

Appendix 5 Out of Hours Costs.

Service Management	Purpose/Service Provision	Function	Cost	Notes
Joint Emergency Planning Unit (JEPU)	Out of Hours Contact Centre (Appello)	Call handling service	~£9000.00	Cost based on 2000 calls (all calls incoming and outgoing) Additional payments for calls above the 2000
ASC/CFS & Housing	Emergency Duty Service (Bracknell Forest Council)	Call handling service and Service delivery of duty specialists for ASC, CFS and Housing issues.	£281,430.00	This is West Berkshires share of the Service Delivery by EDS for the whole of Berkshire. This included an Investment bid for 2022/23 submitted by CFS for £61k which was agreed. This was based on higher activity levels last year
Adult Social Care	Senior Manager on call	Provide senior management support to the Social Workers in the hospitals over the week/ weekend.	£3,000	
Adult Social Care	Emergency Duty Officer - ASC	To provide management support to the 3 care homes and Reablement outside of normal office hours	£18,000	
Development & Regulation	Emergency Duty Officer - EP	<ul style="list-style-type: none"> To initiate the coordination of any major incident across the Council Be the Point of contact for any calls not covered in the manual To manage and liaise with other responders 	£18,000	
Children and Families	Service Manager	To act as a Local Authority point of contact and decision maker for the Berkshire Emergency Duty Team covering Childrens Services out of hours	TBC	

Service Management	Purpose/Service Provision	Function	Cost	Notes
Environment	Emergency Duty Officers-Transport	To initiate the coordination of any major incident across the Council Be the Point of contact for any calls if Transport support is required.	£8,526.44	
Environment	Fire Alarm standby	To respond to fire alarms at 3 multi-storey car parks in Newbury	£3,650.00	
Environment	Duty Highways Officer	Be the point of contact to respond to any Highways issues /queries not covered in the Manual	£9,764.04	
Environment	Duty Winter Services Officer	To monitor weather and road conditions and trigger the deployment of 'gritters' etc	£4882.02	
Finance	Duty Facilities Officer	To respond to issues relating to the corporate buildings	TBC	
TOTAL			£358,738.90	