

Appendix 4 Existing OOH Contact Centre Specification

1. Out of Hours Emergency Contact Centre Service General

- 1.1 The Service Provider shall employ sufficient suitably qualified and trained staff known as 'Emergency Control Officers' to answer and professionally manage emergency telephone calls.
- 1.2 The Service Provider will provide the service and answer emergency telephone calls received by the Council between the following days and times:
 - a. Monday – Thursday between 17:00 hours – 08:30 hours inclusive
 - b. Friday 16:30 hours – Monday 08:30 hours inclusive
 - c. Public Holidays – from close of normal office hours until opening of normal office hours.
 - d. Other times as agreed by the Service Provider and the Council for an agreed rate.
- 1.3 The Service Provider shall have the ability to set up an automatic redirecting system to allow callers to choose the appropriate service option.

2. Call Handling & Recording.

- 2.1 The Service Provider shall answer 90% of incoming calls within 30 seconds and 100% of calls within 45 seconds.
- 2.2 The Service Provider shall have the ability to record all incoming and going calls and be able to provide relevant voice recordings as requested by the Council in a format agreed by the Council. (see Annex A)
- 2.3 All calls received should be concluded with an average of 2 calls (1 x incoming call, 1 x call to any relevant agency/contractor/WBC Staff)
- 2.3 Emergency Control Officers shall:
 - a. answer all calls received within the days and times listed above (1.2)
 - b. manage and respond to each call in accordance with the Councils Out of Hours Manual by taking call and details, reviewing manual and advising the client what if anything can be done, if appropriate contact the relevant person/agency to action the issue being raised.
 - c. make a detailed written and / or electronic record of the call at the time of the call consisting of:

- i. the callers details (name, full address, contact telephone number(s)),
 - ii. description of the nature of the call including full details of the exact location of the issue if different from the callers location,
 - iii. record the outcome of the call e.g. no OOH Service, referred to Duty Highways Officer, advised to call ANOTHER agency. Etc
- 2.3 All calls and written communications relating to calls must be treated as confidential and referred only to the relevant contact as detailed in the Manual and the Civil Contingencies Team by way of agreed reporting system.
- 2.4 The Service Provider will forward via secure means to the Council full details of all the calls taken by the Emergency Control Officers between the above mentioned days and times in a detailed electronic report in a format agreed by the Council. These details should be forwarded to the Council to be received no later than 0845hrs the following day.
- 2.5 The details to be included in the daily report should include:
 - a. Date of call
 - b. Time of call
 - c. Emergency Control Officer details
 - d. Callers full details – name, address and phone number(s)
 - e. Reason for call
 - f. Exact details of the location/address of the issue if different from d above.
 - g. Outcome of call.
 - h. The report should be in a format agreed in advance by the Council.(See Annex A)
- 2.6 The procedures for answering calls relating to out of hours emergencies are detailed in the OOH Manual.
- 2.7 The Councils Out of Hours Manual is an electronic document (“the Manual”) detailing the procedures to be followed to deliver the Service. The Council will deliver the Manual to the Service Provider at the commencement of this Agreement and the Council will ensure that the Service Provider is provided with any updates and / or amendments to the Manual. All contents of the Manual including the staff contact details must be treated as confidential and stored or destroyed accordingly. Confirmation of the storage and destruction should be confirmed to the Council on receipt of an updated version of the manual.

3. Service Standards

3.1 The Service Provider shall provide statistics on a monthly basis and no later than the 4th of the following month to the Council. The details of the statistics should include:

- a. Total Number of calls per hour
- b. Number of calls answered per hour
- c. Number of calls abandoned per hour
- d. Number of calls transferred automatically to other numbers per hour
- e. Average time to answer calls per hour
- f. Details of abandoned calls (phone number, length of time waiting to be answered)
- g. Total Number of calls per daily
- h. Number of calls answered per day
- i. Number of calls abandoned per day
- j. Number of calls transferred automatically to other numbers per day
- k. Average time to answer calls per day
- l. Details of abandoned calls (phone number, length of time waiting to be answered) per day
- m. Totals of calls received, abandoned per month.
- n. Total average time to answer calls per month.
- o. Total average of time to manage calls per month.
- p. Monthly report detailing:
 - a. Source of Calls (Public/TVP/RBFRS/SCAS/WBC Staff/Other)
 - b. Type of call (Alarm, Animals/Noise/Traffic Lights etc)
 - c. Action taken (No further Action/Duty Highways Officer advised, Contractor notified/Referred to other agency etc)
 - d. Average number of calls made to resolve the initial call.

3.1 The Service Provider shall provide details in full relating to any complaints or enquiries about the service within 5 calendar days of the request.

4. Council Responsibilities

4.1 The Council shall promptly inform the Service Provider of any updates and / or changes to the Manual and the Service Provider shall ensure that all Emergency Control Officers are aware of any updates and / or amendments to the same.

4.2 The Council will undertake a full annual review of the manual with quarterly checks on contact numbers. Contributions to the review will be asked of the Service Provider. Manual updates will be provided to the Service Provider at least on a quarterly basis and more frequently on notification by services of any changes.

