

OUT OF HOURS WORKING

Reasons officers might be 'called out' outside of normal working hours.

List of reasons:

SERVICE AREA	ADDITIONAL INFORMATION
BUILDING CONTROL	Taking down part of a building or structure that is dangerous as to prevent death or injury
BUILDING CONTROL	Bricking up openings into a building to prevent further entry
BUILDING CONTROL	Closing roads and streets to prevent injury
BUILDING CONTROL	Advising the Fire Authority of those parts that can be entered to fight the fire
HOUSING	Children evicted from parental home – (under 16's)
HOUSING	Young people evicted from parental home – sleeping rough (over 16's)
HOUSING	Customers fleeing Domestic Violence
HOUSING	Adult street homeless (sleeping rough)
HOUSING	Loss of Home due to emergency situation (Fire, flood etc)
HOUSING	Discharge from hospital/mental health
HOUSING	Eviction – families
HOUSING	Issues with Temporary Accommodation
ENV HEALTH	Licensing Enforcement & Monitoring
ENV HEALTH	Environmental Protection – Noise Issue
ENV HEALTH	Environmental Protection – Dangerous Dogs
ENV HEALTH	Environmental Protection – Pest Control Rats/Wasps
ENV HEALTH	Health & Safety Emergency Response for Fatalities /Serious Accidents
ENV HEALTH	Out of Hours Emergency - Environmental Protection – Emergency Planning Support – Legion Ella, Bird Flu, Water Supplies and Bomb Alerts etc
ENV HEALTH	Food Poisoning

ENV HEALTH	Food Hazard Warnings
ENV HEALTH	Emergencies involving Food

NOTES

1. Building Control Legislation:
 - Section 78 – Building Act 1984 – dangerous buildings – emergency measures
 - Section 77 – Building Act 1984 – dangerous buildings
 - Section 79 – Building Act 1984 – dilapidated buildings
 - Section 29 - Local Government (Miscellaneous Provisions) Act 1982 – boarding up vacant and unoccupied premises
 - section 151 - Mines and Quarries Act 1954 and part III of the Environmental Protection Act 1990 – securing dangerous mineshafts

2. Housing. Service areas are required to have 24 access to services. This is the case in terms of homelessness/housing advice. Specifically : The Homelessness Code of Guidance 2006 requires local authority housing advice and homelessness services to provide access to housing advice and assistance through normal working hours and to make provision for 24 hour emergency cover by providing access to an appropriate duty officer at all times.

3. Housing. Whilst not statute, Local Authorities are expected to meet the standards set out in the code or alternatively be prepared to defend that you have acted reasonably in not doing so i.e. where there is no demonstrable need for a service. There is a clear demonstrable need for a service in Breckland.

4. Housing. If we do not provide access as required we will be open to legal challenge and the likelihood of receiving a challenge is quite high. Paying for a robust out of hours service is therefore more cost effective than dealing with legal challenges in literal terms and the negative PR to the Council in more general terms.

5. Even though they are not within the remit of the three Services all the issues relating to out of hours call out could be documented; eg:
 - Crime and disorder relating to the Community Safety Officer
 - Taking down preserved trees
 - Unauthorised work on a listed building
 - Urgent and out of hours Press and TV interviews
 - Unauthorised Gypsy Sites – Environmental Health, Legal, Planning Enforcement, Asset Management