



OUT OF HOURS SERVICES SUPPORT

Draft Specification

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1. SERVICE DELIVERY

1.1 Telephone call handling, comprising the following:

1.1.1. Engineering Services

Service Requirement: Call assessment criteria, Service Call, Complete OOH form or contact on-call officer. Weekdays 17:15 – 08:45, Weekend & Bank holidays 24hrs.

Call the relevant team relating to blocked drains on the seafront. Blocked drains on council house stock. Issues at Northbourne. Call customer back to confirm their reply and expected time to resolve the matter. If they don't respond or answer the phone follow up calls need to be made. If unsure or no reply from the relevant service on-call officer then careline staff phone the careline on-call officer.

1.1.2. Homelessness

Service Requirement: Call assessment criteria, Complete OOH form or contact on-call officer. Weekdays 18:00 – 08:00, Weekend & Bank holidays 24hrs.

On call outside core hours from 6pm to 8am Monday to Friday bank holidays and weekends. Careline staff breakdown what the issue is to ascertain if the matter is urgent or can be dealt with in normal office hours. If it is deemed to be urgent then the on call officer is called. Customer is contacted with an update. If it is not deemed urgent an out of hours call document is sent to the team to deal with on their return to the office.

1.1.3. Carparks/Play areas/Toilets

Service Requirement: Call assessment criteria, Service Call, Complete OOH form or contact on-call officer. Weekdays 17:15 – 08:45, Weekend & Bank holidays 24hrs.

Council car parks/council play areas and public toilets across the district. Provide gate codes. Report vandalism. Careline staff ascertain if the matter is deemed to be urgent and if it is then the on-call officer is contacted. Customer called back to explain the action being taken based on the on-call officer advice. If not deemed urgent then an out of hours document is completed and emailed to the team for them to deal with on their next working day. If unsure or no reply from the relevant service on-call officer then careline staff phone the careline on-call officer.

1.1.4. Sheltered Housing Scheme

Service Requirement: Call assessment criteria, Service Call, Door Entry, Chubb checks, contact on call officer 24/7 365 days support.

Death on site. Communal fire alarms. General Emergencies. Monitoring smoke alarms. Door entry. Full time 24/7 365 call support, weekend/bank holiday CHUBB checks. Identify the type of emergency, if it is deemed urgent contact the relevant officer. Relay the reply to the caller. Take follow up action or calls depending on the emergency. If unsure or no reply from the relevant service on-call officer then careline staff phone the careline on-call officer.

1.1.5. **Horticultural/ Public Realm.**

Service Requirement: Call assessment criteria, Complete OOH form or contact on-call officer. Weekdays 17:15 – 08:45, Weekend & Bank holidays 24hrs.

Fallen Trees/Dangerous trees/Tree preservation order matters/Open Space/Recreation Grounds/Cemeteries. Identify if the matter is urgent depending on the emergency contact the relevant on-call officer. Relay the advice back to the customer, make additional calls if required. If not deemed urgent then a out of hours document would be emailed to the relevant team.

1.1.6. **Crematorium – Cemetery**

Service Requirement: Call assessment criteria, Service Call, Complete OOH form or contact on-call officer. Weekdays 17:15 – 08:45, Weekend & Bank holidays 24hrs.

Call Tower Security for site issues. For garden issues , public realm, building related matters contact relevant on-call officers - Engineering services. Ascertain if the matter is urgent if not urgent complete an out of hours document would be sent to the relevant team to action on their next working day. If identified as urgent call the relevant on-call officer, make any follow up calls, relay the action to the caller. If unsure or no reply from the relevant service on-call officer then careline staff phone the careline on-call officer.

1.1.7. **Sunspot (Jaywick)**

Service Requirement: Call assessment criteria, contact on-call officer. Weekdays 17:15 – 08:45, Weekend & Bank holidays 24hrs.

Site matters. Security, fire, flooding, vandalism. No procedure in place other than calling the on-call officer for the site.

1.1.8. **Environmental and Veolia**

Service Requirement: Call assessment criteria, Service Call, Complete OOH form or contact on-call officer. Weekdays 17:15 – 08:45, Weekend & Bank holidays 24hrs.

Environmental general enquiries/Dog poo bins/ Litter bins/missed bin collections/food health/food registration/animal licensing/ship sanitation/Garden waste/ recycling including general waste. Food and Food poisoning matters. Noise related matters. Illegal eviction and harassment. Fly tipping. As certain if the matter is deemed to be urgent. If not considered an emergency fill in a OOH document. If considered urgent then contact the relevant officer, replay the advice/reply to the caller. carry out any relevant follow up calls.

1.1.9. **Leisure Centre rota**

Service Requirement: Call assessment criteria, Service Call, Complete OOH form or contact on-call officer. Weekdays 17:15 – 08:45, Weekend & Bank holidays 24hrs.

Call Tower Security for alarm issues. Break-ins etc. Contact details for site officers provided for all other matters. Ascertain if urgent matter and immediate action required. If not follow up with a OOH document to the relevant officer depending on the site. provide follow up for the caller. If unsure or no reply from

the relevant service on-call officer then careline staff phone the careline on-call officer.

1.1.10. Council Buildings/Facilities Management

Service Requirement: Call assessment criteria, Complete OOH form or contact on-call officer. Weekdays 17:15 – 08:45, Weekend & Bank holidays 24hrs.

Alarms. Vandalism. Fire, flood. Break-ins. Ascertain from the caller if the matter is deemed to be urgent depending on the information available. If not urgent issue a OOH document to the relevant officer depending on the site. Provide follow up for the caller depending on action taken. Make follow up calls if relevant.

1.1.11. Antisocial Behaviour patrol officers

Service Requirement: Call assessment criteria, Complete OOH form or contact shift officer. Weekdays 17:15 – 08:45, Weekend & Bank holidays 24hrs.

Only call if query is urgent, or if the duty officer asks for additional resource. Ascertain type of emergency, people living in tents, antisocial behaviour. Refer to website if query is non-urgent or take enough details to complete an OOH document, email to the relevant team. Officers work on shifts so not always available no on-call officer. If unsure or no reply from the relevant service on-call officer then careline staff phone the careline on-call officer.

1.1.12. Unauthorised encampments

Service Requirement: Call assessment criteria, Service Call, Complete OOH form. Weekdays 17:15 – 08:45, Weekend & Bank holidays 24hrs.

Notify ECTU, internal staff access only not for public. Monitored 24 hours a day and weekends and bank holidays. Contact relevant teams for next working day by completing OOH document.

1.1.13. Asylum Seekers

Service Requirement: Call assessment criteria, Complete OOH form or contact on-call officer. Weekdays 17:15 – 08:45, Weekend & Bank holidays 24hrs.

Lists local authority responsibilities. Safeguarding matters. Environmental health contact details. Identify if the matter is urgent. Complete OOH document and email to relevant team. If urgent contact on-call officer. Make follow up calls if required. contact caller with update. If unsure or no reply from the relevant service on-call officer then careline staff phone the careline on-call officer.

1.1.14. Pumping stations and Sewage

Service Requirement: Call assessment criteria, Complete OOH form or contact on-call officer. Weekdays 17:15 – 08:45, Weekend & Bank holidays 24hrs.

Emergency call out details in case an incident occurs relating to sewage treatment plants and pumping stations. Identify if the matter is urgent. Complete OOH document and email to relevant team. If urgent contact on-call officer. Make follow up calls if required. contact caller with update. If unsure or no reply from the relevant service on-call officer then careline staff phone the careline on-call officer.

1.1.15. **Dog wardens**

Service Requirement: Call assessment criteria, Complete OOH form or contact on-call officer. Weekdays 17:15 – 08:45, Weekend & Bank holidays 24hrs.

Urgent reports of stray dogs. Identify if the matter is urgent. Complete OOH document and email to relevant team. If urgent contact on-call officer. Make follow up calls if required. contact caller with update.

1.1.16. **Housing (council houses only)**

Service Requirement: Call assessment criteria, Service Call, Complete OOH form or contact on-call officer. Weekdays 17:15 – 08:45, Weekend & Bank holidays 24hrs.

Review details, ascertain if an emergency/report incident to a housing officer if appropriate. Loss of power, loss of water. Loss of heating. Drains blocked. Gas leaks. Call the relevant contractor. Make follow up calls if appropriate. If unsure or no reply from the relevant service on-call officer then careline staff phone the careline on-call officer.

1.1.17. **Emergency Planning**

Service Requirement: Call assessment criteria, contact on-call officer. Weekdays 17:15 – 08:45, Weekend & Bank holidays 24hrs.

Major incidents or emergencies by Police and Fire Service or environmental agency. Ascertain details of the emergency, call the on-call EP phone number. Make follow up calls if asked to do so.

1.1.18. **Seafront matters**

Service Requirement: Call assessment criteria, Service Call, Complete OOH form or contact on-call officer. Weekdays 17:15 – 08:45, Weekend & Bank holidays 24hrs.

Flooding, gate codes. Identify if the matter is urgent. Complete OOH document and email to relevant team. If urgent contact seafront manager. Make follow up calls if required. contact caller with update if needed. If unsure or no reply from the relevant service on-call officer then careline staff phone the careline on-call officer.

1.1.19. **Media and Communications**

Service Requirement: Call assessment criteria, Complete OOH form or contact on-call officer. Weekdays 17:15 – 08:45, Weekend & Bank holidays 24hrs.

Urgent matters only - obtain as much information as possible. Email comms team. If unsure or no reply from the relevant service on-call officer then careline staff phone the careline on-call officer.

1.1.20. **Pest control**

Service Requirement: Call assessment criteria, Service Call. Weekdays 17:15 – 08:45, Weekend & Bank holidays 24hrs.

Provide contact details for external contractor

1.1.21. **Pollution**

Service Requirement: Call assessment criteria, Complete OOH form or contact on-call officer. Weekdays 17:15 – 08:45, Weekend & Bank holidays 24hrs.

Major incidents are rare review contact details and incident details such as fire or chemicals, pollution matters. Identify particulars of the emergency. Contact relevant parties. If unsure or no reply from the relevant service on-call officer then careline staff phone the careline on-call officer

1.1.22. **Customer Contact Centre**

Service Requirement: Call assessment criteria, Service Call, Complete OOH form or contact on-call officer. Weekdays (Exc. Wed's) 17:15 – 08:45, Wednesday's 16:00 - 08:45, Weekend & Bank holidays 24hrs.

The team follow the procedure - depending on the issue. if it is deemed an urgent matter they call the relevant contractor or on call officer, if it is not urgent the team advise they will report it to the relevant department and complete OOH online form, which automatically sends it to the correct department.

1.1.23. **Spendells House, Walton (temporary homeless accommodation)**

Service Requirement: attend call outs that need a site visit outside normal office hours including weekends and bank holidays, door entry, Chubb call responses, responding to fire and smoke alarms, identify the type of emergency, and respond, if it is deemed urgent contact the relevant officer.

2. **CALL VOLUMES**

2.1 **OOH Call Volumes 2023/24 – Excluding Sheltered Accommodation**

Careline OOH (Exc. Sheltered Housing) Call volume 2023/24			
Month	Volume	Days in Month	Ave OOH daily calls
Sep-23	494	30	16
Oct-23	558	31	18
Nov-23	508	30	17
Dec-23	575	31	19
Jan-24	524	31	17
Feb-24	494	28	18
Mar-24	625	31	20
Apr-24	455	30	15
May-24	582	31	19
Jun-24	518	30	17
Jul-24	556	31	18
Aug-24	649	31	21

Total	6,538
Ave Monthly	545