

TOWN AND CINQUE PORT OF HYTHE



Hythe Town Council
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EMERGENCY OUT-OF-HOURS PROCEDURE

WWW.HYTHERTC.GOV.UK/POLICIES/GENERAL

This Policy was adopted by the Council at its meeting held on: 04 March 2021 Minute 277/20

GOVERNING BODY: HYTHE TOWN COUNCIL, TOWN COUNCIL OFFICES, OAKLANDS, 1 STADE STREET, HYTHE,
KENT. CT21 6BG



Summary

This procedure outlines how Hythe Town Council operates an emergency 'out-of-hours' procedure.

Council Phone

Hythe Town Council has already purchased a council phone. The phone will be loaded with contact phone numbers for all staff and Councillors. The rules for the phone are that it is provided for work use only and that no apps can be downloaded. The phone has been provided to the Town Clerk, who will keep it on them unless on leave when their duties are deputised.

In an Emergency

The Basic rule for the Town Clerk is to follow procedure and contact other staff and councillors as appropriate.

Incident – Traveller intrusion on a Saturday, Sunday or Bank Holiday.

Immediate Action – Contact the Police if any criminal damage has occurred and obtain a crime reference number. Publish a standard statement on the HTC website and social media advising the Council is aware of the unauthorised encampment and will be following the correct legal proceedings.

Follow-up – The Town Clerk to email Councillors, but no further action until Monday.

Estimated Costs- Town Clerk TOIL.

Incident – Wedding Query – Confirming that someone will be present to open.

Immediate Action – Call Town Clerk.

Follow-up – Town Sergeant/Town Clerk to attend Town Hall to open premises if required.

Estimated Costs- Town Clerk TOIL / Caretaker charge.

Incident – Car Boot Sale Query – 'Booker' forgot to pick up the keys.

Immediate Action – Call Town Clerk.

Follow-up – Town Clerk/Town Sergeant to visit Council Offices and deliver the key to the enquirer.

Estimated Costs- Town Clerk TOIL / Caretaker charge.

Incident – Alarm at Sports Pavilion.

Immediate Action – Call the Alarm Company.

Follow-up –

a) If a false alarm, email the Town Clerk with details on Monday.

b) If a real alarm, call the Police or KFRS immediately and email the Town Clerk (call if circumstances dictate)

In both cases, ensure the property is safe and secure.

Estimated Costs- Caretaker charge.



Incident – Alarm at Oaklands.

Immediate Action – Call Town Clerk who will advise the Alarm Company.

Follow-up –

a) If a false alarm, call Town Clerk with details.

b) If a real alarm, call the police or KFRS immediately and call the Town Clerk to advise.

In both cases, ensure the property is safe and secure.

Estimated Costs- Caretaker charge.

Incident – Alarm at Town Hall

Immediate Action – Call the Alarm Company.

Follow-up –

a) If a false alarm, email the town clerk with details.

b) If a real alarm, call the police or KFRS immediately and call the Town Clerk to advise.

In both cases, ensure the property is safe and secure.

Estimated Costs- Caretaker charge.

Incident – Incident on Land owned or managed by Hythe Town Council.

Immediate Action – Call Town Clerk.

Follow-up – The Town Clerk will deal with the incident as appropriate.

Estimated Costs- Town Clerk TOIL.

Incident – Fly Tipping.

Immediate Action – Call Town Clerk.

Follow-up – The Town Clerk will deal with the incident as appropriate.

Estimated Costs- Town Clerk TOIL.

Incident – Damage to charity properties.

Immediate Action – Call Town Clerk.

Follow-up – The Town Clerk will deal with the incident as appropriate.

Estimated Costs- Town Clerk TOIL.

Incident – Mayoral Issues, theft of Council Insignia, Break-ins, or Burglary.

Immediate Action – Call the Town Clerk who will inform the police.

Follow-up – The Town Clerk will deal with the incident as appropriate.

Estimated Costs- Town Clerk TOIL.

Staff Contacts

Emergency phone numbers will remain confidential to the prime emergency call-out person (Town Clerk) Mobile: **07493 635897** emergency@hythe-tc.gov.uk

Supplier Contacts

Emergency phone numbers will be given to the 'out-of-hours' contact and codes/keys will be accessible from the office.

