

Bersted Parish Council

Risk Management Procedure

(To be used in conjunction with Councils Risk Management Policy and Risk Management for Insurance Purposes)

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01243 842221**

1.0 INTRODUCTION

This plan has been initiated by the Parish Council to ensure that there is a clear understanding of who should be contacted for help in the event of an out of hours emergency in Bersted.

2.0 POLICY SUMMARY

In an out of hours' emergency:

1. Assess whether the incident risk is low enough to wait until the next working day;
2. If not, assess if it can be solved by contacting an appropriate service from the list of useful links (6.4) at the end of this policy;
3. If the situation cannot be resolved in this way, contact the Clerk (6.1), who will coordinate appropriate actions;
4. In the absence of the Clerk, contact the second line of response (this will have been pre-notified by email) who will coordinate an appropriate response.

3.0 WHAT IS AN EMERGENCY?

- 3.1 For the purposes of this policy, the definition of an emergency is:-
'a serious, unexpected, and often dangerous situation requiring immediate action on/to any land/buildings/property belonging to Bersted Parish Council that may endanger the public'.
- 3.2 For higher levels of emergency, West Sussex County Council has a [Resilience and Emergencies Team](#) that works in partnership with the Emergency Services, Arun District Council ([Emergency Plan](#)) and many other agencies in order to provide a co-ordinated response to a major incident.
- 3.3 The Police have overall responsibility for control and coordination in an emergency situation. The County and District Councils have specific responsibilities, which include establishing emergency centres, providing temporary accommodation for those made homeless and managing the longer term recovery phase.

4.0 WHAT SORT OF EMERGENCY?

- 4.1 Three types of event, which could trigger a local emergency:
 1. Flooding, severe storms.
 2. Large scale evacuation due to a major event, e.g. major fire, pollution incident.
 3. A pandemic health threat.
- 4.2 Whilst all three examples would inevitably involve the emergency services and/or the major authorities, the knowledge of local people will also be vital in mitigating the effects on the local community.
- 4.3 Any other incidents, such as travellers, damage/vandalism, beach hut break-ins, litter, spillages, car parking etc. that occur on/to any land/buildings/property belonging to Bersted Parish Council, is dealt with by this policy.

- 4.4 Notwithstanding, it should to be recognised that the complete range of possible incidents that may occur is difficult to log and sound judgements will need to be made upon notification of an incident.

5.0 ROLES AND RESPONSIBILITIES DURING AN EMERGENCY

5.1 Role of Councillors

Invariably, incidents are reported by members of the public to their local Councillor. If the incident is reported during normal working hours, the member of the public should be requested to contact the Council Office or the Councillor may carry out that task on their behalf.

- 5.1.1 If an incident is reported out of hours, Councillors are expected to draw on common sense to ascertain whether the incident can be dealt with by the Council Office the next working day or whether any of the contacts in the Useful Links (6.4 below) could deal with the incident.
- 5.1.2 If a Councillor considers that the incident falls under this policy's definition, Councillors should contact the Clerk to agree a course of action.

5.2 Role of the Parish Clerk

- 5.2.1 All external agencies have the Clerk's contact number, which is made available 24/7, should an incident be reported this way.
- 5.2.2 The Clerk will co-ordinate any actions to be taken following an incident being reported.
- 5.2.3 Depending on the nature of the out of hours' incident, the Clerk will also contact Councillors, starting with the Chair/Vice-Chair, to advise of the incident and/or seek assistance if necessary.
- 5.2.4 In the absence of the Clerk, Councillors will be notified as to who will take the Clerk's role. This may be another member of staff, or in certain instances, the Chair of the Council.

5.3 Role of the Head Caretaker

- 5.3.1 Minor Parish Hall issues will normally be dealt with by the Head Caretaker who, as part of his duties, is designated first point of contact.
- 5.3.2 If the issue is unable to be resolved, the Head Caretaker will contact the Clerk.

5.4 Roles and Responsibilities of Other Agencies

Depending on the nature of the incident, the Emergency Services will normally provide most of the initial response. They will be supported by the local authorities (District and County Councils), Environment Agency, utility companies (Gas, water, electricity etc.) and voluntary organisations. The emergency services' main role will most frequently be to save life. If there is any risk to life at all, 999 must be contacted. The Fire and Rescue Service is responsible for rescuing survivors. The Ambulance service is responsible for treating casualties and taking them to hospital. The Police will help co-ordinate this work.

6.0 CONTACT DETAILS

6.1 Officers of the Council

Position	Name	Phone Number 1	Phone Number 2
Caretaker	Terry	07801 798302	07764 145480
Grounds Man	Gary	07833 923992	

6.2 Members of the Council

Councillor	Phone Number 1	Phone Number 2
Jonathan Spencer		07462 408440
Alexandra Collins	01243 837765	07958 078304
Alyson van Koolbergen		07917 823773
Roger Dear	01243 821203	07760 472179
Keir Greenway		07783 417132
Patrick Hastings	01243 828170	
Wendy Kapp	01243 827671	
David Lainchbury	01243 823652	07840 338359
Martin Lury	01243 869599	
Rob Outen		07872 905503
Dennis Thompson	01243 829268	07468 315106
Jeanette Warr-Chapman	01243 827061	07434 840910
Michael Warr-Chapman	01243 827061	07444 800747
Gill Yeates		07703 278959

6.3.1 Emergency Services

Organisation	Contact	Telephone Numbers	
		Office Hours	Emergency
Ambulance Service	South East Coast Service	03001 230999	999 or 112
Fire & Rescue	West Sussex Headquarters	01243 786211	999 or 112
Police	Sussex Police	01273 470101	999 or 112 (non-emergency – 101)
Environment Agency	National Customer Contact Centre	03708 506506	
NHS England	Switchboard	111	999 or 112

6.3.2 Authorities & Adjacent Councils

Organisation	Contact	Telephone Numbers	
		Office Hours	Emergency
West Sussex County Council	Resilience and Emergencies	01243 777100	03302 222400
Arun District Council	Switchboard	01903 737500	01903 737500

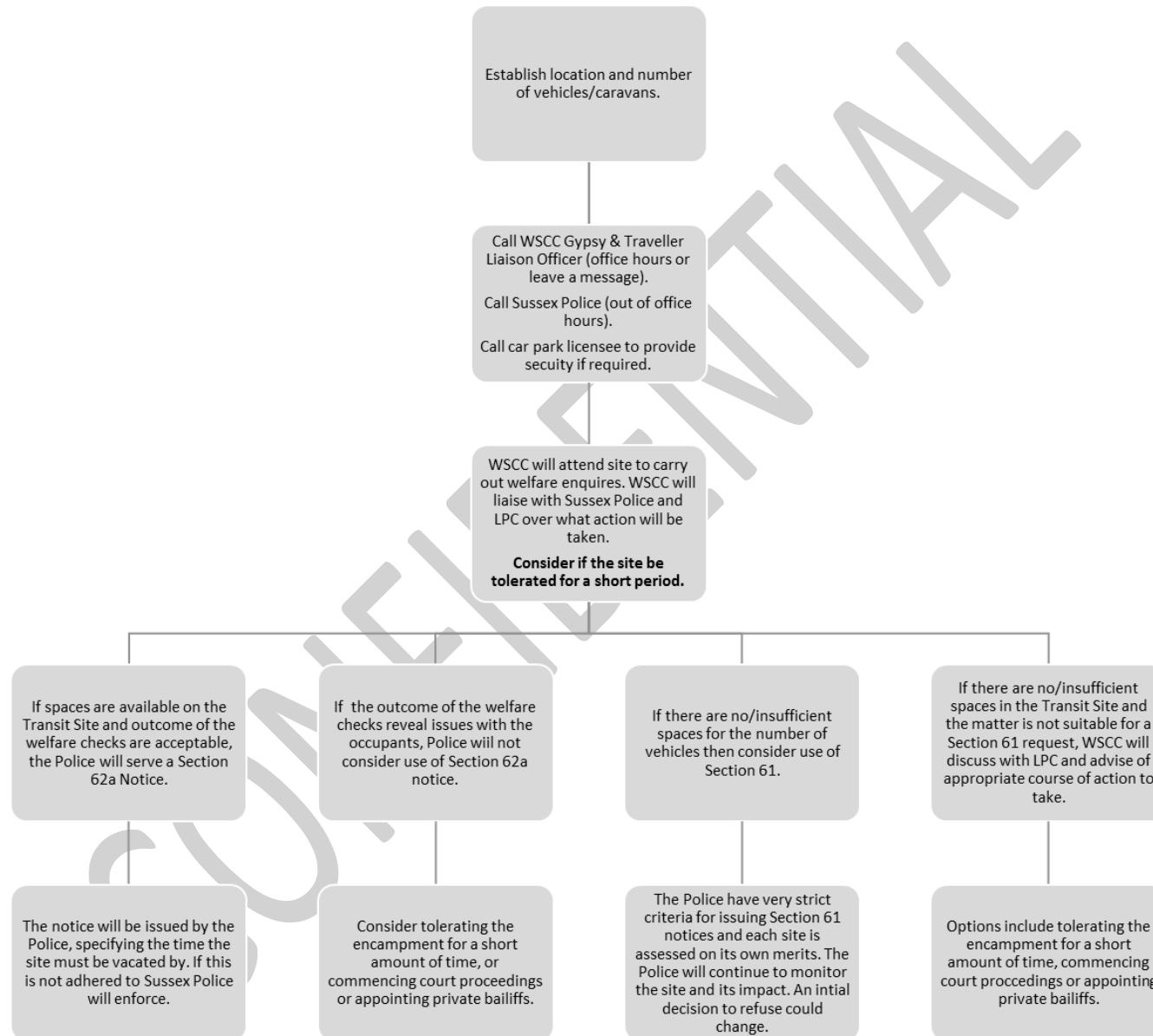
Bersted Parish Council	Parish Clerk Debbie Holcombe	01243 842221	07719 327474
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6.3.3 Utilities

Organisation	Contact	Telephone Numbers	
		Office Hours	Emergency
Talktalk	(Broadband/Phones)	0800 083 3003	0800 083 3003
J&R Computer Services	I.T	01903 718188	07944 005941
npower	(Gas & Electricity)	0800 073 3000 0330 100 3000	105
ESG Security Limited	(Hall security)	0121 706 1498	0121 706 1498
Business Stream Castle Water	(Water)	0330 123 2000 01250 718700	0330 303 0368 0800 820 999 (leaks)
The Lock Centre	(Hall alarm) Central Station	01243 829427	01243 829427
Zurich Portakabin	(Insurance) (Emergency plan)	01243 832117	0117 934 2116 07968 743903

Flooding	West Sussex County Council Tel. 01273 642105
Fly Tipping, Graffiti, Flyposting	01903 737500
Hate Crime	West Sussex County Council - Further details here
Operation Crackdown (Abandoned vehicles, anti-social driving and untaxed vehicles)	Report online – http://www.operationcrackdown.org/
Pavements and kerbs	West Sussex County Council 01243 777100 customer.service@westsussex.gov.uk Report online here
Potholes	West Sussex County Council Tel. 01243 777100 Report online here
Public Rights of Way	West Sussex County Council Tel. 01243 777100 Report online - here
Street lights and signs	West Sussex County Council Tel. 01243 777100 Report online here
Terrorism & National Emergencies	Government - Further details here
Traffic Lights & pedestrian crossings	West Sussex County Council Tel. 01243 777100 Report online here
Travellers	WSCC - Further details here 01243 642139 Report online here 01903 737500. Travellers Update, Private Sector Housing and Public Health, Arun District Council Location: Third Floor, Arun Civic Centre, Maltravers Road, Littlehampton, BN17 5LF E-mail: travellersupdate@arun.gov.uk

7.0 DEALING WITH UNAUTHORISED ENCAMPMENTS ON PARISH LAND



(Written in conjunction with WSCC Gypsy & Traveller Team Manager)