# Urgent Information Procedure Policy

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| VERSION NUMBER | V1 |
| DATE & MINUTE REFERENCE | Date: 20/10/26 Ref: FC4/56b |
| DATE OF NEXT REVIEW | May 2028 |

**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 senior officers, explaining the problem and marking the message as urgent.

The Mayor is to converse with colleagues and 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]."*

*On the first working day after the issue has been reported, the Mayor is to converse with the Chief Officer/other Senior Officer/Manager to produce a formal, considered, Council response.*

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**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 it on the next working day.

# Urgent Information Procedure

An issue is reported to a councillor out of hours.

**Is the issue considered to be urgent?**

**YES**

Contact the Mayor, copying in the Chief Officer, to make them aware of the issue.

The Mayor to assess gravity of the situation, and consult senior colleagues, if necessary.

The Mayor is to post a holding statement to social media, allowing the public to see the Council is aware of the reported issue.

On the first working day after the issue was reported, the Mayor is to converse with the Chief Officer/other Senior Officer to produce a formal, considered, Council response and course of action. **END**

**NO**

Email a senior officer at the Council at your convenience.

Wait for a response from a Town Council officer on the next working day.
**END**