situation. If they agree to pay, take name, address and where they are at present and advise them a contractor will be there within 3 hours. They will require proof of identity to show the contractor, and a signed statement to confirm that payment will be made in full.

Notify: Duty Repairs Officer (see Duty Rota 2).

Date: 11/08

Media Enquiries – Emergencies Only

Name	Job Title	Mobile No.
Richard Auty	Head of Community Engagement	

Noise

Note: **If call is from:**

(1) **Member of the Public:** The Council will investigate noise complaints but this is ***not considered to be an emergency***. Advise complainant to contact the Environmental Health Section on the next working day.

Action: Take name, address, telephone number of caller, full details of incident and advise caller that an officer will be notified on the next working day.

From time to time arrangements may be made for a complainant to contact the Out of Hours Service with a request to contact a specific Officer concerning a noise problem. Contact details will be provided in advance.

(2) **Police** may require the presence of an Environmental Health Officer in connection with an unofficial music event, such as a 'rave' or 'pay party'.

Action: Take name, address, telephone number of caller, full details of incident and advise caller that an officer will be informed.

Notify: First try

Ann Lee-Moore

If he is unavailable, try any of the following:

Andy Bonham
Janet O'Boyle
Geoff Smith

Inform: Environmental Health by email with details of the caller and their contact details on environmentalhealth@uttlesford.gov.uk with the subject line 'Uttlesford DC EHO Daily Report'

Open Spaces and Public Gardens (Council Owned)

Note: The Council does not own any Parks, Woodlands or Playing Fields except as shown below. The Council may receive information about emergency situations.

(1) PUBLIC OPEN SPACES

Locations: Saffron Walden

Castle Grounds
Claypits Piece (Debden Road, Saffron Walden)

Great Dunmow

Cedar Close
Cypress Court
Juniper Court
Maple Way
Woodlands Park
Woodlands Walk and land opposite Tesco Supermarket

Action: Take name, address and telephone number of caller, full details of problem and advise them an officer will be notified.

Notify: Duty Repairs Officer (see Duty Rota 2).

(2) PUBLIC GARDENS

Location: Saffron Walden

Walden Place

Action: Take name, address and telephone number of caller, full details of problem and advise them an officer will be notified.

Notify: Duty Repairs Officer (see Duty Rota 2).

Date: 07/04

Plumbing Emergencies

Note: COUNCIL OWNED PROPERTY ONLY

(1) Burst Mains Outside of Property

Action: Take particulars and notify:-
Three Valleys Water Plc - (0845) 782 3333

(2) Burst Mains Inside Property

Advise occupier to:-

- (1) turn off at mains
- (2) turn on all taps
- (3) turn off electricity if danger
- (4) turn off/damp down heating appliance
- (5) turn off immersion heater.

Action: Take name, address, telephone number of caller, full details of incident and advise caller that an officer will be informed.

Notify: Duty Repairs Officer (see Duty Rota 2).

Date: 10/10

Port Health

Note: Reports may be received from Stansted Airport – Ground Handling Agent, Terminal Duty Manager or the Airport Control Centre of aircraft arriving at the airport or the Port Medical Officer (Consultant in Communicable Disease Control) concerning infectious diseases onboard an aircraft.

Action: Take full details - name of airline, flight number, airport/country of origin, estimated time and date of arrival, details of illness, name and age of patient/sick passengers. Request caller to follow the Port Health Plan issued to each Ground Handling Agent and the Terminal Duty Managers at Stansted Airport.

Notify: Port Medical Officer (CCDC) on 0845 155 0068 (office hours) or 01245 444417 (Out of Hours ask for on-call public health person) and Geoff Smith on [REDACTED] or [REDACTED] or if unavailable John Arthurs on [REDACTED].

Inform: Environmental Health by email with details of the caller and their contact details on environmentalhealth@uttlesford.gov.uk with the subject line 'Uttlesford DC EHO Daily report'.

Date: 09/11

Public Health Nuisances etc

Note: The Council will investigate complaints of a general public health nature affecting one or a small number of residents or area e.g. smoke from bonfires, localised water, pollution, smells, dust, etc, but these are ***not normally considered to be an emergency***.

Action: Advise complainant to contact the Environmental Health Section on the next working day. Ask them to try to locate source of the pollution and if possible take photos.

Note: Serious or large scale incidents:
The Council may receive notification of pollution incidents which are affecting a large number of people or area from the Police, Fire or Emergency Planning Officer.

Action: **If the call is from the Emergency Services (Police, Fire, EPO)** take name, address, telephone number of caller, full details of incident and advise caller that an officer will be notified.

Notify: **First try:** Ann Lee-Moore [REDACTED]

If he is unavailable, try any of the following:

Andy Bonham
Janet O'Boyle
Geoff Smith [REDACTED]

Inform: All incidents to Environmental Health by email with details of the caller and their contact details on environmentalhealth@uttlesford.gov.uk with the subject line 'Uttlesford DC EHO Daily Report'

Date: 01/10

Public Toilets

Action: If there are issues during out-of-office hours regarding cleaning problems with the public toilets, please take details of the caller's name, address and telephone number and full details of the problem.

Notify: in descending order of priority:-

(1) Sally Johnson [REDACTED]

For repair problems please refer these to a Repair Officers – (see Duty Rota 2)

If there are any issues during out-of-office hours regarding the 3 Superloos (that are located on The Common, Saffron Walden, Swan Meadow, Saffron Walden and The Station/Castle Car Park, Stansted Mountfitchet) please call: **The Quality Hotline number: 0845 521 3581**

Date: 10/10

Rodents and Pest Control

All calls:- NOT CONSIDERED TO BE AN EMERGENCY

(a) Rodents

Note: The Council will treat domestic premises for rats and mice, but no service is available out of normal working hours.

Action: The caller should be advised to contact the Environmental Health Section on the next working day.

If the caller wishes to have a service immediately they should be referred to Yellow Pages Directory ("Pest and Vermin Control Services") and advised that they will have to pay and no refund of cost from the Council will be available.

(b) Insects

Note: The Council will treat domestic premises for all types of insect infestation for a fee - details of which will be provided, but no service is available out of normal hours.

Action: The caller should be advised to contact the Environmental Health Section on the next working day.

If the caller wishes to have a service immediately they should be referred to Yellow Pages Directory ("Pest and Vermin Control Services") and advised that they will have to pay and no refund of cost by the Council will be made.

(c) Swarm of Bees

Action: Refer caller to information on next page.

NOTE: Council Housing

The Council are not responsible for the foregoing eventualities - tenants should be advised to this effect and that the above arrangements apply.

Inform: All incidents to Environmental Health by email with details of the caller and their contact details on environmentalhealth@uttlesford.gov.uk with the subject line 'Uttlesford DC EHO Daily Report'

Date: 06/10

Collection of Honey Bee Swarms

Note: Beekeepers who are willing to endeavour to remove swarms of bees, (NOT wasps or bumble bees) which may be reported as causing a nuisance to the public are listed below.

The beekeeper may make a charge towards travelling and other expenses as swarm collection usually involves at least two visits. Please advise persons requesting the service of this fact.

Action: Advise caller of a beekeeper nearest to the reported swarm who can be contacted.

Local Beekeepers

Saffron Walden

Mr Johnson



Saffron Walden Museum (information only)

Location: Museum Street
Saffron Walden
Essex

Curator: Carolyn Wingfield

Opening Hours: **Summer (March - October)**

Monday - Saturday 10:00 – 17:00
Sundays and Bank Holidays 14:00 – 17:00

Winter (November - February)

Monday - Saturday 10:00 - 16.30
Sundays and Bank Holidays 14:030 – 16:30

Closed: Christmas Eve and Day

Telephone Number: 01799 510333/510334

Security of Offices and Buildings

(1) Security – All Council Buildings

Action: If occupier unable to secure property, i.e. defective door/lock, etc or report of broken or open window, take name, address and telephone number of caller and details of the problem.

Notify: Duty Repairs Officer.

(2) Intruder Alarm Sounding or Report of a Break-In

Action: Take name and address of caller and details of the problem

Notify: Appropriate persons:-

(a) Lord Butler Fitness and Leisure Centre:

<u>Call</u>	(1) Sheena Dale	
	(2) David Dodd	
	(3) Josh Smith	
	(4) Local Police	

01799 513232

(b) Dunmow Sports Centre (ECC):

<u>Call</u>	(1) Lyn Fisher	
	(2) Kirsty Laird	
	(3) Craig Jameson	
or	(4) Local Police	

01376 551312


(c) Museum:

<u>Call</u>	(1) Carolyn Wingfield	
or	(2) Lynn Morrison	


(d) Council Offices, London Road, Saffron Walden, Essex CB11 4ER

Call See Duty Rota 5 - Key holders for Saffron Walden Council Offices

(e) Council Offices, London Road, Saffron Walden, Essex CB11 4ER – Computer Section:

<u>Call</u>	(1) Nicola Wittman	
or	(2) Wayne Caton	

(f) Newport Depot, Water Lane, Newport, Essex

Call (1) Derrick Morris
or (2) Nina Ali  or

(g) Shirehill Depot, Shirehill, Saffron Walden, Essex CB11 3AQ

Call (1) Jon Andrews
or (2) Danny Johnson
(3) Ron Pridham



(h) Dunmow Vehicle Workshop/Depot, (at rear of 46 High Street),
Great Dunmow, Essex CM6 4AN

Call (1) Jon Andrews
or (2) Danny Johnson
(3) Ron Pridham



Stray Dogs

Note: The District Council is responsible for stray dogs running loose in a public place within its District. A collection service operates between the hours of 8.30 am and 5.00 pm Monday to Thursday and 8.30am to 4.30pm on Friday. Arrangements have been made with Mercer & Hughes, Veterinary Surgeons, to act as the local reception point of stray dogs found outside of our office hours. ***Not considered to be an emergency.***

Action: Advise caller that there is no collection service outside normal office hours but if they call 01799 522082 they will be able to make arrangements to take the dog to the surgery of Mercer and Hughes, 14 Radwinter Rd, Saffron Walden, Essex CB11 3JB Tel: 01799 521406 alternatively if they wait until the next working day they can contact the Council's Animal Warden on 01799 510594 who will arrange to visit and collect the dog.

Inform: Environmental Health by email with details of the caller and their contact details on environmentalhealth@uttlesford.gov.uk with the subject line 'Uttlesford DC EHO Daily Report'


Telecare Lifeline System

(1) Sheltered Housing Officer Call System

Note: Tenants of Elderly Person Sheltered Accommodation will report a defect to their alarm system direct to the officer (Duty SHO) responsible or if the officer is not available to the Control Centre (manned 24 hours).

Action: In the unlikely event of receiving a call, take name, address, telephone number of caller, full details of problem and advise that the contractor will be notified.

Notify: in descending order of priority:-


- | | |
|---|---|
| (1) North Herts Control Centre (at Hitchin) | 01462 420600 |
| (2) Duty Sheltered Housing Officer | (see Duty Rota 3) |
| (3) Helen Harvey |  |
| (4) Elizabeth Petrie | |

(2) Lifeline

Note: Tenant reports defect direct to the Control Centre (manned 24 hours) – Tel: 01462 420600.

Action: In the unlikely event of receiving a call, take name, address, telephone number of caller, full details of the problem and advise Control Centre – 01462 420600

Notify: in descending order of priority:-

- | | |
|---|---|
| (1) North Herts Control Centre (at Hitchin) | 01462 420600 |
| (2) Suzanne Russell |  |
| (3) Nadia Jackson | |
| (4) Helen Harvey | |
| (5) Elizabeth Petrie | |

Trees - on Private Land

Note: For trees in Council owned Open Spaces or Public Gardens, see page 34.

(1) Reports of Unauthorised Tree Work

The Council may be notified of unauthorised lopping, topping or felling of protected trees subject to Tree Preservation Orders, or trees in a conservation area.

Action: Take name, address, telephone number of caller, full details of the incident and advise caller that an officer will be notified.

Notify: The Landscape Officer, Ben Smeeden on [REDACTED].

(2) Dangerous Trees

(i) Dangerous trees posing immediate threat to persons or property.

Action: Take details and advise caller to contact Fire Brigade.

(ii) Trees fallen onto or posing immediate risk to public highway or railway.

Action: Take details and advise caller to contact Essex County Council Highways Emergency Service (Tel: 0845 603 7631) as appropriate.

(iii) Trees fallen on or having severed power lines.

Action: Take details and advise caller to contact EDF Energy on (0800) 783 8838.

Where risk of electrocution or fire (e.g. severed cables on public highway) advise caller to contact Police/Fire Brigade.

(iv) Uprooted trees fracturing gas pipes.

Action: Take details and advise caller to contact British Gas Emergency Service (Tel: 0800 111999). Where immediate risk of explosion/fire advise caller to contact Fire Brigade/Police.

(v) Uprooted trees fracturing water or sewer pipes.

Action: Take details and advise caller to contact Water Company Emergency Service:-

Water - Three Valleys Water Plc Tel 0800 3765325

Sewers - see page 18.
- Anglian Water Tel 0345 145145
- Thames Water Tel 01992 564000

Where immediate risk of flooding or pollution advise caller to contact Fire Brigade.

(vi) Clearance of fallen trees.

Action: Take details, advise caller to contact Tree Surgeon (see page 46) and that the owner of the trees will have to pay.

Notify: Landscape Officer next working day (01799 510466) on all above.

Directory of Tree Surgeons

This list of tree surgeons is provided for information purposes only. No responsibility is attached to the Uttlesford District Council for this list. Persons requiring the services of a tree surgeon are advised to ensure that the Company has third party liability insurance cover appropriate to the service they offer. Before engaging a tree surgeon the client should insist on seeing a current receipt in respect of insurance premium.

It is advised that all tree work should be undertaken in accordance with the minimum standards consistent with British Standards 3998: Recommendations for Tree Work, 1989 (copies may be obtained by mail order from the Sales Department, British Standard Publications, Linford Wood, Milton Keynes, MK14 6LE telephone (01908) 220022).

T A Shaw
Hockerell Court, Flat 7
London Road
Bishop's Stortford
CM23 5SB
01279 501798

T Fuller
44 Dalton Gardens
Bishop's Stortford
CM23 4DX
01279 503135

Davis Tree Associates
6 Windsor Gardens
Bishop's Stortford
CM23 4PQ
01279 501134

Sacombs Ash Trees
Sacombs Ash
Sacombs Ash Lane
Allens Green
Sawbridgeworth
CM21 0LU
01279 722613

Eco Tree Care &
Conservation Ltd,
Station Road,
2 Poplar Cottages,
Much Hadham
SG10 6AY
01279 843079

Green Man Conservation
Violets Lane
Buntingford
SG9 0HW
01279 777995

Green Arb
Threshers Bush Cottage
Threshers Bush
Harlow CM17 0NS
01279 415310

The Whitelaw Bros Ltd
127 Pennymead
Harlow
CM20 3JB
01279 864287

Charles Johnson
Cracknells Cottage
High Street
Hempstead
Saffron Walden
CB10 2PD
01799 599603

Treetops
3 Lower Pond Street
Duddenhoe End
Saffron Walden
CB11 4UP
01799 543128

Eastern Tree Surgery Co
71b High Street
Teversham
Cambridge
CB1 9BJ
01223 292110

Andrew Simister
Barley Hall Cottages
4 Parsonage Downs
Dunmow
CM6 2AT
01371 878365

Darren Fletcher Trees Ltd
9 Rumbles Way
Little Canfield
Dunmow
CM6 1FA
07958 774362

Good Easter Tree Care
7 Souther Cross
Good Easter
Chelmsford
CM1 4RX
01245 231147

Treecology,
Crippings Farm
Good Easter
Chelmsford
CM1 4PZ
0800 135 7447

Uttlesford District Council

Out-of-office Hours Service Information

Writtle Park Trees
Services Ltd
62 Victoria Road
Writtle
Chelmsford
CM1 3PA
01245 248033

All About Gardens
38 Peggotty Close
Chelmsford
CM1 4XU
07879 003135

The Epping Tree Co
67 Weald Bridge Road,
Epping
CM16 6EX
07850 390079

Stuart Marlow
Acorn Arboriculture
Simply Plants
Reeds Farm Nursery
Roxwell Road
Writtle
CM1 3SB
01245 478964

Rod Hunt
Arbtec Tree Services
2 Boarded Barns Cottage
Fyfield Road
Ongar
CM5 0HL
01245 280686

Neil Carter Arboricultural
Logistics
P O Box 5845,
Brentwood CM14 5TY
01277 213834

Noel Creighton
Chelmsford Tree Services
1 Woodland Cottage
Main Road
Bicknacre
Chelmsford
CM3 4HW
01245 426985

D F Clark Contractors Ltd.,
Andrews Farm
Burnham Road
Althorne
Maldon
CM3 6DS
01621 740876

Useful telephone numbers

ANGLIAN WATER AUTHORITY (Sewage)	Office Hours Emergency Services Leaks	01206 774000 08457 145145 0800 771881
BBC RADIO ESSEX		01245 252627
BRITISH GAS	Sales rooms Emergency Services Emergency Heating Repairs	0800 048 0202 0800 111999 0845 077 7111
BRITISH TELECOM	Cambridge	01223 344344 or 0800 212322
EDF ENERGY		0800 7838838
ENVIRONMENT AGENCY (Water resources/pollution/ flooding)	Floodline (24 hrs) Incident Hotline (24 hrs) General Enquiries (8am – 6 pm)	08459 881188 0800 807060 08708 506506
ESSEX COUNTY COUNCIL	Social Services Dept: -Local Office Dunmow -Saffron Walden -Education Department -Emergency Control Normal working hours (Peter Pearson) Out of hours	01371 876551 01799 513132 01245 492211 01245 492211 Extension 43036 Pager: 01893 272753 Mobile: 0467 298482
ECC HIGHWAYS		01279 642500
ESSEX RADIO		01245 251141
ESSEX COUNTY FIRE & RESCUE (ECC)	Headquarters (Witham) District Fire Prevention Officer (office hours only)	01376 576000 01376 349339 and 01376 345537
MEALS ON WHEELS	Saffron Walden	01799 668191

Uttlesford District Council

Out-of-office Hours Service Information

Date: 10/10

NORTH HERTS CONTROL CENTRE (CARELINE) for Sheltered & Lifeline Breakdowns	24 hours	01462 420600
PARENT LINE	Saffron Walden	01371 879966
POLICE	Braintree	01376 551312
	Harlow	01279 641212
	Saffron Walden	01799 513232
	Blunts Farm Motorway Control	01992 813550
STANSTED AIRPORT	Switchboard	01279 680500
THAMES WATER AUTHORITY (Sewage)	Emergency Service (Epping Agency)	01992 564000 08457 200800
VEOLIA WATER CENTRAL	Emergency Services	0845 782 3333
WRVS Saffron Walden		01799 513340

Date: 10/10

Utility Services

GAS	Gas Emergency Anywhere (Southern and North)	0800 111999
ELECTRICITY	EDF Energy	0800 7838838
WATER	Veolia Water Central (Emergencies, water quality, supply & leak enquiries)	0845 782 3333
SEWERAGE	Thames Water Authority (General) (Emergencies)	0645 200800 01992 564000
	Anglian Water Authority (General) (Emergencies)	01206 774000 0345 145145

Waste Collection

Note: Any enquiry concerning waste including dead animals, missed collections, fly tipping etc are ***not normally considered to be an emergency.***

Action: Advise caller to contact the Waste Services the next working day.

If a waste issue is of immediate threat to human health take details and advise caller that an officer will be notified.

Notify: in descending order of priority:-

- (1) Ron Pridham
- (2) Danny Johnson
- (3) Jonathan Andrews
- (4) Chris Turner



Missed Domestic Waste Collection

Action: If it is a missed bin, please advise the caller to contact Waste Services the next working day.

Date: 09/11

Water Supplies

Note: Water for the Uttlesford District is supplied by Veolia Water Central. Problems of supply, meters, burst mains supply pipes should be referred to their emergency telephone number – 0845 782 3333.

Inform: Environmental Health by email with details of the caller and their contact details on environmentalhealth@uttlesford.gov.uk with the subject line 'Uttlesford DC EHO Daily Report'

Water Supply Incident Affecting Public Health

Note: The Council has direct contact with Veolia Water Central about emergencies which pose a threat to the health of consumers and the appropriate officer(s) will be contacted directly.

Action: In the event of receiving such a call, take all details and advise that an officer will be informed.

Notify: **First try:** Ann Lee-Moore 

If he is unavailable, try any of the following:

Andy Bonham
Janet O'Boyle
Geoff Smith



Inform: Environmental Health by email with details of the caller and their contact details on environmentalhealth@uttlesford.gov.uk with the subject line 'Uttlesford DC EHO Daily Report'

Appendices

Council owned buildings

Lord Butler Fitness and Leisure Centre (managed by Leisure Connections Ltd)
Peaslands Road, Saffron Walden

Tel. 01799 522777

Museum

Museum Street, Saffron Walden

Tel. 01799 510333 or 01799 510334

Dunmow Sports Centre
(Essex County Council)

Tel. 01371 873782

Day Centres

Dunmow	01371 872874
Stansted	01279 815091
Saffron Walden	01799 522772
Takeley	01279 870392
Thaxted	01371 830094

Depots

Dunmow	07976 071718 or 07966 184721 or 07966 184801
Newport	01799 540501
Shire Hill, Saffron Walden	07976 071720 or 07966 184801

Council Offices

London Road, Saffron Walden
Tel. 01799 510510

Public Conveniences

~ Saffron Walden
~ Thaxted

Elderly Persons Sheltered Accommodation

For information on contacting the appropriate Sheltered Housing Officer see Duty Rota No.3 in the Out of Hours Manual

Great Dunmow

Alan Hasler House
Alexia House,

Hatfield Heath

The Close

Leaden Roding

Holloway Crescent

Little Hallingbury

Barkers Mead

Newport

Reynolds Court

Saffron Walden

Four Acres
Hatherley Court
John Dane Player Court
Newcroft / Fairycroft
Walden Place

Stansted

Meads Court
Normans Court

Stebbing

Pulford Place

Takeley

Priors Wood Court

Thaxted

Vicarage Mead

Duty Rotas

These are not contained in the manual but are updated and supplied to The Answering Service separately

Rota 1:

Environmental Health Officers re Imported Food or Animal Products at Stansted Airport (12 monthly)

Rota 2:

Repairs officers (six monthly)

Rota 3:

Sheltered Housing Officers (monthly)

Rota 4:

Homeless Officers (six monthly)

Rota 5:

Keyholders at Saffron Walden Council Offices (six monthly)

Rota 6:

Dangerous Structures (quarterly)

