

ACTION TO BE CARRIED OUT ON RECEIVING NOTIFICATION OF A MAJOR EMERGENCY

TORBAY COUNCIL STAFF

1. Collect all available incident information using **Immediate Action Check List**.
2. If required, alert Emergency Services via 999 and pass on incident information from checklist. (If incident is air/sea or cliff rescue, alert the Coastguard). Record action on checklist.

The following numbers can be used to consult with the emergency services - DO NOT GIVE THESE NUMBERS TO MEMBERS OF THE PUBLIC);

POLICE (Force Control Room at Middlemoor)

Tel; (01392) 452300
Tel; (01392) 452400
Fax; (01392) 452481

FIRE (Operations Desk) Tel; (01392) 872225

AMBULANCE (Control Room)

Tel; (01884) 243294
Fax; (01884) 253781

HM COASTGUARD (Brixham)

Tel; (01803) 882701

3. Call Contract Services 24-hour Controller and relay information from checklist.

**OPERATIONAL SERVICES Tel: (01803) 550405
Fax: (01803) 402938**

In the event of an incident or major emergency the Duty Controller will initiate the Council's response and implementation of special procedures.

If you contact the Duty Controller regarding an emergency state:

Who you are and your contact details
Where the incident has occurred
What has happened
When it happened

June 2004

What assistance is required
Who else has been notified or is in attendance

SOCIAL SERVICES EMERGENCY DUTY TEAM Tel: (01803 292166)

Acts as the main point of contact for Social Services support out of working hours (including homelessness issues).

4. Record action taken on **Emergency Operations Log**.

CONTRACT SERVICES CONTROLLER WILL ALERT APPROPRIATE LOCAL AUTHORITY OFFICERS AND ACCESS RESOURCES IN AN EMERGENCY

ACTION TO BE CARRIED OUT IN THE EVENT OF A BUILDING OR ENGINEERING EMERGENCY OUT OF OFFICE HOURS

In the first instance contact should be made with the 24 hour controller based at Torbay Contract Services at Yalberton Depot on **Telephone (01803) 550405**. All the control staff have the contact names and numbers of all Property Services personnel and details of all maintenance and servicing contracts and contractors who may need to be mobilised to suit the reported incident. They are also able to contact Senior Learning & Cultural Services Directorate staff.

The initial call to control should trigger whatever further actions are necessary to promptly deal with the emergency.

ACTION TO BE CARRIED OUT IN THE EVENT OF A BUILDING OR ENGINEERING EMERGENCY IN OFFICE HOURS

For emergencies relating to school buildings please contact Clare Talbot on Telephone (01803) 208220 and for all other emergencies contact should be made with Paul Hope (01803) 208224.