

Borough Duty Officer / Duty Silver

Manual 2017

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THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

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1. THE ROLE OF THE BOROUGH DUTY OFFICER

Road traffic accidents, subsidence in the pavement or road, damaged street furniture – any of these could happen at any time of the day or night and if left without attention could lead to injury to people or damage to vehicles. Many incidents of a routine nature will be referred directly to SUEZ, e.g. where a clean-up of road traffic accident damage is required. Other incidents will require physical inspection and, if required, the calling out of specialist contractors to either make safe or remedy the situation.

Out of office hours Monday to Friday, and all day Saturday, Sunday and Bank Holidays, it falls to the Borough Duty Officer to make any physical inspections necessary, travelling to the site and assessing the impact of the damage.

The call from the Police or member of the public will go to the Council's Out-of-Hours telephone service. For most matters, the Out-of-Hours Service (OOHS) will be able to respond within the guidelines and parameters they have been given by the individual services. However, certain matters will require the authorisation of a manager, or attendance at site, and this service is provided by the Borough Duty Officer.

The following pages contain guidance and advice for dealing with specific issues. Where there is no specific guidance, the Borough Duty Officer should rely on best endeavours.

2. HIGHWAYS

2.1 Borough Duty Officer Role

Road traffic accidents, subsidence in the pavement or road, damaged street furniture – any of these could happen at any time of the day or night and if left without attention could lead to injury to people or damage to vehicles. Many incidents of a routine nature will be referred directly to Suez, e.g. where a clean-up of road traffic accident damage is required. Other incidents will require physical inspection and, if required, the calling out of specialist contractors to either make safe or remedy the situation.

Out of office hours Monday to Friday, and all day Saturday, Sunday and Bank Holidays, it falls to the Borough Duty Officer to make any physical inspections necessary, travelling to the site and assessing the impact of the damage.

2.2 Small Holes in the Highway

If the hole presents a possible danger to pedestrians or traffic but may be safely left for reinstatement the following working day, consider the need for taping, fencing, coning or lamping to ensure public safety – if required, call SUEZ.

For small holes, etc, in the road or pavement that could constitute a danger to the public but are not big or deep enough to warrant calling out the main contractors, SUEZ have access to some cold-lay asphalt, stored in the Barn, Pembroke Road, which they can bring out to fill the hole. This will provide sufficient temporary repair to enable the site to be left open to traffic and pedestrians and for the situation to be reported to Highways in the normal way for subsequent permanent reinstatement.

2.3 Larger Holes and Excavations in the Highway

If you attend a reported site and discover a hole or excavation that is larger than can be filled temporarily with cold-lay asphalt (stored in the Barn, Pembroke Road Depot), you will need to assess the need for a substantive repair.

Minor roads, and other roads that will not impact severely on traffic flows, may be coned and lamped by SUEZ, and reported in the normal way for repair the following working day.

Roads where a lane closure would have a severe impact on traffic flows in the area (see list of Category 1 and 2 roads on page 8) and where the temporary repair is beyond the capability of SUEZ should be repaired or made safe immediately. The Council's main highways contractors may be called out by the Borough Duty Officer.

Highways Contractors – may be called-out by Borough Duty Officer

Contractor – F.M. Conway

Responsible for highways repairs (call mobiles first)

Out of Hours (first Option)		
Jo Barrett		
24hr Contact Number (Head Office)		

You should liaise with the Met Police call centre on 101 (key 9 then 101 from a Council BlackBerry) and inform them of the likelihood of traffic disruption while repairs are awaited and taking place. You may be responding to a police call-out in which case you may have been given a different contact number and a CAD reference number to quote.

You should also inform the London Traffic Control Centre (LTCC) on 0845 850 2621, ltcc@streetmanagement.org.uk if there is likely to be any knock-on disruption to strategic routes. Alternative contact details are 0845 305 1234.

2.4 Drainage and Gully Work

Road gullies, grating and pipework to the public sewer are the Council's responsibility. SUEZ carry out regular cleansing of the gullies and may be able to assist if there are calls about these backing-up or causing ponding.

However, if the gully or pipework is completely blocked then a Highways contractor is called in to carry out the necessary excavations and repairs.

Contractor - Cappagh

Responsible for excavations and repairs to gullies and pipework

24hr Out of Hours Contact Number	020 8947 4000
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Note that in times of very heavy rainfall, road gullies may not be draining away owing to the surcharging of water in the public sewers. This is not a reason for calling out the contractors.

Public sewers are the responsibility of Thames Water, but householders are responsible for their individual connections right up to the sewer – even when pipes are under the highway. Since October 2011 Thames Water have been responsible for individual connection under the public highway. Highways have no involvement in sewer maintenance, but on TMO estates it is presumed that the TMO act on the householders behalf.

2.5 List of Category 1 Roads – Council Responsibility

<ul style="list-style-type: none"> • Beaufort Street. • Earls Court Road (between Kensington High Street & Pembroke Road. • Fulham Road A305. 	<ul style="list-style-type: none"> • Lower Sloane Street. • Notting Hill Gate. • Old Brompton Road A3218. • Onslow Square. • Pelham Street.
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<ul style="list-style-type: none"> • Holland Park Avenue A402. • Kensington Church Street. • Kensington High Street A315. • Kings Road A3217. • Ladbroke Grove. 	<ul style="list-style-type: none"> • Pembridge Road. • Pembridge Villas • Sloane Street. • Sloane Square. • Thurloe Place.
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2.6 List of Category 2 Roads – Council Responsibility

<ul style="list-style-type: none"> • Barlby Road. • Beauchamp Place. • Bramley Road. • Cadogan Gardens (from junct with Draycott Place to Kings Road). • Campden Hill Road. • Collingham Road Gardens. • Collville Terrace. • Courtfield Gardens (between Knaresborough Place & Collingham Road Gardens). • Draycott Place (to junct with Cadogan Gardens). • Elkstone Road. • Gloucester Road. • Harrington Road. • Kensal Road. • Kensington Park Road. • Ladbroke Gardens. • Marlborough Place. 	<ul style="list-style-type: none"> • Marloes Road. • North Pole Road. • Oakely Street. • Old Church Street. • Onslow Gardens. • Palace Gate. • Pont Street. • Queensberry Place. • Queens Gate. • Royal Crescent. • Royal Hospital Road. • St. Anne's Road. • St. Anne's Villas • St. Marks Road. • Sloane Avenue • Sydney Street. • Symons Street. • Walton Street. • Westbourne Park Road. • Wrights Lane.
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2.7 Transport for London (TfL) Roads – NOT Council Responsibility

A map of the RBKC Network Management Road Hierarchy is on the following page. The Transport for London Road Network is the responsibility of TfL, and we do not work on their roads other than for cleansing and parking suspensions. The Out-of-Hours Service know this, and will inform any callers about problems on these roads to call TfL. Our principle concerns will be the Category 1 roads, and probably the Category 2 roads.

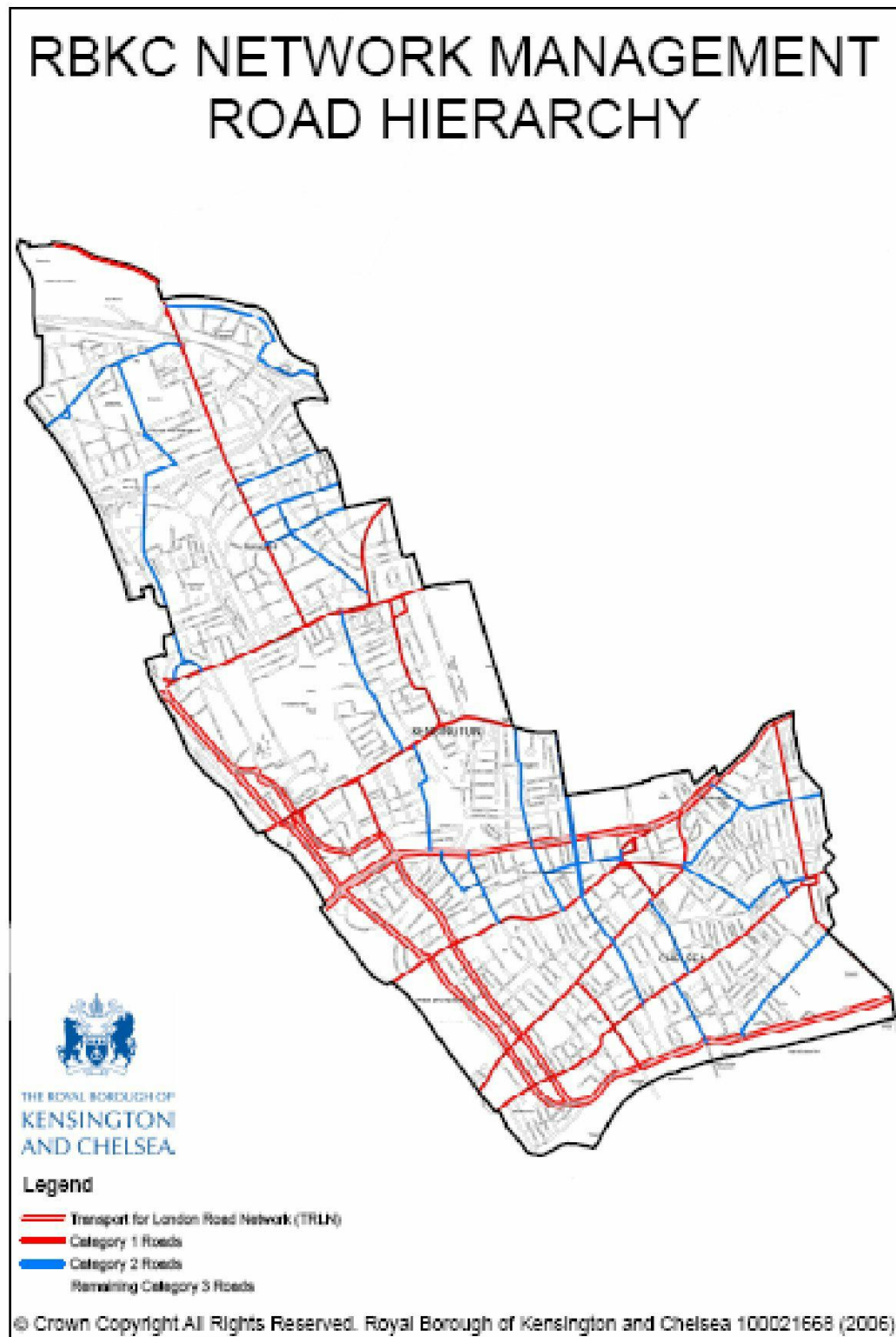
There are two available out of hours contact numbers for TfL.

- TfL Customer Centre 0845 305 1234
- London Traffic Control Centre (LTCC) 0845 850 2621 (should be used for any operational incidents on the highway. They can also be contacted on LTCCinformationdesk@tfl.gov.uk)

2.8 List of Transport for London roads in Kensington and Chelsea

• Addison Crescent (South section).	11 to 136B and 16 to 14A.
• Addison Road.	63 to 36 and opposite side.
• Ashburnam Road.	1A and Petrol Station.
• Brompton Road (from junction with Cromwell Gardens).	1 to 249 and 224 to 132
• Chelsea Embankment.	18 to 1, Chelsea Court, 23 Embankment.
• Cheyne Walk.	122 to 90.
• Cremorne Road.	1 to 39.
• Cromwell Gardens.	Whole.
• Cromwell Road.	Whole.
• Earl's Court Road (from junction with Pembroke Road south).	110 to 326 and 97 to 339.
• Edith Grove.	Whole.
• Finborough Road.	Mostly maintained by TfL. Frontage of 120 to 132 is maintained by RBKC.
• Gunter Grove.	Whole.
• Holland Road.	Whole.
• Knightsbridge.	93 to 109 (Harvey Nichols and Park Tower Hotel).
• Pembroke Road (from junction with Warwick Gardens to Earls Court Road).	48 to 2 and 1 to 33A.
• Redcliffe Gardens.	Whole.
• Tadema Road.	1 to 8 including 493B Kings Road.
• Thurloe Place.	1 to 16 including Rembrandt Hotel and Empire House.
• Warwick Gardens.	Whole.
• Warwick Road.	Whole.
• West Cromwell Road.	Whole section within this borough.

2.9 RBKC Network Management Road Hierarchy Map



2.10 Pre-designated Diversion Routes for Traffic Sensitive Roads

Street	Location	Diversion Route
Kensington High Street	Between the borough boundary and Holland Road including junction with Russell Road	Westbound - Warwick Gardens, Pembroke Road, Earl's Court Road, West Cromwell Road, Talgarth Road, Hammersmith Broadway. Eastbound - Brook Green, Shepherds Bush Road, Shepherds Bush Green, Holland Park Avenue, Holland Road, Addison Crescent, Addison Road.
Kensington High Street	Between Russell Road and Addison Road including junction with Holland Road.	Eastbound - Brook Green, Shepherds Bush Road, Shepherds Bush Green, Holland Road, Addison Crescent and Addison Road. Westbound - Warwick Gardens, Pembroke Road, Earl's Court Road, West Cromwell Road, Talgarth Road, Hammersmith Broadway.
Kensington High Street	Between Holland Road and Earl's Court Road including junction with Addison Road.	Eastbound - Brook Green, Shepherds Bush Road, Shepherds Bush Green, Holland Road, Addison Crescent and Addison. Westbound - Warwick Gardens, Pembroke Road, Earl's Court Road, West Cromwell Road, Talgarth Road, Hammersmith Broadway.
Kensington High Street	Between Addison Road and Kensington Church Street including junction with Earl's Court Road and junctions between.	Eastbound - Holland Road, Holland Park Avenue, Notting Hill Gate, Palace gardens Terrace, Kensington Mall and Kensington Church Street. Westbound - Kensington Church Street, Notting Hill Gate, Holland Park Avenue, Holland Road, Addison Crescent and Addison Road.
Kensington High Street and Kensington Road	Between Earl's Court Road and Palace Gate including junction with Kensington Church Street and junctions between.	Eastbound - Holland Road, Holland Park Avenue, Notting Hill Gate, Palace Gardens Terrace, Kensington Mall and Kensington Church Street. Westbound - Earl's Court Road, Cromwell Road and Warwick Road

Kensington Road	Between Palace Gate and Queen's Gate including the junction with Palace Gate.	Eastbound - Kensington Church Street, Notting Hill Gate, Bayswater Road, Marble Arch, Park Lane, Hyde Park Corner. Duke of Wellington Place, Knightsbridge and Kensington Road. Westbound - Brompton Road, Thurloe Place, Cromwell Road and Warwick Road.
Holland Park Avenue and Notting Hill Gate	Between Ladbroke Grove and Pembridge Road including junction with Ladbroke Grove.	Eastbound - West Cross Route and West Way. Westbound - Notting Hill Gate, Palace Gardens Terrace, Kensington Mall, Kensington Church Street and Kensington High Street.
Holland Park Avenue	between Holland Road and Ladbroke Grove including Holland Park Roundabout	Eastbound - West Cross Route and West Way. Northbound - Kensington High Street, Hammersmith Road, Butterwick, Hammersmith Broadway, Shepherds Bush Road and Uxbridge Road. Westbound - Ladbroke Grove, Westbourne Park Road, Harrow Road, Wood Lane and Uxbridge Road.
Notting Hill Gate	Between Pembridge Road and Palace Gardens Terrace including junction with Pembridge Road.	Eastbound - Ladbroke Grove, Westbourne Park Road, Chepstow Road, Westbourne Grove, Bishop's Bridge Road and Inverness Terrace. Westbound - Palace Gardens Terrace, Kensington Mall, Kensington Church Street and Kensington High Street.
Bayswater Road and Notting Hill Gate	Between Palace Gardens Terrace and the borough boundary (WCC)	Eastbound - Holland Road, Addison Crescent, Addison Road, Kensington High Street. Westbound - Park Lane, Hyde Park Corner, Duke of Wellington Place, Knightsbridge, Kensington Road and Kensington Gore.
Palace Gardens Terrace, Kensington Mall and Kensington Church Street	Between Notting Hill Gate and Kensington High Street.	Southbound - Notting Hill Gate, Bayswater Road, Marble Arch, Park Lane, Hyde Park Corner and Knightsbridge.

Ladbroke Grove	Between Harrow Road and Kensal Road including junction with Kensal Road	Northbound - Cambridge Gardens, St. Mark's Road, St. Quintin Avenue, North Pole Road and Wood Lane. Southbound - Harrow Road, Great Western Road and Westbourne Park Road.
Ladbroke Grove	Between Kensal Road and Westbourne Park Road.	Northbound - Westbourne Park Road, Great Western Road and Harrow Road. Southbound - Harrow Road, Great Western Road and Westbourne Park Road.
Kensington Park Road	Between Pembridge Road and Chepstow Villas including junction.	Northbound - Pembridge Road, Pembridge Villas and Westbourne Grove. Southbound - Ladbroke Gardens, Ladbroke Grove, Holland Park Avenue and Notting Hill Gate.
Kensington Park Road	Between Chepstow Villas and Westbourne Park Road	Northbound - Kensington Park Gardens, Ladbroke Grove and Westbourne Park Road. Southbound - Westbourne Park Road, Ladbroke Grove and Kensington Park Gardens.
Pembridge Road	Between Notting Hill Gate and Kensington Park Road including junction	Northbound - Notting Hill Gate, Ladbroke Grove, Ladbroke Gardens and Kensington Park Road. Southbound - Kensington Park Road, Ladbroke Gardens, Ladbroke Grove, Notting Hill Gate
Ladbroke Grove	Between Westbourne Park Road and Notting Hill Gate including the junction with Westbourne Park Road and junctions between.	Northbound - Notting Hill Gate, Pembridge Road, Pembridge Villas, Chepstow Road, Westbourne Park Road, Great Western Road and Harrow Road. Southbound - Harrow Road, Great Western Road and Westbourne Park Road.
Old Brompton Road	Between borough boundary (LBHF) and Finborough Road including junction	Eastbound - North End Road , Hammersmith Road, Kensington High Street, Warwick Gardens, Pembroke Road and Earl's Court Road. Westbound - Redcliffe Gardens, Fulham Road and Gunter Grove
Old Brompton Road	Between Finborough Road and Earl's Court Road including junction.	Eastbound - Warwick Road , Cromwell Road and Gloucester Road. Westbound - Cranley Gardens, Fulham Road and Finborough Road.

Old Brompton Road	Between Earl's Court Road and Onslow Square	Eastbound - Warwick Road, Cromwell Road and Gloucester Road. Westbound - Onslow Square, Sydney Place, Fulham Road and Finborough Road.
Old Brompton Road	between Pelham Place and Thurloe Place.	Eastbound - Kensington Gore and Exhibition Road. Westbound - Brompton Road, Sydney Place and Onslow Square.
Fulham Road	Between the borough boundary (LBHF) and Finborough Road including junction..	Eastbound - North End Road, Lillie Road, Old Brompton Road and Redcliffe Gardens. Westbound - Finborough Road, Old Brompton Road, Lillie Road, North End Road and Fulham Road.
Fulham Road	Between Finborough and Redcliffe Gardens including the junction	Eastbound - Finborough Road, Old Brompton Road, Glendower Place, Harrington Road, Onslow Square and Sydney Place. Westbound - Limerston Street, King's Road and Gunter Grove.
Fulham Road	Between Redcliffe Gardens and Limerston Street including the junction	Eastbound - Finborough Road, Old Brompton Road, Glendower Place, Harrington Road, Onslow Square and Sydney Place. Westbound - Old Church Street, Kings Road and Gunter Grove.
Fulham Road	Between Limerston Street and Old Church Street including the junction with Old Church Street .	Eastbound - Edith Grove, King's Road and The Vale. Westbound - Sydney Street, King's Road, The Vale and Elm Park Gardens.
Fulham Road	Between Old Church Street and Sydney Street including junction with Sydney Street	Eastbound - Cranley Gardens, Old Brompton Road, Glendower Place, Harrington Road, Onslow Square and Sydney Place. Westbound - Sloane Avenue, Elystan Place, Cale Street and Sydney Street (south of Cale Street)
Fulham Road	Between Sydney Street and Sloane Avenue including junction with Sloane Avenue and Pelham Street.	Eastbound - (suspend banned right turn at Sydney Street) Sydney Street, King's Road, Sloane Square, Sloane Street and Brompton Road. Westbound - Beauchamp Place, Pont Street, Sloane Street, Sloane Square and King's Road.

Earl's Court Road	Between Kensington High Street and Pembroke Road	Southbound - Kensington High Street, Warwick Gardens, Pembroke Road or Abingdon Road and Stratford Road Northbound - Earl's Court Road, Cromwell Road and Gloucester Road.
Harrow Road	Between borough boundary (LBHF) and Ladbroke Gove.	Eastbound - Ladbroke Grove, Westbourne Park Road, Chepstow Road, Westbourne Grove and Bishop's Bridge Road and Harrow Road. Westbound - Ladbroke Grove, Barlby Road, North Pole Road and Wood Lane.
Kensington Church Street	Between Kensington High Street and Notting Hill Gate	Northbound - Kensington High Street, Holland Road and Holland Park Avenue. Southbound - Notting Hill Gate, Holland Road, Addison Crescent, Addison Road and Kensington High Street.
Palace Gardens Terrace and Kensington Mall	Between Notting Hill Gate and Kensington Church Street.	Southbound - as 47 above.
King's Road	Between borough boundary (LBHF) and Gunter Grove including junction.	Eastbound - Harwood Road, Fulham Road and Edith Grove. Westbound - Beaufort Street, Cheyne Walk and Edith Grove.
King's Road	Between Gunter Grove and Beaufort street including junctions in between.	Eastbound - Gunter Grove, Fulham Road and Sydney Street. Westbound - Beaufort Street, Cheyne Walk, Cremorne Road and Ashburnham Road.
King's Road	Between Oakley Street and Sloane Square including junctions between.	Eastbound - Old Church Street, Fulham Road, Brompton Road and Sloane Street Westbound - Lower Sloane Street, Royal Hospital Road, Chelsea Embankment, Cheyne Walk, Cremorne Road , Ashburnham Road and Gunter Grove.

Sloane Square	One way system.	<p>Northbound - Lower Sloane Street, Royal Hospital Road, Chelsea Embankment, Oakley Street, and Kings Road.</p> <p>Southbound - Brompton Road, Fulham Road, Sydney Street and King's Road.</p> <p>Eastbound - Sydney Street, Fulham Road, Brompton Road and Sloane Street.</p> <p>Westbound - Eccleston Street, Buckingham Place Road, Pimlico Road, Royal Hospital Road, Chelsea Embankment, Oakley Street and King's Road.</p>
Lower Sloane Street	Between Sloane Square and Royal Hospital Road	<p>Northbound - Royal Hospital Road, Chelsea Embankment, Oakley Street and King's Road. Southbound - King's Road, Oakley Street, Chelsea Embankment and King's Road</p>


2.11 Road Bridges

The Royal Borough is responsible for all aspects in relation to the following bridges:

- Albert Bridge (River Thames) *[Weight limit is 3.0 tonnes, width 6'6"]*
- Chelsea Bridge (River Thames)
- Ladbroke Grove Canal Bridge (across Grand Union Canal, north of Sainsbury)
- Acklam Road Footbridge (between Acklam Road and Tavistock Road)
- Stanley Bridge on the Kings Road

Transport for London is responsible for Battersea Bridge.

The Council has a term-contractor, FM Conway, for bridges and structures, who provides an out-of-hours emergency service. If specialist advice is required when one of the bridge structures has been damaged, FM Conway will contact one of their own structural engineers

Term-Contractor – FM Conway Responsible for making safe aspects of any incidents	
Emergency contacts are listed in order of preference	
Emergency Callout No.(1st option)	
Dan Casapu Reactive Works Supervisor (2 nd option)	
Adam Barnes Contracts Manager (3 rd option)	

2.12 Chemical Waste on the Highway

All issues in relation to cleansing on the highway, including chemical waste, are dealt with by Waste Management.

In the first instance the matter should be passed to SUEZ. If SUEZ are unable to deal with the chemical waste, the client-side Head of Waste Management should be contacted (Kathy May).

Assistance may also be sought from the City of London Corporation, with which the Council has an arrangement for the collection of hazardous waste. The Hazardous Waste Hotline (HWH) contact number is 020 7332 3433. However, this is an office-hours service, not an emergency response service.

2.13 SUEZ Stand-by Service Contract

Contract for Waste Collection between Royal Borough of Kensington and Chelsea and SUEZ Ltd. Stand-by Specification Main Text, 4th April 2005.

1. The Contractor shall provide a “stand-by” service to deal with incidents on or about the highway occurring at any time of day and on any day of the year. Most of these incidents will be traffic accidents, requiring the removal of debris or damaged street furniture and/or the placing of cones, tapes, barriers, and lamps to warn and protect the public.
2. In addition the Contractor may be called upon to assist with major emergencies (e.g. burst water mains, storm flooding, clearance of bomb debris), but the Contractor’s operatives will not be asked to carry out tasks needing specialist training or capabilities that they do not possess.
3. The Contractor may request the Authorised Officer temporarily to suspend the Contractor’s obligations in respect of other scheduled services in order to facilitate the diversion of the Contractor’s staff to deal with incidents and emergencies, and such as request shall not be unreasonably refused.
4. Details of any work done by this services must be reported in writing to the Authorised Officer by the start of the following working day.
5. The Contractor shall ensure that the following staff are available at all times to provide the stand-by service:
 - 1 Duty Manager (key holder)
 - 1 HGV Driver/Loader
 - 1 Driver/Loader
6. The Contractor shall ensure that the Authorised Officer and the Council’s out-of-hours control room are informed at all times of the name and telephone number of the Duty Manager.
7. The Contractor may during the period 1st December – 16th April integrate the function of the Standby Duty Manager with the role of the Duty Manager specified in the service specification dealing with winter emergencies.
8. The Contractor shall ensure that all staff on stand-by duty are fully qualified and capable of using any equipment, vehicles, or plant that may be required to provide the service; that they all have exclusive use of a telephone at their homes; and that they all have exclusive use of a mobile phone during journeys to and from work and while at work.
9. The Contractor shall call out the stand-by staff immediately on becoming aware of any incident requiring the deployment of this service. If the stand-by staff find that they cannot deal adequately with any incident they

must immediately contact the Council officer nominated for that purpose by the Authorised Officer. Any subsequent instructions from the Council's officer to the Duty Manager must be complied with immediately.

10. The Contractor shall provide and maintain in good working order at all times the following equipment:

- Chain saws
- Bolt cutters
- Cutting shears
- Oxyacetylene sets
- Axes
- Reflective tapes
- Rope
- Aluminium wheelbarrows
- Trestles
- 200 sandbags (filled with sand)
- Cones and lamps

11. The Contractor shall supply and replace all lamps. The Council estimates that around 1,200 lamps are written-off annually and the Contractor shall arrange the procurement of replacements as necessary.

12. Payment for any additional labour, plant, etc, used to enable the Contractor to comply with such instructions will be in accordance with the rates in the Schedule of Rates. Following any incident dealt with in this way the Contractor shall submit a record of work undertaken including details of the labour, plant and any materials used, which must then be certified by the Authorised Officer.

13. The Council will monitor from time to time condition and availability of the equipment listed above, and will seek evidence relating to the training and capabilities of the personnel deployed on this service.

Borough Duty Officers to note:

In addition to the provisions of this contract, SUEZ now have access to a supply of traffic cones and signs supplied by TELS Highways and Traffic, which are stored in the Highways Cage of the Barn, Pembroke Road and which may be deployed by SUEZ. (Key to cage held by Security Office.)

SUEZ also have access to a supply of cold-lay asphalt, stored in the Barn, Pembroke Road, which may be used to temporarily fill-in smaller holes/subsidence in the highway.

SUEZ Zones	
North	North of Kensington High Street
Central	Ken High St to Old Brompton Road/Queensway to LBHF
South	The rest of the borough

2.14 SUEZ Winter Gritting Contract

The Council as Highway Authority has a legal duty to ensure, so far as reasonably practicable, that safe passage along a highway is not endangered by snow and ice. The Council therefore has a duty to remove snow and ice that accumulates on the highway.

The Council has a contract with SUEZ to provide sufficient staff, equipment and transport to salt and clear snow or ice from the Royal Borough's roads, pavements and passages. Salt (sodium chloride) is provided by the Council.

To ensure that a prompt response can be guaranteed at the period of highest risk, the Contractor shall provide a winter emergency call-out service twenty-four hours a day for every day each year between 1st December and 16th April 0inclusive.

Responsibility for Call-out

Decisions on whether the Contractor's staff should be called for duty out of hours or taken off their normal duties during normal hours for salting, gritting or snow clearance will normally be made by the Authorised Officer, although the Contractor may call its staff for duty on its own initiative if reasonable efforts have been made by the Contractor to contact the Authorised Officer, but without success, and the Contractor has reason to believe the circumstances warrant calling staff for duty. In particular, in the event of actual snowfall anywhere in the Royal Borough, whether anticipated or not, the Contractor shall immediately call its staff for duty.

The Authorised Officer during working hours will be the Council's highways client-side officers, and out of hours will be the Borough Duty Officer.

Site Inspections

At any time, whether a Council Authorised Officer is on duty or not, the Contractor will immediately inspect the following locations whenever one of the following events may occur:

- **Relevant events**
 - A Met Office warning of frost or snowfall
 - Imminent snow fall
 - Sub zero temperature
- **Locations to be inspected**
 - All river bridges, with particular attention to Albert Bridge
 - Ladbroke Grove at its junction with Kensal Road
 - Sloane Square
 - Campden Hill Road

If after inspecting the locations it is found that, in the opinion of the Contractor, weather conditions are of a nature to cause or risk disruption or danger to vehicular movement or pedestrian traffic, then the Contractor shall contact the Authorised Officer or his nominee (normally the Council's Duty Officer) requesting authorisation to start the winter emergency call-out procedure.

Winter Emergency Specification

The full Winter Emergency Specification, from which the above details have been drawn, may be found on the Council's website.

<https://www.rbkc.gov.uk/pdf/10.%20Winter%20Emergencies%20Specification.pdf>

The priority roads and locations for gritting are also to be found here.

[Appendix A - Salting of Roads - Priority List](#)

[Appendix B - "Vulnerable" locations Requiring Priority Treatment](#)

[Appendix C - Salt Bin Locations](#)

The response provided by SUEZ will include:

- SUEZ Staff on standby out of normal office hours + relief staff
 - 1 x Duty Manager
 - 1 x Assistant Duty Manager
 - 4 x HGV Drivers
 - 10 x Labourers
- Vehicles
 - 1 x 6 cubic metre capacity (HGV)
(permanently-mounted gritter with snow blades)
 - 3 x 4 cubic metre capacity (non-HGV)
(dismountable gritters to be used with multi-purpose vehicles)
(may also be used with the skip-lift vehicles)
 - 1 x ¾ cubic metre high lift loading shovel

3. STREET LIGHTING

3.1 Street Lighting Section Responsibilities

The Street Lighting Section is responsible for the following street lights:

- Illuminated signs, including Variable Message Signs.
- Illuminated bollards.
- Pedestrian crossings.
- Albert and Chelsea Bridges.
- All non-illuminated plate signs.
- Christmas decorations – Christmas trees on Chelsea Common.
- Pay & Display Machines (electrical matters).
- Portobello Road Market Trader Electrical Supplies.

The Street Lighting Section is normally staffed from 0800 to 1700, Monday to Friday. Members of the public wishing to leave a message personally may do so on the answer machine installed on 020 7341 5258 between 1700 Friday and 0800 Monday, and on Bank Holidays. Only calls that are **NOT** an emergency should be put through on this number.

3.2 Borough Duty Officer Role

Under the Electricity at Work Regulations 1989 we are obliged to take the necessary action to make the site safe as soon as possible. A serious or fatal accident caused by the Council's failure to act quickly and in accordance with specific instructions could result in criminal proceedings being brought against the Council and the individual responsible at the time. **If there is any doubt, the site should be inspected by the Borough Duty Officer to assess the situation.**

If any emergency call involves damage to lighting and illuminated street furniture, sending SUEZ out on their own to assess the situation/clear up debris without prior inspection by the Borough Duty Officer could result in serious or fatal injury to operatives who are not properly trained to assess the situation.

If the information received from the Police or a resident is clearly a **knocked down column or sign, the street lighting contractor should be notified immediately.**

The Council's street lighting contractor is F.M. Conway. Contact details are provided monthly and emailed to Borough Duty Officers and the Out-of-Hours Service. The out-of-hours Conway service is 16:00 to 07:00 M-F, and 24/7 weekends and public/bank holidays.

If the lighting contractor asks for the electricity to be turned off, or for any other reason needs the electricity provider, UK Power Networks (formerly EDF) the Borough Duty Officer should call them immediately on [REDACTED] or, if calling from a mobile phone, [REDACTED]

Give as much information as possible to the contractor. Do not just call out SUEZ to tape off the area until the following day or Monday morning.

When the lighting contractor has attended site they have been instructed to report back to whoever called them out and report what action has been taken and what further action is needed. This information should be recorded by the Borough Duty Officer, and passed to the Street Lighting Section as early as possible the next working day.

3.3 “Wires Exposed”

If the Police or a member of the public say “wires exposed” please explore what they mean. **If there is any doubt a site visit to assess the danger by the Borough Duty Officer is advisable.** It could be just a lamp column or sign door missing – F.M. Conway should be called-out to make the column safe.

3.4 “Damaged”

Where the word “damaged” is used, it generally means where a piece of street furniture has been knocked over or has been left leaning or hanging so as to be a danger to persons on the public highway. **The Borough Duty Officer has sole decision making powers during the Out-of-Hours period on this matter.**

3.5 Situations that do NOT require calling out a contractor

The following situations DO NOT warrant the lighting contractor being called out during office hours.

- Light coming on late or going off early.
- Column, sign or bollard out of lighting.
- Column or sign door missing, unless wires are exposed (see Section 4.3 above).
- Light on in the daytime.

Instead, details of these situations should be passed to the Street Lighting Section the following working day or left on the Street Lighting answerphone on [REDACTED]

3.6 Items not the direct responsibility of the Council

Traffic Lights or Pelican Crossings	Responsibility of Transport for London Street Management. Contact number 0845 850 2621. (Except for temporary lights, which are the responsibility of the contractors and who should be contacted.)
Red Route Street Lighting, Illuminated Signs and Bollards	Responsibility of Transport for London Street Management. Contact number 0845 266880.
Housing Estate Lighting	Responsibility of Tenant Management Organisation (TMO), and NOT Street Lighting Section. Contact TMO Out-of-Hours number 01327 311266.
Portobello Market Christmas Lights	Responsibility of The Flag & Flagpole Company Contact Tony Harvey [REDACTED] / [REDACTED] Emergency out-of-hours number [REDACTED]
Other Christmas Decorations	Responsibility of Abraxus Contact number 01403 713380. OOH - Chris Thornton [REDACTED] (1) Peter Varga [REDACTED] (2) Decorations on lighting columns in the following locations: <ul style="list-style-type: none"> • Brompton Road • Sloane Street • Sloane Square and Inner Edges (including large trees) • Fulham Road • Kings Road • Sydney Street • Walton Street • Kensington High Street • Holland Park Avenue
Pay & Display Machines	Main responsibility of RBKC Parking Section. However, it has been agreed that RINGWAY SPECIALIST SERVICES can be called out to attend a damaged machine. If a Pay & Display machine has to be removed from site, it should be transported to the Pembroke Road Council Offices Security Office or to the Lots Road Car Pound for safety until the Cash Collection department can retrieve it on the next working day.
Pavement Lights	If the call refers to "Pavement Lights" these are glass blocks in the footway adjacent to premises and are the responsibility of the owners. When any of these blocks are reported missing the site should be lamped and guarded by SUEZ, if considered necessary by the Borough Duty officer.

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4. DANGEROUS STRUCTURES

4.1 Department of Building Control

The Building Control Officers, Planning and Borough Development Business Group, provide an out of hour's service for dangerous structures. The On-call Building Control Officer/District Surveyor will attend the scene, assess the nature of the damage and its potential for damage, and if necessary will organise a response to make safe. This could be by requiring the building owner to make repairs or demolish. Or, if the owner cannot be found within a reasonable time, the Council is legally empowered to carry out the required works. Building Control Officers have access to contractors if required.

The main contractor used by Building Control is Wates [REDACTED]. Contact with these contractors should always be by Building Control – **only for use by Borough Duty Officer's in extreme cases where the on-call District Surveyors cannot be contacted and the need for the contractors is immediate**. If this number cannot be reached for any reason, phone the following numbers:

Normal working hours [REDACTED] – ask for the dangerous structures team

Out-of-hours [REDACTED] – this will be answered by a call-out supervisor who will contact a member of the dangerous structures team.

4.2 Borough Duty Officer Role

If the call to the Out of Hours Service has come from the London Fire Brigade or Metropolitan Police, with a specific request for a Building Control Officer/Surveyor, the OOH service should contact the on-call Building Control Officer without the need to involve the Borough Duty Officer. If the call is from a member of the public or a business, call and find out exactly what has happened. If it is clear that a Building Control Officer is required, have the OOH service call the on-call officer. If there is any doubt about the need for a surveyor to be called out, attend the scene and discuss with the on-call surveyor by telephone.

If a surveyor is needed out of hours, telephone the first priority surveyor on his home number. If he is not there, try his mobile. If he cannot be contacted then try the second priority surveyor using the same procedure, and if necessary the third. In the unlikely event of being unable to contact one of the three officers on call, try any of the other surveyors on the list.

Surveyor	Home Phone	Mobile Phone
John Allen	[REDACTED]	
Jose Anon		
Amir Fardouee		
Parvinder Virdee		

4.3 Dangerous Structure Call-Out Rota 2014

All duty periods are for one week commencing on Monday.

Priority Arrangement	1st	2nd	3rd
A	ALLEN	VIRDEE	FARDOUEE
B	VIRDEE	FARDOUEE	ANON
C	FARDOUEE	ANON	ALLEN
D	ANON	ALLEN	VIRDEE

January 2017		February 2017		March 2017	
				27	C

April 2017		May 2017		June 2017	
03	D	01	D	05	A
10	A	08	A	12	B
17	B	15	B	19	C
24	C	22	C	26	D
		29	D		

July 2017		August 2017		September 2017	
03	A	07	B	04	B
10	B	14	C	11	C
17	C	21	D	18	D
24	D	28	A	25	A
31	A				

October 2017		November 2017		December 2017	
02	B	06	C	04	C
09	C	13	D	11	D
16	D	20	A	18	A
23	A	27	B	25	B
30	B				

5. TREES

5.1 Borough Duty Officer Role

Calls about potentially dangerous trees may come to the Out-of-Hours Service from the Police or from members of the public. Examples of calls may be about a tree that has been hit by a motor vehicle, a tree that has been damaged by high winds, a rotten tree that is now starting to fall down, hanging branches, etc.

If the information from the caller quite clearly indicates that the tree is in a dangerous condition and in need of immediate attention, the Tree Section should be called out.

If the situation is unclear, or if there is any doubt as the need for immediate attention, the Borough Duty Officer should visit the site and make an assessment.

5.2 Information to be obtained before calling Tree Section

If possible, try to obtain the following information, either from the caller or by a site visit:

Ownership of the tree	i.e. whether it is a tree in the pavement or in a private garden. If it is in a private garden the owner should really deal with the situation. (<i>Some numbers of tree surgeons: City Suburban Tree Surgeons 020 7720 1555; The Tree Company 020 8577 8118; Bartlett Tree Experts 01342 712215.</i>)
Hazard	Is the tree blocking the road or just the pavement? What will be hit if the tree or branch falls?
Size	The size of the tree or branch.
Urgency	Although it is essentially the job of the Tree Section to assess this, sometimes it can be judged easily. For example, if a small young tree has been hit by a car this can generally wait until the next working day, in contrast to a big mature tree swaying because its roots have broken and which requires immediate inspection.
Action taken already	Are the Police there; is the area cordoned off, etc.

5.3 Tree Section Emergency Call-out Rota (valid until 31/12/2017)

For tree emergencies call the work number during office hours (020 7361 2767), then mobile number and then home number.

ARBORICULTURAL TEAM		Work	Home
1	JAMES BURTON Arboricultural Officer		
2	STEPHEN FULLER Arboricultural Officer		
3	JACOB STRINGER Arboricultural Officer		
4	ANGUS MORRISON Arboricultural Officer		
5	<u>Call first:</u> Principal Contractor City Suburban Tree Surgeons <u>If no answer, then call:</u> SCOTT FARRENS TONY CUTTING	 (office 	n/a n/a n/a

Order of call-out	
Month	Order of Call-out
January	3,2,1,4,5
February	2,1,3,4,5
March	3,1,2,4,5
April	1,3,2,4,5
May	2,3,1,4,5
June	3,2,1,4,5
July	1,2,3,4,5
August	2,1,3,4,5
September	3,1,2,4,5
October	1,3,2,4,5
November	2,3,1,4,5
December	1,2,3,4,5

5.4 Transport for London roads in Kensington and Chelsea

If a tree falls or is hit on any TfL road, it should be reported directly on (24/7).

A full list of TfL roads is to be found in Section 2.8.

6. REGISTRARS OUT-OF-HOURS SERVICE

6.1 Borough Duty Officer Role

Any calls received by the Out-of-Hours service relating to the registration of births, deaths or marriages will be referred to the Borough Duty Officer, who may need to call the out-of-hours Registrars Service.

A call may come from a bereaved member of the family or from a person who will be registering the death, or from a hospital on behalf of the bereaved. Borough Duty Officers dealing with these calls will need to bear in mind the need for sensitivity.

6.2 Register Office Opening Hours

**The Register Office is in Chelsea Old Town Hall, Kings Road, SW3 5EE
(the entrance is in Chelsea Manor Street, off of Kings Road)
Telephone 020 7361 4100**

Monday to Friday – by appointment only
(excluding Bank/Public Holidays)

08:00 – 17:00

Saturday – by appointment only

10:00 – 18:00

Sunday – Closed

For registration of deaths, by arrangement via the Borough Duty Officer

09:00 – 10:00
Telephone
contact only by
Borough Duty
Officer

6.3 Registration of Births Out-of-Hours

As there are six weeks in which to register a birth calls of this nature will be referred to the Register Officer when it is next open.

6.4 Registration of Marriages Out-of-Hours

There is usually no requirement for access to a Registrar outside of normal opening hours. However, it is possible that a death-bed marriage, civil partnership, or civil partnership to marriage conversion, may be requested. If one of the persons to be married is gravely ill and not expected to live, the Borough Duty Officer should take contact details and pass them on to the Superintendent Registrar. Otherwise the person should be asked to contact the Register Office when it is next open.

6.5 Registration of Deaths Out-of-Hours

If the death occurred outside of the Royal Borough of Kensington and Chelsea, the caller must be referred to the Register Office for the area within which the death occurred.

If the death occurred in the Royal Borough, the caller should be asked when the burial or cremation¹ is to take place. If this will not be for a few days, the caller should be referred to the Register Office when it is next open.

If there is a requirement for a burial or cremation the same or following day (usually because of faith requirements, it is possible for emergency arrangements to be made for the Register Office to issue a Certificate for Burial or Cremation (Green Form). The Borough Duty Officer should take the following action, depending on the day.

<p>Saturday 10:00 to 18:00 by appointment only</p>	<p>The telephone number Monday to Saturday during opening hours is 020 7361 4100.</p> <p>If a Certificate for Burial or Cremation (Green Form)¹ is needed, the informant must telephone beforehand to arrange an appointment. The informant should then make arrangements to re-attend the Register Officer on the next working day in order to Register the Death in full.</p>
<p>Sunday 09:00 to 10:00 only (excluding Good Friday, Easter Sunday, Whit Sunday, Christmas Day, Boxing Day where it falls on a Sunday)</p> <p><i>(This is a 'non-guaranteed' service)</i></p>	<p>When an informant contacts the Out-of-Hours service on a Sunday requesting a Green Form to be issued, the OOH service should pass on the details to the Borough Duty Officer.</p> <p>The Borough Duty Officer should then contact the Duty Registrar on [REDACTED] (0900 to 1000 only). The Duty Registrar will then contact the informant to ascertain if the circumstances require the issue of a Green Form¹.</p> <p>If the Duty Registrar confirms that a Green Form may be issued he or she will arrange a suitable time to meet the informant, who will be required to travel to the location of the Duty Registrar on-call.</p>
<p>Bank Holidays</p>	<p>As with the Sunday service, covering Bank Holiday Mondays and Boxing Day (but not where it falls on a Sunday) but excluding religious holidays such as Good Friday and Christmas Day.</p>

¹ **Important** – The issue of a Certificate for Burial or Cremation (Form 9), also known as the Green Form, will only take place if the Medical Certificate of Cause of Death is completed correctly by the Doctor certifying death and if the death has not been or does not need to be reported to the Coroner. The death must be registered at the Register Office within five days of the death occurring.

6.6 Weekend Call-out Registrars Safety

With reference to the Policy and Guidelines Document relating to the emergency cover provided by Registrars from Kensington and Chelsea Register Office, the following procedure will be adopted to allow for the safety of those involved.

The Borough Duty Officer, on receiving a call from the out-of-hours service, will contact the on-call Duty Registrar. The telephone number of the member of the public acting as the informant will be given to the Duty Registrar as well as that of the Borough Duty Officer. The Borough Duty Officer will make a note of the address of the Duty Registrar in case needed.

When arrangements are made for the informant to attend the Registrar's address, the Registrar will ring the Borough Duty Officer to indicate they have arrived. If the informant has left the address within 15 minutes the Registrar will ring the Borough Duty Officer to inform him that they have gone. If after the elapse of 15 minutes the Borough Duty Officer has not heard from the Registrar they will ring to check that all is well. This telephone call will be repeated every 15 minutes until the Registrar rings to say the informant has left.

6.7 Registrars' Emergency Contact Information

The on-call Duty Registrar on Sunday mornings is likely to be Kay Thompson or Orileke Mabo. However, it may be any other member of staff in the Register Office.

The Superintendent Registrar, Steven Lord, is willing to be contacted in the event of the Borough Duty Officer needing advice about any particular out-of-hours request. This is on an 'if available' basis and not guaranteed. The contact numbers are Steven Lord's personal phone numbers and must not be divulged to anyone else without his consent.

[REDACTED]

[REDACTED]

7. HEALTH AND SAFETY INCIDENTS

7.1 Environmental Health Service Responsibilities

The Council's Environmental Health Service has a role in investigating the following:

- Accidents in the workplace that cause major injuries or death to employees, customers or members of the public
- Food poisoning outbreaks or other serious notifiable disease outbreak
- Legionnaires disease outbreak

7.2 Borough Duty Officer Role

It is likely that a call about such an incident will come from the Police or Fire to the Out of Hours Service, who will contact the Borough Duty Officer.

The BDO should contact the originator and obtain details about the location, the impact, and who the Environmental Health Service should contact.

It is vital that the Environmental Health Service is contacted immediately – it cannot wait until the following working day. Numbers with an * are personal and must not be given out.

7.3 Environmental Health Service Emergency Contacts

PRIMARY RESPONSE		
On-Call Noise and Nuisance Team Mon-Wed 0730-0300 Thur-Fri 0730-0500 Sat & Sun 0900-0500		via OOHS 020 7361 3002
If unable to contact the Noise and Nuisance team via the OOHS (GDIT), and if the issue is very urgent, the teams' mobile phones may be tried.		
If the Noise and Nuisance Team are not on duty or cannot be contacted call one of the following Environmental Health Officers		
Andrew Willis	Accidents and Legionnaires disease outbreaks	* *
Janet Eckles	Food poisoning or serious notifiable disease outbreak	* *
Tim Davis	Noise and Nuisance issues	* *
Anju Sidhu	Serious private sector housing issues	* *
Ann Ramage	Any serious/major EH issues	*

8. COUNCIL PREMISES

8.1 Corporate Buildings

All Council owned and/or occupied buildings are now dealt with by the TFM contractor, Amey, irrespective of which Business Group the occupying service is in.

Buildings that are alarmed will have the following response to an alarm:

Role	Contractor	Contact Number
Alarm Call: Will receive alarm, and contact the response company	Classic Security	[REDACTED] service@callsicuk.com
Physical Response: Will attend the building and investigate the cause of the alarm	Charter Security	[REDACTED] (Control Room) [REDACTED] (Supervisor)

All calls for emergencies out-of-hours should be referred to the Council's out-of-hours service provider, GDIT, who in turn will contact the Amey out-of-hours helpdesk. Amey will deal with any and all issues, including arranging responses to plumbing, electrical and boarding-up/making secure issues.

It is essential to give an accurate location address, including post code, together with details of the issue to GDIT, as they will need to record the information and pass it on to Amey. The Amey out-of-hours helpdesk is based near Oxford, and so their operatives will have no local knowledge.

8.2 Kensington Town Hall and Pembroke Road Offices Data Centres

The Data Centres in Kensington Town Hall (Room B128/3) and Pembroke Road have under floor water leak detectors. If a leak is detected, an alarm will be texted to Keith Newman, ICT Infrastructure Manager, [REDACTED] or Russell Hookway, ICT Network and Telecommunications Manager, [REDACTED] who will then contact the Borough Duty Officer.

The BDO should then attend the site and investigate the leak, reporting back by phone to the call originator. A full role description will be provided in the next version of this Manual.

8.3 Leighton House Museum and Linley Sambourne House

The Borough Duty Officer might be called about incidents (fire, break-in, unsecured doors, water leaks, etc, etc) at the Council's museums:



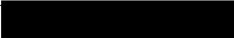


Leighton House Museum
12 Holland Park Road
London W14 8LZ

Linley Sambourne House
18 Stafford Terrace
London W8 7BH

If called by the Police or Fire Brigade via the OOHS, attend the site and assess the situation. Contact the museum representative or staff by calling the first to answer from the following:

Order	Keyholder	Contact Details
1	CMS Keyholding Account No. X302834	[REDACTED]
2	Mike Rumble Parks Police Inspector	M: [REDACTED] H: [REDACTED] W: [REDACTED]
3	Daniel Robbins, Senior Curator – Museum	M: [REDACTED]
4	Sally Dobinson House and Collections Manager	M: [REDACTED] H: [REDACTED]
5	Steve Maney Museum Assistant	[REDACTED]

The intruder and fire alarm provision is now within the TFM Amey contract. The keyholding company are contacted in the first instance by the Alarm Receiving Centre and will attend on site, speaking to the Amey helpdesk if further assistance is needed.

Leighton House		
Intruder Alarm	Monitored by Southern Monitoring Services	
	Maintained by Atec Fire and Security	
Fire Alarm	Monitored by Southern Monitoring Services	
	Maintained by MJ Quinn Integrated Services Ltd	
		(Amey Helpdesk)
18 Stafford Terrace		
Intruder Alarm	Monitored by Southern Monitoring Service	
	Maintained by Atec Fire and Security	 (Amey Helpdesk)
Fire Alarm	Monitored by Southern Monitoring Service	
	Maintained by MJ Quinn Integrated Services	 (Amey Helpdesk)

8.4 Council Parks and Cemeteries

The Council's parks and cemeteries are locked each night by the bi-borough Parks Police Service or IdVerde, the parks contractors. Parks Police Service officers are on duty between 0700-2200 winter (October to March) and 0700-2300 summer (April to October). Attempts to contact them should be made by calling:

Keyholder	Contact Details
Office - Holland Park Base	
Mobile Patrol	
If no contact is made via the above numbers, the Parks Police Service Inspector, Mike Rumble, will attend if available.	

The padlocks for most of the parks and cemeteries can be unlocked by a master key (Asec), and keys have been provided to Borough Duty Officers. N.B. In Holland Park the car-park gate, next to the Belvedere Restaurant, is open until park closing time. Any persons locked in Holland Park should be directed to the Car Park exit at Abbotsbury Road. Pedestrians can exit by pressing a green button located on the 'STOP' sign-post. Vehicles automatically operate the vehicle gate opening mechanism. In an emergency when the park is locked, fire engines and emergency vehicles can access the park via the Abbotsbury Gate using the Fire Brigade Key or using the access keypad (code).

8.5 Kensal Green Cemetery (Locked-in Persons)

Kensal Green Cemetery is a private business, not a Council facility, and we do not have keys.

If a call is received from a person locked in Kensal Green Cemetery assistance may be sought from the Friends of Kensal Green, manager Marie Murphy on . This information is also on a notice on the left-hand wall of the main entrance.

8.6 Brompton Cemetery, Kensington Gardens, (Locked-in Persons) and Hyde Park

These facilities are the responsibility of The Royal Parks. Their 24/7 contact number is 0300 061 2000. (This number may also be used for any issues concerning Hyde Park.)

The Royal Parks Office is open 24/7.

Tel: 020 7706 7272 Email address is kensington@royalparks.gsi.gov.uk

9. TRANSPORT

9.1 Potential need for Transport

The Borough Duty Officer might need to use a taxi to get to an incident site, although use of pool or own transport is preferred.

An evacuation might see the need for transport for evacuees to get to an Emergency Rest Centre.

9.2 Corporate Taxi Account

The Council has a corporate contract with Q Despatch for taxi services, account based so no cash is required. To make a telephone booking use the following procedure:

- **Call Q Despatch on 020 7424 9559 or 020 7424 9339.**
- **Quote the RBKC account number [REDACTED]**
- **Quote the Duty Officer three digit booking code [REDACTED]**
- **Ensure the pickup time and date required are clearly stated.**
- **Give details of the vehicle type required or number of passengers so that Q Despatch can recommend a vehicle appropriate to your needs.**
- **The passenger name and contact phone or mobile number.**
- **The full pickup and drop-off addresses, including building names and postcodes.**
- **Give your name and phone number as the person making the booking.**
- **Make sure that the booking reference number is given to you as confirmation of taxi booking.**
- **Retain the booking reference to allow you to check the vehicle location.**
- **The booking reference should be passed on to the Contingency Planning Manager so that the expenditure can be accounted for.**

9.3 Busses

If there are a large number of people requiring emergency transport, ask the Police to arrange for a bus from TfL Centrecom via the Police main control centre (sometimes known as 'GT' or 'SOR').

10. MAJOR EMERGENCIES

10.1 Local Authority Liaison Officer

If a major emergency occurs out of hours, the Borough Duty Officer will be informed of it by the out of hours service. The BDO will then be responsible for assessing the scale of the emergency and, if appropriate, activate the Contingency Management Plan.

The procedure to be followed is set out in Section 4.8 of the Contingency Management Plan, and is repeated here:

- ☐ **Record the information given by the Customer Liaison Officer, using the Emergency Report Form.**
- ☐ **Evaluate the Level of the emergency.**
- ☐ **If Level 1, deal with using the Borough Duty Officer Manual, and pass to the relevant service for action**
- ☐ **If Level 2 or 3, start an Emergency Event Log.**
- ☐ **Make a verification call to the report originator to exclude the possibility of a hoax, and to receive up to date information.**
- ☐ **Ask for a direct-line telephone number in case you need to call again, and give your current number for any updating calls.**
- ☐ **[If an external emergency] Obtain the Rendezvous Point (RVP) for the Local Authority Liaison Officer.**
- ☐ **[If an external emergency] Call the first available designated Activation Officer (see Annex 1) and provide a briefing on the incident, repeating the information on the Emergency Report Form. The Activation Officer will then take on the role of Controller and continue the activation of the Borough Emergency Control Centre and Council Business Groups.**
- ☐ **[If external emergency] Proceed to site and take on the duties of Local Authority Liaison Officer.**
- ☐ **Ensure that the Emergency Event Log is fully maintained and records all actions undertaken and decisions made.**

Having started the activation of the Contingency Management Plan, proceed to the scene and take on the role of Local Authority Liaison Officer. The role description of the LALO is set out in Section 5.4 of the Contingency Management Plan, and is repeated here:

CMP 5.4 Role of the Local Authority Liaison Officer (LALO)

The LALO will represent the Council at the scene of an incident or emergency as Council Silver, with full authority to call upon and deploy Council as required.

Key tasks are to:

- Attend the scene when called upon by the emergency services.
- Provide a single point of contact between the emergency services and the Council and a link between the incident scene and the BECC.
- Assess the Council's role and requirements and inform the BECC.
- Determine initial and ongoing requirements for and call-forward Council resources needed at the scene via the BECC.
- Regularly pass Situation Reports back to the BECC.
- Represent the Council at meetings of the Silver Co-ordinating Group.

10.2 Evacuations and Emergency Shelter

A typical requirement of the Local Authority Liaison Officer in a major incident or emergency is to provide shelter for people evacuated from their homes.

Details of premises that have been assessed as suitable for use as Emergency Rest Centres are to be found in the Emergency Rest Centre annex to the Contingency Management Plan.

If there are a large number of evacuees, or if the evacuation is going to last for many hours, consider calling out the British Red Cross emergency rest centre support team. Details are in the aforementioned annex.

10.3 Registered Social Landlords

If the evacuated premises are social housing, contact the landlord and ask them to come out and provide re-housing for their tenants. A Directory accompanies this Manual.

11. DIRECTORY

11.1 Out of Hours Service

Non-Public number	GDIT – direct to call-agent	
Non-Public number	GDIT Emergency Duty Officer	
Non-Public number	GDIT Team Leader	
		Option 5, RBKC
Public contact number Out of Hours		
Kensington Town Hall, Civic Reception Desk		
Pembroke Road Council Offices, Security Office		
“ “ “ “ “ “ Emergency		
TMO Out of Hours Service		
Amey 24/7 helpdesk (email: TFMhelpdesk@amey.co.uk)		
Lots Road Car Pound		
Borough Emergency Control Centre (when activated)		

11.2 Office Hours Contact Lines (Mon-Fri 0730 to 1730)

Enquiry line	
Streetline	
Environmental Health line	
Leisure line	
Parking line	
Council Tax line	
Benefits line	
Payments line	
Housing line	
Education line	
Libraries and Arts line	
Recruitment line	
Planning line	
Social Services line	

11.3 Accompanying Directories and Resources

The following documents are also made available to Borough Duty Officers.

- Major Emergency Cascade Lists (CMP Annex 1)
- Major Emergency External Contacts (CMP Annex 2)
- Emergency Shelter Plan (CMP Annex 5)
- Registered Social Landlords Directory (CMP Annex 6)
- Emergency Management Map and Gazetteer

Borough Duty Officer/Duty Silver Call-out Rota 2017 v1

All duty periods are for one week commencing Friday at
08:30 hrs and ending the following Friday at 08:30 hrs



January 2017		February 2017		March 2017	
06	Layton	03	Layton	03	Layton
13	Robins	10	Robins	10	Robins
20	Jewell	17	Kerry	17	Kerry
27	Kerry	24	Jewell	24	Jewell
				31	Jewell

April 2017		May 2017		June 2017	
03	Layton	05		02	
07	Robins	12		09	
14	Kerry	19		16	
21	Jewell	26		23	
28	Layton			30	

July 2017		August 2017		September 2017	
07		04		01	
14		11		08	
21		18		15	
28		25		22	
				29	

October 2017		November 2017		December 2017	
06		03		01	
13		10		08	
20		17		15	
27		24		22	Kerry
				29	Layton

Borough Duty Officers	Mobile	Home
David KERRY		
Nick LAYTON		
Keith ROBINS		
Toby JEWELL		

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