

Out-of-hours contact centre supports the residents of Hull



If an emergency arises in Hull outside of normal working hours, the council is just a phone call away.

Round-the-clock support on a single number

If a Hull resident needs to report a noise nuisance or social care issue, or request an urgent housing repair, they don't have to check what time it is before ringing the council. At any time of the day or night, they can call a single number to report problems and emergencies ranging from anti-social behaviour to safeguarding issues.

Hull City Council partners with Civica to deliver both the daytime contact centre service and the out-of-hours (OOH) cover on weekday nights and at weekends. The OOH service also operates over Christmas and other holiday periods, to ensure Hull's 260,000 residents can get the help and support they need with urgent issues at any time.

"We already had a successful change partnership with Civica delivering revenues and benefits and other services," says Andy Brown, City Customer Services and Transformational Manager at Hull City Council. **"Civica now also delivers the council's contact centre services, including the out-of-hours service."**

Outcomes

- ▶ **Out-of-hours support for emergency housing repairs, social care, safeguarding and other urgent issues for Hull residents**
- ▶ **Convenience: contact centre accessible on the same phone number day and night**
- ▶ **Emergency duty team supporting the police and other professionals on safeguarding issues, releasing council managers from out-of-hours cover**
- ▶ **Optimised call-handling by fully trained and supported advisors**
- ▶ **Flexible, scalable out-of-hours service, expandable to provide similar cover to other councils.**

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Andy Brown,
City Customer Services and Transformational Manager, Hull City Council

Advisors are trained to listen actively, collect comprehensive information, and judge when to call on council managers or other teams for further support.



Enhanced handling of safeguarding emergencies

In parallel with the OOH service for residents, an emergency duty team (EDT) supports Hull's emergency services when they encounter urgent safeguarding issues out of hours. **"The OOH and EDT services operate seamlessly, staffed by Civica personnel who are trained to handle all types of incoming calls,"** says Brown.

Training and support for optimised service delivery

The Civica team typically handles a total of around 70,000 calls a month across the daytime, OOH and EDT services. Naturally, a proportion of the calls received by the EDT are harrowing; and some calls to the OOH contact centre team are made by people in difficult situations who may become agitated or angry on the phone — if their heating has broken down on a freezing cold night, for example.

The advisors' training helps them to deal with all types of calls, and to judge when it's appropriate to call on other council service areas (such as the housing repair team) out of hours, and ensures they collect all the details needed to help those teams take effective action.

"I know the advisors are getting it right, because we're not hearing any complaints from the service areas," says Brown. **"From the point of view of the council and the police, the Civica team is doing a brilliant job of delivering Hull's out-of-hours contact centre and emergency duty team services."**

24/7

contact centre for
Hull residents



1

number for residents
to call day or night



99.6%

of calls answered



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