

Confidential Info Removed

WEST BERKSHIRE COUNCIL

OUT OF HOURS

EMERGENCY MANUAL

Note: This manual refers to **EMERGENCIES** and agreed service out of hours in situations that **MAY** cause serious risk to the public if not addressed.

This service should **not** be treated as an extension to the normal working day.

CONTACT NUMBERS IN RED MUST NOT BE GIVEN OUT TO OTHER AGENCIES OR THE PUBLIC.

ALL OPERATORS MUST MAKE THEMSELVES FAMILIAR WITH THE CONTENTS.

IMMEDIATE ACTION ON NOTIFICATION OF A MAJOR INCIDENT (INCLUDING TEST ACTIVATION CALLS)

1. Use [Annex 21](#) (call checklist) to capture information from the call accurately and in full
2. Ask the caller to repeat ALL details to ensure they are correct.
3. Call the Emergency Duty Officer (EDO) immediately on: **XXXXXXXXXX**. If the call goes to voicemail, then leave a message. Call a further 2 times, no more than 5 minutes apart. If there is still no answer or if the EDO does not contact Appello within a further 5 minutes, see [Annex 16](#) for back up contacts.
4. Report the exact words to the EDO.

Document Control

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Lead:	Helen Grant	Service Manager:	Carolyn Richardson

Change History

All changes are listed in [Annex 25](#)

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1 Purpose

The Out Of Hours (OOH) contact centre is the single point of contact for all calls for the Council outside core office hours and during Public Holidays. It is an **EMERGENCY** line and NOT an extension of the normal working day.

This manual refers to the calls that are often received, the action to be taken by the out of hours contact centre and, where necessary, the appropriate staff/contractors.

2 Applicability

Where there are actions to be taken by the Council, this is either due to legal requirements or to action work, which, if not undertaken within a reasonable timeframe, could result in further damage or would cause a public safety issue.

3 Roles and responsibilities

- 3.1 All affected parties are responsible for proactively informing Emergency Planning of any change to procedure or service availability, and routinely reviewing the manual, ensuring contact details are correct and contact names/ addresses remain relevant.
- 3.2 Appello (formerly Careline UK) and West Berkshire Council (WBC) are responsible for the day-to-day management of the OOH service, including ensuring implementation of this standard.
- 3.3 All Appello staff are responsible for familiarising themselves with, and ensuring that they comply with, this standard.
- 3.4 **It is ONLY applicable to the geographic area of West Berkshire Council.**

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4 Operator required action

Step	Note: All calls must be treated as confidential by Appello and the officers receiving this information	Actions
1	Answer all calls within time specification	Answer the call as: "West Berkshire Council EMERGENCY contact centre. You're through to [operator name]. Can I have your name and full address, please?"
2	Capture the details required	Take the following details – check spelling – from the caller and put on the log form: <ul style="list-style-type: none"> • First name and surname • Full address of caller • House name/number • Street name • Town/Village • Post code
3	Where is the emergency occurring/ located?	<ul style="list-style-type: none"> • Check the exact location of the emergency by using the WBC online map to confirm location: • If not a specific address try to get key points of interest near to the location to assist responders Double check the location of the emergency. Is it a WBC address? Use the WBC location finder to confirm.
4	If NOT in West Berkshire, then inform caller:	"I am sorry. You are not in the West Berkshire area, so you need to call the Council for that area".
5	If in West Berkshire, then ask: What are the details of the emergency?	Take details of issues, including the location: <ul style="list-style-type: none"> • What is the issue? • Advise the caller you are checking and offer to place them on hold for a few minutes • The caller should be responded to within the same call without the need to call them back at a later time • Using the manual contents page with the mouse pointing at the section needed, press CTRL and Left Click together to move to the relevant section • Check whether WBC offers an Out of Hours service, then move to 5 or 6 below: Do not get involved in the details of the response or offer an opinion, only inform the caller.
6	NO service provided	<ul style="list-style-type: none"> • Inform the caller that there is no Out of Hours service and, as appropriate, either advise caller to: <ul style="list-style-type: none"> • call the WBC main office the next working day, or • report the issue online via the WBC website • Inform the caller who they should contact, if appropriate, with the number to call if in black print Do not call on behalf of the caller. Do not give out numbers in red print.
7	Service provided AND within West Berkshire area, then:	<ul style="list-style-type: none"> • Follow the instructions given in the appropriate section of this manual. Do not give out names of contractors or the Duty Officer or any number in RED print
8	Post call actions	Complete the log with details of: <ul style="list-style-type: none"> • The caller • The full description of the issue • The outcome of actions as follows, clearly showing the decision making process (i.e. phone calls made, discussions taken place or the reference to the manual): <ul style="list-style-type: none"> - Refer to Next Working Day FOR INFORMATION ONLY - Referred to xxxxxx/Duty Highways/EDO, etc. - No action: not West Berkshire Council responsibility. Client informed of agency to call Ensure logs are as accurate as possible as they MAY be used later as evidence in court.
9	Log reports	Send the Completed Excel spreadsheets to the XXXXX email address no later than 10.00 the next day.

OOH MANUAL DETAILS			
1	ANY REPORTED MAJOR INCIDENT AND CALLS REGARDING SPECIFIC SITES & EXERCISES. NOTE: THIS IS PRIORITY		Annex reference
1.1	Any Reported Major incident/Emergency (normally via Police, Fire or Ambulance, but may be others)	<p style="text-align: center; color: green;">OUT OF HOURS SERVICE PROVIDED IN ALL CASES</p> <p>Take details. Ask the caller to repeat to ensure ALL details included and correct.</p> <p>Ensure you have:</p> <ul style="list-style-type: none"> • Callers name and agency • Contact number(s) • Time of call • What the incident is • What is requested of the Council • Other details as comprehensive as possible <p>Inform Emergency Duty Officer (EDO) immediately on: XXXXXXXXXX. If no immediate response, go to Annex 16 for escalation.</p> <p><i>REPORT EXACT WORDS TO THE EDO</i> Inform Contact Centre Supervisor Use Annex 21 for call checklist</p>	<p style="text-align: right;"><u>Annex 16</u></p> <p style="text-align: right;"><u>Annex 21</u></p>
1.2	Removed due to details		
1.3			
1.4			
1.5			
1.6			
1.7			
1.8	Severe Weather alerts		
1.9	Exercise/Test calls		

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A							CORONAVIRUS – REQUEST TO SPEAK TO A PUBLIC HEALTH CONSULTANT						
A.1		Public Health Consultants (PHC) and Directors of Public Health (DPH) OOH Cover		OOH Service provided		Week commencing		On call PHC/DPH		Contact number			
						04 04 2022							
						11 04 2022							
						18 04 2022							
						25 04 2022							
B							UKRAINIAN CRISIS						
B.1		Calls concerning the Ukrainian crisis, including hosting a Ukrainian family		No OOH Service provided		Advise the caller to visit the .Gov.uk website at: https://www.gov.uk/register-interest-homes-ukraine or the West Berkshire Council website at https://www.westberks.gov.uk/ukraine for further information. If the caller has a specific question, advise them to email Ukraine@westberks.gov.uk or to call the Hub during office hours on 01635 503579 . If there is an emergency situation, contact the EDO on: XXXXXXX							
1							ALARMS						
1.1		Alarms & Alarm Noise in Council property		OOH Service provided		Alarms are received by an alarm company. Check Annexes 1 & 3 to identify if Council property and for Key Holder details. If not in Annex 1, then not a Council property: see 2.2 below.						Annex 1 Annex 3	
1.2		Alarms & Alarm Noise in non-Council property		No OOH Service provided		If not a Council property, advise the caller to contact whoever is responsible for the building, e.g. landlord, security company, Utility company. Depending on the nature of the alarm, also inform the Police or Fire Brigade If suggesting a noise nuisance, advise caller to call the Council next working day since there is no OOH Noise Nuisance service						Annex 1	
1.3		Car Park LIFT & ACCESS ALARMS		OOH Service provided		Data Removed							

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	<ul style="list-style-type: none"> • Kennet Centre Multi-Storey Car Park (MSCP) • Newbury Station MSCP • Northbrook MSCP 			
1.4	Car Park FIRE ALARMS <ul style="list-style-type: none"> • Kennet Centre Multi-Storey Car Park (MSCP) • Newbury Station MSCP • Northbrook MSCP 	OOH Service Provided	Data Removed	

3	BRIDGES			
3.1	Aldermaston Wharf swing bridge	OOH Service provided	Call XXXXX on XXXXXXXXXX If in doubt, seek advice from Duty Highways Officer: XXXXXXXXXX NOTE: The bridge will not operate between 16:30 and 17:30 or after dusk.	
3.2	Canal swing bridges (except Aldermaston Wharf Swing Bridge: see 4.1 above)	No OOH Service provided	Advise caller to call Canal & River Trust OOH emergency line on 0800 4799947 NOTE: Bridges will not operate between 16:30 and 17:30 or after dusk.	
3.3	Bridges on watercourses and rivers (except swing bridges)	OOH Service provided	Call XXXX on XXXXXXXXXX If in doubt, seek advice from Duty Highways Officer: XXXXXXXXXX	
3.4	Specific bridges: <ul style="list-style-type: none"> • A339 Rail Bridge • Blackboy's Rail Bridge • Skew Rail Bridge 	OOH Service provided	In the event of a rail emergency or bridge strike, advise caller to contact the number detailed on the plaque attached to the bridge. For maintenance issues, such as pot holes (see Section 21.8 for service availability) or removal of dead animals (see Section 3.1 for service availability), call XXXXX on: XXXXXXXXXX	
3.5	Barriers and fencing on approach embankment to bridges	OOH Service provided	Call XXXXX on XXXXXXXXXX If in doubt, seek advice from Duty Highways Officer: XXXXXXXXXX	
3.6	Motorway and trunk bridges on M4 and A34	No OOH Service provided	Advise caller to contact National Highways on 0300 123 5000	
3.7	Bridges over railway lines	No OOH Service provided	Caller should contact number detailed on a plaque attached to the bridge.	

4	BUILDING REPAIRS (EMERGENCY)			
4.1	Business: Requests for emergency repairs including: <ul style="list-style-type: none"> • Broken/ unsecure window/door • Dangerous Electrics • Loss of Hot Water and/or Heating • Lost or stolen key 	No OOH Service provided	Verify whether WBC property or not. If private or private-tenanted business, advise caller to contact landlord or agent. If Council property see below.	Annex 1 Annex 3
		OOH Service provided	Verify whether WBC property or not. If Council-owned building , inform Key Holder or OOH response	Annex 1 Annex 3 Annex 20
4.2	Residential: Requests for Emergency repairs including: <ul style="list-style-type: none"> • Complete breakdown of heating system (no heat) • Major structural damage • Complete breakdown of electrical services (no lights or no power) • Leaks from plumbing that cannot be contained, e.g. a burst water storage tank • Blocked toilet where only one toilet exists in the property • Lock change if resident is locked out • Boarding up broken windows 	No OOH Service provided	Verify whether WBC property or not. If private , private-tenanted or Registered Social Landlord , then advise caller to contact landlord/ agent or Housing Association. For list of other Social Housing Partners see Annex 22 If Council property see below.	Annex 1 Annex 3 Annex 22
		OOH Service provided	Verify whether WBC property or not. If Council-owned/ managed residential property , see Annex 20 for actions	Annex 1 Annex 3 Annex 20
4.3	Emergency repairs to West Berkshire Council-owned school caretaker properties only	OOH Service provided	<i>Call from a caretaker at one of the following properties only:</i> Removed	

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7 CAR PARKS				
7.1	Car park barriers not working	Conditional OOH Service provided	<p>Only applicable to:</p> <ul style="list-style-type: none"> Car parks run by West Berkshire Car Parks Team <p>Or</p> <ul style="list-style-type: none"> Rangers (see 8.7 and 8.8 below for sites and actions) <p>If within the hours 07:00 and 23:00 Monday to Sunday, then notify CEO on: XXXXXXXXXX.</p> <p>Outside these hours and on Christmas Day: No Council Service.</p> <p>If a pay station in one of the Wharf Road pay-on-foot car parks, i.e. Central or Library, is not accepting a cash payment, then the pay station in the other Wharf Road car park may be used.</p>	Annex 6
7.2	Locked in Council Car Parks	Conditional OOH Service provided		
7.3	Ticket machine problems	Conditional OOH Service provided		
7.4	Lost ticket and cannot exit pay on foot car parks	Conditional OOH Service provided		
7.5	Faulty car park status signs	Conditional OOH Service provided		
7.6	Locked out of KENNET CENTRE or NORTHBROOK multi-storey car parks after locking-up time	OOH Service provided		
7.7	Greenham Common Snelmore Common Thatcham Nature Discovery Centre	OOH Service provided	<p>Car parks at these sites are open at 08:00 and close at 16:00 in winter, extending to 20:00 in summer.</p> <p>Persons locked in countryside locations after closing hours: call XXXXX on XXXXXXXXXX</p>	
7.8	Paices Wood Country Parkland, Aldermaston	OOH Service provided	<p>Call XXXXX on XXXXXXXXXX.</p> <p>April – October: Open 07:00 Lock up 20:00</p> <p>October – March: Open 07:00 Lock up 16:00</p>	
7.9	Locked in car park at Northcroft Leisure Centre, Northcroft Lane, Newbury OR Goldwell Park Car Park (Opposite)	Conditional OOH Service provided	<p>Between 07:00 and 22:30, assistance may be sought by phoning: XXXXXXXXXXXXXX.</p> <p>NOTE: There will be NO SERVICE between 22:30 and 07:00.</p> <p>Gate Closes at 22:00.</p>	
7.10	Locked in Holybrook Linear Park Car Park, Calcot	No OOH Service provided	<p>This car park is locked at Dusk most evenings. It may be open later if there is an event at the Beansheaf Community Centre (latest closing time: 23:00).</p> <p>There is no OOH service for this car park currently.</p>	
7.11	Locked in Turnhams Farm Hall Car Park	No OOH Service provided	<p>Not WBC operated. No Council service.</p> <p>This car park belongs to Tilehurst Parish Council and is leased to a local football club.</p>	
7.12	Emergency opening of height restriction barrier at Bowdown	No OOH Service provided	Not WBC operated. No Council service.	

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	Woods, Bomb Site Car Park, Bury's Bank Road, Greenham		This car park is owned and managed by Berkshire, Buckinghamshire and Oxfordshire Wildlife Trust (BBOWT). BBOWT does not have an out of hours service.	
7.13	Issues with Parkway Car Park, Newbury	No OOH Service provided	No Council Service. Not WBC operated. Managed by Parkway Shopping: 01635 889070	
7.14	Car Park FIRE ALARMS <ul style="list-style-type: none"> • Kennet Centre Multi-Storey Car Park (MSCP) • Newbury Station MSCP • Northbrook MSCP 	OOH Service provided	From 23:00 to 07:00 <ul style="list-style-type: none"> • Alarm activates an automated call to XXXXXXXX • XXXXXX staff member calls XXXXXX. 	
7.15	Northbrook Multi-storey car park (Public Toilets (Closed) only)	Conditional OOH service provided	If there is a non-emergency issue with the toilet block, call the Parking Service on XXXXXX (available from 07:00 to 22:30). Outside these times, ask the caller to contact the Parking Service the next working day on: 01635 5198213. In an emergency only, contact the Car Parks OOH Duty Officer on: XXXXXXX	

11	DRAINS, SEWERAGE, PUMPING STATIONS AND UNDERPASSES (CESSPOOLS/SEPTIC TANKS)			
11.1	Drains issues – Private property	No OOH Service provided	If the issue concerns sewage on private property, and the caller claims this is the result of issues with a sewage treatment plant or pumping station for which the Council is responsible, go to Section 12.5 . Otherwise, advise caller to contact Thames Water Out of Hours emergency number: 0800 316 9800	
11.2	Sewage on footpaths/ roads/ public or private areas	No OOH Service provided	Advise caller to contact Thames Water Out of Hours emergency number: 0800 316 9800	
11.3	Drains issues – Council owned property sewers or drains	OOH Service provided	Check if Council Property and identify Key Holder to action. If in Annex 1 and a residential property, then see Annex 20 for appropriate action.	Annex 1 Annex 20
11.4	Drains issues – Tenanted or Housing Association property	No OOH Service provided	Advise caller to contact Thames Water Out of Hours emergency number: 0800 316 9800 , the landlord or Housing Association	
11.5	Sewage treatment plants and surface/ foul water pumping stations	OOH Service provided	Check list of Pumping Stations (Annex 8) and, if on the list contact XXXXX on: XXXXXXX	Annex 8

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11.6	Private sewerage systems (Septic Tanks/ Cesspools, etc.)	OOH Service provided	Only applicable if: <ul style="list-style-type: none"> Related to a WBC Building (see Annex 1), then contact Key Holder Contaminating a watercourse, then advise caller to contact Environment Agency on: 0800 80 70 60 	Annex 1
11.7	If the cesspool is threatening public health	No OOH Service provided	Advise caller to contact WBC Customer Services the next working day.	
11.8	Underpasses	OOH Service provided	Check list of underpasses, see Annex 24 and, if on the list: <ul style="list-style-type: none"> For flooding or pumping station faults ONLY, contact XXXXX on: XXXXXXX. 	Annex 24

13	FLOODING			
13.1	Flooding of highways and road gullies	OOH Service provided	Refer to XXXXX on: XXXXXX	
13.2	Flooding on A34 and M4	No OOH Service provided	Advise caller to contact National Highways on: 0300 123 5000	
13.3	Flooding of property due to major flooding incident i.e. river flooding	OOH Service provided	Advise caller to contact the Environment Agency on: 0845 988 1188 (24 hour service) AND	
13.4	Severe flooding	OOH Service provided	Inform Emergency Duty Officer on: XXXXXXXX If no immediate response, got to Annex 16 for escalation.	Annex 16
13.5	Sandbags policy	OOH Service provided	See Annex 12 re: Sandbag policy. The basic rule is that protection of property is the responsibility of the property owner, therefore sandbags will not be deployed as routine. If they are deployed this will only be done having considered <i>the priorities listed within Annex 12</i>	Annex 12
13.6	Flood Warning/ Alert Received via recorded message	OOH Service provided	Environment Agency has primary duty to inform the public. The public can sign up to receive flood warnings by contacting the EA on: 0845 988 1188 (24 hour). If the flood alert is a FLOOD WARNING or SEVERE FLOOD WARNING , inform the Emergency Duty Officer on: XXXXXXXX . If no immediate response, go to Annex 16 for escalation.	Annex 13 Annex 16
13.7	Flooding of Underpasses	Conditional OOH Service provided	Check list of underpasses, see annex and, if on the list, contact XXXXX on: XXXXXX .	Annex 24

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17 HOMELESS AND VULNERABLE PEOPLE (WELFARE CONCERNS)				
17.1	Welfare concerns raised regarding homeless/ sleeping rough person(s)	OOH Service provided	Advise caller to contact the Emergency Duty Service (EDS) on: 01344 351999	
17.2	Welfare concerns relating to cases of Domestic Abuse, Vulnerable Children and Adults			
17.3	Child Abuse or other Vulnerable People concerns: elderly, young or disabled			

20 ROADS & PAVEMENTS, INCLUDING SIGNS, LIGHTS, ABANDONED VEHICLES, CLOSURES, POTHOLES, SPILLAGES, WINTER SERVICE, M4, A34, UNDERPASSES (PEDESTRIAN OR FOOT SUBWAYS), LEVEL CROSSINGS				
<p style="text-align: center;">NOTE: If a Highways contractor indicates that the particular incident is not their role/responsibility to deal with, contact the Duty Highways Officer on: XXXXXX to make them aware of the situation and ask advice.</p>				
20.1	Abandoned vehicles posing an immediate danger or threat to highway safety	OOH Service provided	Call XXXXXXXX on: XXXXXXX Note: Advise caller to contact the Police if the vehicle is believed to be stolen	
20.2	Fallen trees posing an immediate danger on the highway	OOH Service provided	Ask the caller for a nearby address or a grid reference so that the tree can be located, then contact XXXXXXXX on: XXXXXXX If the call is about a branch hanging from a tree, but that has not yet fallen, ask the caller if a broken end is visible, i.e. if the branch is detached and likely to fall. If yes, take details and contact the Duty Highways Officer on: XXXXXXX who will inspect or take appropriate action given the prevailing weather conditions.	
20.3	Road blockages	OOH Service provided	Other than trees and abandoned vehicles, then inform Duty Highways Officer on: XXXXXXX Emergency closures see Section 21.5	
20.4	Request for temporary signs			
20.5	Emergency road closures due to	OOH Service provided	Inform Duty Highways Officer on: XXXXXXX of road closures and re-opening requests.	

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	<ul style="list-style-type: none"> • Road Traffic Collision or similar • Major Incident 		If authorised by Duty Highways Officer, then contact XXXXXXXX to put in road closures on: XXXXXXX .	
20.6	Emergency road closures due to: <ul style="list-style-type: none"> • Third Party Utility Works 	No OOH Service provided	Inform Duty Highways Officer of road closure on: XXXXXXX . Email the following contacts, as soon as the closure is known about: XXXXXXX giving as much detail as possible, including, but not limited to: <ul style="list-style-type: none"> • Road(s) affected • Start point and end point of closure • Nature of incident • Duration of closure 	
20.7	Issues relating to M4 and A34	No OOH Service provided	Advise caller to contact National Highways on: 0300 123 5000 . If notified by the Police or National Highways of a major incident or closure of the M4 or A34, contact the Duty Highways Officer on: XXXXXXXXXX to inform them.	

21	NOISE, INCLUDING CONSTRUCTION NOISE			
21.1	Noise complaints, e.g. noisy parties, noise from commercial premises, industrial noise, barking dogs, alarms, see exception	Conditional OOH service provided	Advise caller to contact Customer Services the next working day. EXCEPT: If the noise is an alarm from a Council building, then refer to Key Holder, see Annex 1 and EXCEPT fireworks, see Section 13 .	Annex 1
21.2	Complaints or enquiries about hours of operation on construction sites, DIY, etc. -	No OOH Service provided	Suggest caller talks to the Site Manager before contacting the Council offices the next working day.	