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1. Introduction

The out of office hours (OOH) emergency helpline is a council-wide service which ensures that we fulfil our responsibilities to our customers, tenants, and other stakeholders outside of standard office hours. This call-handling service has been provided by Civica UK Ltd (“Civica”) since January 2018 and has been extended through to January 2024. No further extensions are permitted under this current contract.

The key objectives of this service are as follows:

- (1) Objective 1 – To provide a designated point of contact in the event of an emergency
- (2) Objective 2 – Manage, co-ordinate and respond to an emergency event in-line with SDC Processes
- (3) Objective 3 – To act as point of contact and to escalate as appropriate
- (4) Objective 4 – Document and Report back

This procedures document will cover all operational aspects of the management of this contract, including any performance reporting that takes place. The contents of this document are aligned with the requirements set out in the Council's Contract Management Framework (CMF). The Contract Management Plan required under the CMF is included in Appendix 1. **To be completed by the Contract Manger following roll-out of CMF – format may change so be ready to update, as appropriate. Included here as placeholder / so key pieces can be completed in advance.**

Due to the high throughput of calls relating to tenant repairs, we will also consider the separate OOH repairs service here alongside the call-handling service provided by Civica. This is managed separately (see Section 2.6) and has been provided by MD Group since late 2020. The requirements imposed by the Civica contract (e.g. KPI reporting) are not also applied to the MD Group service provision, it is distinct.

2. Contract Management – Roles & Responsibilities

To ensure that there is the required level of engagement and accountability across the Stroud District Council service areas involved in the delivery of this contract, we have set out the roles and responsibilities of all parties involved.

2.1. Governance – Considerations

The OOH s contract is currently managed within Contract Services, with responsibility being picked up by Business Support Manager acting as Contract Manager.

Although, the contract covers the whole of the SDC Services, it is recognised that Contract Services are the prime users and beneficiaries of the service.

The OOH’s Contract is brought into line with other supply contracts in terms of contract management mechanisms, including KPI’s, monthly operational and quarterly contractual reviews with the annual review date being 1 December each year.

2.2. Contract Manager (OOH Call-Handling)

As per the Contract Management Policy, the Contract Manager (OOH Emergency Helpline) is “the Council staff member nominated to be responsible for the management of the administration and management of a contract.” The Contract Manager (OOH Emergency Helpline) is the appointed contact responsible for liaising with the supplier(s) and other internal / external stakeholders and is responsible for the operational management of the contract.

The management of the OOH call-handling contract requires eight hours of resource commitment per week.

The Contract Manager is responsible for the following:

- (1) Maintaining the OOH Emergency Helpline Procedures Manual (this document), ensuring timely updates, revisions, and reviews take place.
- (2) Maintaining the OOH Call-Handling Materials – Tracker, ensuring timely updates, revisions, and reviews take place.
- (3) Record-keeping – The Contract Manager (OOH Emergency Helpline) will ensure that, in-line with (2) above, SDC and Civica hold the same “active” process maps and guidance, and that “old” or “out-of-date” process maps are archived **by both parties**.
- (4) Ensure that, for example, all on-call rotas, contact information, tenant information is provided to Civica by the agreed deadlines. All required rotas and other information should be listed and monitored via the Tracker. Where there are issues doing so, this will be escalated to the responsible officer’s line manager as per the agreed procedures (see below).
- (5) Receive and collate all key performance indicators (KPI) and other performance information for monitoring, reporting, and performance management purposes. This information will be reported to key stakeholders as per the guidance in this document.
- (6) Schedule, lead, and document the service review meetings with the OOH helpline provider.
- (7) Coordinating and conducting the pre-Christmas (and pre-Easter) check with Contractor A (and any other contractors) to confirm their readiness for this period / their arrangements to ensure resilience in the event of high call volumes.
- (8) To identify, document and maintain the continual improvement register with specific regard to new operational emergencies experienced.
- (9) To maintain the setup of the SDC On Call Officer mobile communications.

In the absence of the Contract Manager, the appointed Deputy Contract Manager will undertake the above duties.

2.3. Contract Owner (OOH Call-Handling)

As per the Contract Management Policy, the Contract Owner is “the Council staff member who is ultimately accountable for the outcomes of the contract, usually the Strategic Director or Head of Service with the Delegated Authority. The Contract Owner approves contract variations, including extensions, and appoints the contract management roles.”

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The Quartley and Annual Reviews will be shared with the Head of Service for Contract Services.

2.4. Service Leads (the Council)

Reference 2.1 above – governance. Detail arrangements / mechanism for bringing other departments into this area formally e.g. Service Leads are designated below, and can only be formally designated following their agreement, the agreement of their line manager, and (if appropriate, agreement of Head of Service).

We must detail all roles and responsibilities here.

The role of “Service Lead” is to fulfil the requirements of the Contract Manager in delivering an effective OOH emergency helpline service, where this is reliant upon the engagement of other departments. This role is expected to involve [insert resource required] of weekly commitment.

The “Service Lead” is responsible for the following:

- (1) Maintenance and Voids Manager – Delivery of OOH Repairs providers
- (2) Business Support Manger – Delivery of OOH call provider
- (3) Environmental Health
- (4) Building Control
- (5) [Insert]
- (6) [Insert]

Where a Service Lead is providing an updated process map, flowchart, or similar to Civica, this **must** be reviewed by the Contract Manager so that the Tracker can be updated, and the format checked to ensure the required elements are present.

Where the Contract Manager (OOH Emergency Helpline) experiences poor engagement, or the Service Lead fails to execute the above responsibilities, this will be escalated to their line manager. A Nominated Deputy (Deputy Service Lead) should generally be identified, who is able to execute the above requirements in the absence of the Service Lead.

The current Service Leads are listed below in Section 2.8.

2.5. OOH Emergency Helpline Provider (Civica)

Civica’s service provision, methods, and general roles and responsibilities are set out in the contract and are summarised below:

provide call handling, message taking, and call forwarding facilities to provide cover outside our normal working hours, during public holidays, and periods of service shutdown. The supplier will be expected to receive calls, verify as appropriate and speak directly to the relevant member/s of the Councils staff, Councils Contractor or emergency service.

The supplier shall employ customer focused and competent operators at all times. Operators will receive and record details from customers on a standard form of log sheet or digital messaging system, or other method approved by the client.

The supplier will check all landlord “repairs” calls are directly related to properties owned by the Council or within one of the Council’s leasehold properties.

To contact members of the council’s emergency teams to inform them of an incident and ascertain their ability to respond.

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Calls received shall be recorded in accordance with data protection legislation, and made available to the client as required to verify customer complaints, quality checking, or such matters as required by the client

The following information should be recorded for each call logged on a suitable call monitoring system:

- Unique call reference number
- Date and time of call
- Name, address, and contact telephone number of callers
- Address, location of property (If different from above)
- Nature of the call/request, incident
- Date, time, and action taken by the operator
- Date and time of any follow up action taken by the operator
- Free text comments facility to record any other details relating to the call
- Police/Emergency Services incident number, if appropriate

Calls should be forwarded to the appropriate Contractor, Council Department, or Officer as detailed within the Council's Emergency Contact Handbook, or schedule unless changed in accordance with the agreement, contract, or other change document

This list (Personal Risk Register) will be provided to the supplier and the supplier is to ensure that this list is checked when a call is received. This information is to be passed on to the Council's representative prior to them attending the property/site.

The Supplier shall provide a recording of any requested call or numbers of calls within 7 days of a written request by the Council.

The Supplier shall provide the Council with a daily log of all calls received and the actions taken by 10am each day following transfer of the service back to the Council.

The Supplier will comply with the data protection legislation

The Supplier shall provide information towards KPI's on a monthly basis

(1) Attend service review meetings