



Urgent Information Procedure Policy

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DATE OF NEXT REVIEW	May 2027

Introduction

The Town Council predominantly operates Monday – Friday, in the event of urgent information needing to be processed or communicated outside of normal office hours, the following procedure should be followed.

In the event of an emergency, risk of death, building collapse, fire, or dangerous damage to buildings or property, the emergency services should be contacted in the first instance, i.e. police, fire brigade or ambulance by calling 999. Please note this is not an exhaustive list.

Procedure for communicating urgent information.

In the first instance of an urgent issue being reported to a Town Councillor during a weekend or public holiday, the following process should be followed:

Report issue directly to the Mayor and the Chief Officer (via email/phone message), for Council records. If the message has only been reported to the Mayor, the Mayor is to send an email to the Chief Officer and/or other relevant officers, explaining the problem and marking the message as urgent.

The Mayor is to assess if the issue requires urgent public communication, if yes, The Mayor of Neston is to post a public holding message to Neston Town Council's Facebook page and the CH64 Facebook group:

Draft message, the wording for which can be altered to suit, dependent upon scenario:

"Neston Town Council has been made aware of xx issue. As the Mayor of Neston, I have reported this to officers who will publish an official statement on the next working day/first working day after the Bank Holiday/[insert date here]. Thank you. Signed Cllr [insert name]."

Neston Town Hall

Two councillors have been appointed as out of hours key-holders for the Town Hall.

The two current keyholders for 2026/27 are Cllr Jones and Cllr Kynaston.

Please refer to the Town Hall Fault Information Sheet for further instructions.

In the event of an urgent building fault or lift issue call Qwest help desk to log the fault and request assistance. Tel: 0300 123 7043 – Option 1.

If the issue is non-urgent, please pass details of the fault to officers who will report on the next working day.